



Text Part Number: OL-0046-01

Release Notes for Cisco Voice Manager

Use the links on this page to find out the known problems and limitations in the system. They are grouped by the following categories. Check the Troubleshooting Guide and FAQ links for additional related information.

- General User Interface Limitations
- Netscape Browser Limitations
- Internet Explorer Browser Limitations
- Security Issue
- Reports Issues
- Analog and T1/E1 Interface Configuration Issues
- SNMP Trap Monitor Issues
- System Administration Issues

General User Interface Limitations

Issue: Server times are recorded as GMT or GMT+1:00

Workaround: None. Java does not recognize some timezones such as those used by Eastern Europe and Hong Kong. It will convert the system time to GMT or GMT+1:00 time. (CSCdk02084).

Issue: Keyboard support in CVM

The Tab key is the only supported keyboard method for navigating to the next component on a page. It navigates the user through each component from top to bottom, left to right. The Shift-Tab key combination navigates the user through each component in the opposite direction from the tab. Note that currently, not all browsers support the tabbing feature for all Java components.

The Spacebar will be the only supported keyboard method for 'clicking' on a component which has focus. A button is an example of such a component.

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General User Interface Limitations

The Enter key will not have a designated function.

Bulk selection using the Shift or Control key is not supported.

Use of Arrow keys to navigate through the components in a page is not supported.

Issue: IE and Netscape font settings are not used in CVM applets.

Workaround: None. To maintain consistent alignment in the CVM Java applets across different browser behaviour, CVM ignores the IE and Netscape font settings that are setup in the browser (CSCdj45418).

Issue: Row selection on a CVM table is lost after column sorting is done.

Workaround: Scroll and re-select the desired row. (CSCdj44404, CSCdj60582)

Issue: Do a column sort on a table and then go to another page. After clicking on the BACK button, the sort order on the original page is not retained although the column continues to be dark, indicating that it is a sorted column.

Workaround: Re-sort the column by clicking on the column heading.(CSCdj46457)

Issue: Pending additions, deletions, and modifications are lost if the browser is resized before the APPLY is done.

Workaround: Re-enter changes. (CSCdj69461, CSCdj67302)

Issue: When clicking on a configuration form to enter data and to query help information, must press back more than once to get back 1 page.

Workaround: Each click to get help configuration constitutes a separate display because it is on a separate frame, even if it was on the same page as the configuration page.(CSCdj34959)

Issue: When resizing certain columns, a dummy column is created which has no header but contains data.

An example of this is when the Connection ID is resized in the Call Active report.

Workaround: None. CVM uses hidden columns for its internal use. These columns should be ignored by the end-user. (CSCdj61309)

Issue: CVM buttons act on mouse up event and not on mouse down.

When the button is clicked, the button action is still taken even if the mouse is dragged away and then released.

Workaround: None. This is a constraint imposed by Java. (CSCdj62808)

Netscape Browser Limitations

Issue: Memory leak on Netscape browser on both PC and Solaris clients.

When running Java applets for an extended period of time, the browser will run out of memory because Netscape Communicator has memory leaks as well as GDI (graphics resources) leak. This is more apparent on Windows 95 clients due to a 16-bit global heap and GDI resource constraints. Win NT clients use 32-bit global heap. It is recommended that you should minimize the number of other applications on your client machine when CVM is used.

Workaround: Exit the browser and bring it up again.

Issue: Click on any task from the left frame on a Win '95 client and then resize the display. The current display disappears and is replaced by the CVM home page.

Workaround: Re-select the task on the left frame to continue. (CSCdj61980)

Issue: The following behavior is observed when using Netscape Communicator 4.04 on Solaris clients only.

No scroll bars are shown for pulldown menus. As a consequence, the full choice list cannot be displayed for long lists. This has been observed in the Regional Tone field when configuring analog interfaces and digital controllers, or in the Router List for the Call Volume report. (CSCdj92909)

Going back to previous displays using the BACK button too many times (more than 8 times in a row) can cause the browser to core dump. Minimize use of the BACK button by re-selecting the task from the Task List on the left frame. (CSCdj80978, CSCdj87925)

While editing a field in the Interface configuration tabs and the mouse cursor is moved out of the applet, you cannot edit the field. Bring back the cursor and focus to the applet field to continue. (CSCdj42772)

When the Enter key is used instead of clicking on the LOAD button to load a template, the template is not loaded. (CSCdj42762)

Buttons on the Trap Log Monitor remain depressed if space bar is used instead of a mouse click. (CSCdj46335)

Bring focus to the CANCEL or OK button and then press the space bar to close the window. The window closes momentarily and then opens up again seconds later. This problem does not occur if you click on the CANCEL or OK button instead of using the space bar. (CSCdj59401)

The vertical scrollbar on the SNMP Trap Monitor and the Dial Plan Manager is half painted. The workaround is to click on the approximate location of the scroll arrows to display the scroll bar. (CSCdj46276)

Workaround: We recommend clicking on the appropriate buttons or using mouse clicks instead of using the TAB, Enter, or Space bar keys. IE 4.01 can also be used as an alternative for Solaris clients.

Issue: The following problems are observed on Solaris clients when using versions of Netscape browsers earlier than Netscape Communicator 4.04.

After selecting a router from the Analog Interface or the Digital T1/E1 Interfaces router pulldown menu, no interfaces or controllers are shown and no errors appear. (CSCdj86956)

Workaround: Use the recommended versions of browsers which are Netscape 4.04 or Internet Explorer 4.01. Review the caveats when using Netscape 4.04 on Solaris clients.

Internet Explorer Browser Limitations

Issue: No scroll bar is displayed on pulldown menus when using IE 3.02. As a consequence, the full choice list (e.g., router list, country list in regional tone) will not be displayed.

Workaround: Use the recommended version of IE which is 4.01. (CSCdj58596)

Issue: In Router Utilities, clicking on the TELNET button after selecting a router returns an 'unknown protocol' error.

Telnet sessions launched from Java applets are not supported in IE 4.01. They are supported when launched from the browser directly.

Workaround: Launch Telnet from the browser's Telnet utility instead of using the TELNET button in the CVM applet. (CSCdj89179)

Issue: In LOAD and SAVE template dialog boxes, you cannot navigate to OK or CANCEL using the tab key.

Workaround: Do mouse click on OK or CANCEL buttons instead of using tab key. (CSCdj59837)

Security Issue

Issue: When the client's system time or time zone is moved backward from current time, user will not be able to log in.

Workaround: When CVM detects lack of activity within a 10-minute timeout period, the user is logged-out. The last time when activity was known is stored in the server. If the system time is changed backward, the user cannot log in since the 'new' current time will always be less than the latest time known by the server. To continue, user needs to restart CVM on the server. (CSCdj95270)

Reports Issues

Issue: CVM report is missing a few end-to-end calls and call legs.

CVM does not guarantee that all the calls will be captured by the report application. The completeness of the reports is subject to how fast the call history logs are wrapping in the router, the reliability of SNMP during the call history polling cycle, the call history database purge settings in CVM, and the hardware capacity of the CVM server.

Analog and T1/E1 Interface Configuration Issues

Issue: The Voice tab in the analog interface configuration parameters do not show any values nor can I configure them. I also see MIB Mismatch error messages.

Workaround: Upgrade your router to 11.3(3a)T, the recommended minimum IOS image for 3600 and 2600 platforms. Versions prior to 11.3(3a)T do not have the correct set of MIBs that are required by CVM. If immediate upgrade is not possible, use the CLI to query and configure the voice port attributes in CVM's Voice tab. (CSCdj85289)

Issue: The ISDN timeslots in the Available and Selected Time Slot column lists do not remain sorted after they are moved in and out of the two lists.

Workaround: None. (CSCdj74119)

Issue: When the Channel status monitoring display is resized, the display is no longer updated.

Workaround: Go BACK to previous page and click the MONITOR button again. (CSCdj89195)

Issue: NFAS configuration is not supported in CVM. CVM does not warn the user that NFAS is configured on the router.

Workaround: Use CLI to configure NFAS. (CSCdj94897)

SNMP Trap Monitor Issues

Issue: The selected row in the SNMP Trap window is de-selected as soon as a new trap arrives and trap log is updated.

Workaround: Click on the UNREGISTER button to halt trap arrival and then reselect the row. Click on REGISTER to resume display of new traps. (CSCdj60683)

Issue: There is no way to filter out SNMP traps on the server side.

Workaround: None. CVM can filter out specific trap types on the client's display by using the CLEAR and REGISTER buttons. However, no filtering is provided on the server side.

System Administration Issues

Issue: Java on Solaris dumps core.

This is a documented bug in Sun's JDK Release Notes (reference Sun bug number 4087298) which states that random bus error or segmentation faults can occur in an application or support library. The recommended workarounds from Sun have been applied but the problem still happens. CVM has applied its own workaround for this problem.

Workaround: The Datamgr java process is restarted and a message is logged in /opt/CSCOvoip/DM.history when this situation happens. The core dump is deleted to free up disk space. (CSCdk03923, CSCdk05775)

Issue: The java processes and the Sybase database engine will stop to function when the system runs out of disk space.

Workaround: Free up disk space. (CSCdk07577)

