Doc. No. 78-2835-01 Rev. A0

CiscoView 3.1(1) Release Note

This document discusses the CiscoView 3.1(1) release and includes the following information:

- CiscoView 3.1(1) IOS Information
- Additional Documentation Information
- CiscoView and Device Information
- Incremental Installation Information
- Troubleshooting
- CiscoView 3.1(1) Caveats
- Cisco Connection Online

CiscoView 3.1(1) IOS Information

This section contains the latest Cisco IOS™ (Internetwork Operating System) software version information at the time of printing. New devices and further specifics on IOS support will be announced following this release. Refer to the online release notes on the Cisco Customer Connection Online (CCO), formerly called Cisco Information Online (CIO), or on the Cisco Connection Documentation, Enterprise Series CD, or Cisco Connection Documentation, CiscoPro Solutions CD, which are both accessible via CCO and are continually updated.

Note The Cisco Connection Documentation, Enterprise Series CD was formerly called UniverCD and the Cisco Connection Documentation, CiscoPro Solutions CD was formerly called UniverCD for CiscoPro.

CiscoView supports Cisco IOS Software Releases 10.0 through 11.1 with the exception of Access Servers, which require a minimum of Cisco IOS Software Release 10.2.

Note CiscoView supports the Qualified Logical Link Control (QLLC) feature in Cisco IOS Software Release 10.3(7) or later and in Cisco IOS Software Release 11.0(2) or later. CiscoView supports the Synchronous Data Link Control (SDLC) feature in Cisco IOS Software Release 10.2 or later. CiscoView supports the CIP card in Cisco IOS Software Release 10.2 or later.

Additional Documentation Information

The documentation for CiscoView 3.1(1) includes this release note, a CD-ROM booklet, incremental installation instructions, and online help. The primary documentation for CiscoView is the online help. If you have documentation feedback, please forward comments to: `cs-ciscoworks@cisco.com`.

You can also refer to the quick reference card for CiscoView for information on adding device support.

CiscoView and Device Information

CiscoView is a GUI (graphical user interface-based) device management software application that provides dynamic status, statistics, and comprehensive configuration information for Cisco Systems' switched and internetworking products. CiscoView allows you to display a graphical representation of each network device, display configuration and performance information, and perform minor troubleshooting tasks.

CiscoView allows you to manage the following Cisco devices:

- Catalyst switch models 1200, 1600, 1700, 2100, 2800, 3000, and 5000 series.
- Cisco ATM LightStream Switch models LightStream 100 (formerly called the Cisco HyperSwitch A100) running RTOS version 3.1(1) and LightStream 2020 running 2.1(2) or later.
- Kalpana switch models EtherSwitch Pro16, EPS-500, EPS-1500, EPS2115, and EPS2015.
- Kalpana EPS2015. Kalpana EtherSwitches EPS-500, EPS-2115, and Pro16 are managed by their CiscoPro equivalents: CPW500, CPW2115, and CPW16 respectively.

Note Refer to the "Switch Firmware" section in "Caveats for Workgroup Products" for firmware versions.

- CiscoPro switch models CPW10-100, CPW16, CPW500, CPW1200, CPW1400, and CPW2115
- Workgroup Concentrators 1000, 1100, and 1400, and Workgroup FDDI/CDDI Adapters
- Cisco 4000 series (includes 4000 and 4500)

Note The Cisco 4700 is not supported by CiscoView 3.1(1) at this time, but support will be provided in the near future. Please check the Cisco World Wide Web site (www.cisco.com) periodically for download information on the latest device support and upgrades.

- Cisco 2501, 2502, 2503, 2505, 2507, 2509, 2510, 2511, 2512, 2513, 2514, 2515, and 2516
- Cisco 7000 series (includes 7000 and 7010) and Cisco 7500 series (includes 7505, 7507, and 7513)
- CiscoView Flash File Application

  These enhancements apply to all high-end business unit devices (Cisco 7000 and Cisco 7500 Series). With this application, CiscoView 3.1(1) is enhanced to extend its capability to provide device management functionalities such as the following:

  — Software and Config files Upload/Download

  — Configuration File Editing

  — Flash Filesystem directory display

Incremental Installation Information

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 quick reference card for CiscoView for information on adding device support.

Troubleshooting

If you cannot open a device in CiscoView 3.1(1), a message appears indicating that the device is unmanageable. This message indicates one of the following conditions:

- 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 reach or successfully ping the device.

CiscoView 3.1(1) Caveats

This section lists notes and restrictions that apply to the CiscoView 3.1(1) release.

- Installation Caveats
- Deinstallation Caveats
- General Caveats

Installation Caveats

The installation caveats are described below.

Cvinstall Path Specification

For SUNOS 4.1.x installs, you must define /usr/lib before /lib in LD_LIBRARY_PATH. If LD_LIBARY_PATH has /lib:/usr/lib then cvinstall will fail when trying to run cvtest, and display the following error message:

```
dlopen: stub interception failed

/usr/nms/bin/cvinstall: <pid> Abort - core dumped
```

[CSCdi58364]

HyperHelp Resource File

The CiscoView 3.1(1) installation attempts to put the X resource file for HyperHelp in the */usr/lib/X11/app-defaults* directory. Since different systems have different types of X Windows installations, the HyperHelp application does not always locate this resource file. When the resource file is not read, the HyperHelp viewer text may be unreadable on your screen. Do the following to make sure that this resource file is read:

Choose **Options**>**Set Hyperhelp Defaults** from the CiscoView menu to set resources.

Path Environment Variables

If you get the following error message,

```
couldn't execute "xrdb": no such file or directory
```

this may mean that the missing program (eg xrdb) is not in your path. Check your path environment variable. [CSCdi57661]

SNM 2.2.2 Patch Requirement

Make sure you have installed Patch level 4 for SNM 2.2.2 under SunOS in order that snm_discover discovers your devices correctly. If the Grapher does not send more than one request, verify that your snm_cmd has the size 36864 bytes.

Tables Show All Categories

Multiple selections show all categories, whether they apply to a specific group of selections or not. If the category doesn’t apply, the config table will show “N/A” in the cells. [CSCdi48854]

Deinstallation Caveats

The deinstallation caveats are described below.

Upgrading to CiscoView 3.1(1)

If you are upgrading from an existing Ciscoview release to CiscoView 3.1(1), perform an upgrade or a reinstallation. Deinstallation of the product is not recommended. Deinstallation of the existing Ciscoview release requires manual changes to the Network Management platform (min), or CiscoWorks will break.

General Caveats

The general caveats follow. They are divided into six sections:

- Caveats for Enterprise Network Management Products (including CiscoView 3.1[1] and other products)
- Caveats for Workgroup Products
- Caveats for Access Products
- Caveats for High-end Business Products (including 7000 and 7500 series and ATM switches)
- Caveats for Online Help

Caveats for Enterprise Network Management Products

General notes and caveats for Enterprise Network Management products are described below.

Dragging Ports

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

HP OpenView Discovery Issue

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

HP OpenView Error Message

The *xnmloadmib* program in HP OpenView may have problems reloading MIB files into their database. The definition of CiscoNetworkProtocol in *CISCO-TC-V1SMI.my* and OwnerString in *IF-MIB-V1SMI.my* will display an error message similar to the following when you run **cvinstall -f**:

```
Error detected while loading MIB file: /net/cv311/etc/cview/mibs/CISCO-TC-V1SMI.my
This MIB cannot be loaded until the following problem is corrected:
Line 44613: Error defining ASN.1 Type: duplicate type with conflicting definition
'CiscoNetworkProtocol'
```

The workaround is to invoke *xnmloadmib* manually, select and unload all Cisco-specific MIB files from the list box in *xnmloadmib* GUI, then run the command **cvinstall -f** to load all Cisco specific MIB files. [CSCdi56399]

Loading Correct SNMP Daemon

You may be unable to view a Fiber Distributed Data Interface (FDDI) SBus adapter on a device in CiscoView 3.1(1). Make sure you have the correct SNMP daemon (snmpd) loaded. The default snmpd for SunOS does not allow you to view this adapter. To correct this problem, stop the existing snmpd process and reload the snmp.cfddi daemon, which is generally located in the */etc* directory. Check the *rc.local* file to determine where the snmp.cffdi daemon might be located.

Motif Window Manager (mwm1.x)

Windows cannot correctly resize smaller when running mwm 1.x. Choose the Property dialog option to make CiscoView 3.1(1) circumvent this problem.

Open Look

- In Open Look, popup menus may not be in focus. To gain focus, move your mouse pointer out of the window and back into the menu.
- In Open Look, popup menus occasionally lose events in olwm. The menus always appear, but may not always allow you to select anything. When this occurs, move your mouse pointer out and back into the menu to start tracking the events. [CSCdi50535]

Popup Menu Titles

Popup menu titles are raised; users may mistake them for menu items. [CSCdi53475]

Running CiscoView 3.1(1) with Little Swap Space

If the server or display workstation is running out of swap space, you see a message such as "X error: Couldn't allocate color cell," and CiscoView will core dump. If you are running other applications, you might want to check your swap space occasionally.

To check swap space on a SunOS 4.1.x workstation, enter the following:

```
hostname% pstat -s
```

To check swap space on a Sun Solaris 2.x workstation, enter the following:

```
hostname% swap -l
```

To check swap space on an HP-UX 9.0x system, enter the following:

```
hostname% swapinfo
```

If your system is running out of swap space (for example, only 200 KB of swap space remains), quit some of the other applications you are running, or increase your swap space if possible. [CSCdi37063]

Stripchart and Dials

Stripchart and dials are sometimes not drawn clearly. [CSCdi51621]

SunNet Manager Grapher

The SNM grapher can only graph three or four variables at a time. Selecting more variables will generate a “too long” error message. This will affect Graphing from Monitor dialog boxes. Do not ask SNM’s grapher to graph more than four variables at a time. If you need to see more, start two SNM graphs, select SNM graph control box, and combine both graphs into one.[CSCdi51362]

Switching Between Colormaps

Programs such as Netscape take up all the colors on workstations with 8-bit graphics cards (typical for SUN). CiscoView 3.1(1) will dither colors to NetScape’s colormap. SunNet Manager will create a private colormap, and the screen will swap colormaps as you switch between applications.

Tables Show All Categories

Multiple selections show all categories, whether they apply to a specific group of selections or not. If the category doesn’t apply, the config table will show “N/A” in the cells. [CSCdi48854]

Caveats for Workgroup Products

Following are general notes and caveats for the Cisco Workgroup family of products.

Catalyst 2800, Catalyst 2100, EtherSwitch 1200, and EtherSwitch 1400

Following are general notes and caveats for the above Workgroup products:

- In the front panel display of the Catalyst 2800 and EtherSwitch 1400, the Connect and Disabled LEDs on FDDI modules do not reflect the appropriate status.
- CPW 1200, CPW 1400, Cat 2100, Cat 2800—In the General Bridge Window, the Last Topology Change field does not apply when Spanning Tree is disabled.
- CPW1400, Cat2800—Do not attempt to invoke the Monitoring menu for an FDDI port or a repeater port. There is no monitoring function provided for these ports, although the pull-down menu is enabled when such ports are selected.
- CPW1400, Cat2800—The Configure Module Windows do not work when more than one module type is selected. Select only one module type before opening these windows.
- CPW 1200, CPW 1400, Cat 2100, Cat 2800—The General Bridge window shows the bridge information for VLAN1 only. Bridge information for other VLANs is not available.
- CPW 1200, CPW 1400, Cat 2100, Cat 2800—The Spanning Tree Protocol Window for switched ports is available for ports in VLAN1 only. This window does not show valid information for ports not in VLAN1.
- The WG-Concentrator, CPW10-100, and WG_Adapter do not show version information in the About CiscoView dialog box. In these cases, the CiscoView About dialog box displays the package version only. However, the version information is displayed in the “Packages Installed” list.

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.

Exiting CiscoView 3.1(1) Causes Applications to Close

If you are using the CiscoPro 16/Catalyst 3000 and close the CiscoView window, any application window that was launched from it will automatically close. Remember to close the EtherChannel and Domain Configuration application windows before you open another CiscoView application or exit from the CiscoView application. There is no limitation on the number of CiscoView applications that you can run.

False Error Reported After Setting Parameters

On the CiscoPro (CPW) 16 and Catalyst 3000, when you try to set parameters for the EtherChannel/Domain application under moderate to high traffic situations, the application incorrectly displays an error window indicating that the operation was not successful. In reality, the command was successful, and you should dismiss the error dialog. The application should continue to function properly.

LightStream 100

The LightStream 100 VCTool has support for virtual circuit management of the LS100 and can be invoked from the LS100 CiscoView 3.1(1) application.

The LightStream 100 VCTool is currently supported for SunOS 4.1.X and HPUX 9.X.

Next Button

If you rapidly press the Next button on a Cat5000's port config dialog, you may see some category names repeated twice. Redisplay the window to remove the duplicate names. [CSCdi57910]

ProStack Power Supply Link Problem

The rear view of the Prostack matrix power supply does not indicate whether the connector link is up or down (for example, the connector does not come up green if there is a link).

Switch Firmware

The following firmware versions must be used in the switches:

- Catalyst 2100 and 2800—v. 3.63 or higher
- EtherSwitch 1200 and 2800—v. 3.63 or higher
- Grand Junction FastSwitch 2100 and 2800—v. 3.62 or higher

Note The Grand Junction FastSwitch 2100 and 2800 are managed the same as the Catalyst 2100 and 2800 respectively.

- EtherSwitch 10/100—v. 1.38 or higher
- Catalyst 1700—v. 1.38 or higher
- Grand Junction FastSwitch 10/100—v. 1.37 or higher

Switches

If you configure EtherChannel or Virtual Domains in Kalpana switch models EPS2015RS, EPS2115RSM, and Pro16 while running version 9.0 firmware with STP active, the map icons become red, and you receive the following error message:

```
No response from the device
```

After restarting the system, deactivate STP before you attempt to reconfigure. This problem is fixed in version 9.1 of the device firmware. [CSCdi41317]

Caveats for Access Products

Following are general notes and caveats for the Cisco Access family of products.

Card Support for Cisco 4000 and 4500 Series

- npm-4000-fddi-sas(200)
- npm-4000-fddi-das(201)
- npm-4000-1e(202)
- npm-4000-1r(203)
- npm-4000-2s(204)
- npm-4000-2e1(205)
- npm-4000-2e(206)
- npm-4000-2r1(207)
- npm-4000-2r(208)
- npm-4000-4t(209)

FDDI Port Status Functionality

The Cisco 4000 series devices with DAS FDDI ports show status on only the lower one of the two connectors. The status color is determined from the port's administrative status (ifAdminStatus) and operational status (ifOperStatus) values. [CSCdi28566]

Read-Only MIB Variables

The administrative status (ifAdminStatus) value "testing" and the ring speed (dot5RingSpeed) variable are implemented as "read-only" in all Cisco IOS versions and are not settable through popup menus on CiscoView Configure Port screens. However, Configure Port tables (of multiple ports) offer popup menus that permit attempts to set these variables. Such attempts result in "Permission Denied" messages. [CSCdi50635]

Tunnel Interface

A "can't read 'port' : no such variable" message appears at the bottom of the config port dialog when a tunnel interface is encountered while you click up through the ports. This message can be ignored. [CSCdi55765]

Caveats for High-end Business Products

Following are general notes and caveats for the Cisco High-end Business suite of products (including 7000 and 7500 series and ATM switches).

Displayed ATM Connector Type

CiscoView 3.1(1) always displays the multimode fiber SC type of ATM connector on AIPs, even when the media interface is of another type. [CSCdi53420]

FDDI Port Status Functionality

For 7000/7500 series routers running Cisco IOS Release10.2 or earlier, the displayed status color is determined from the port's administrative status (ifAdminStatus) and operational status (ifOperStatus) values. This status color will be the same on each connector. For devices running IOS 10.3 or later, the displayed status color is determined from the Port Connect State (fddimibPORTConnectState) for each connector. The possible values for this status and the corresponding status colors are listed below:

Status	Status color
disabled	brown
standby	brown
connecting	blue
active	green

[CSCdi28566]

High System Availability (HSA)

- On 7513 and 7507 chassis, when the master rsp (route switch processor) is in use, the console port changes color on the CiscoView 3.1(1) display. However, when a slave rsp is installed, its console port mirrors that of the master, regardless of whether or not it is in use. [CSCdi49049]
- In the HSA (dual rsp) configuration, invoking the Admin File Systems function gives an error message caused by a duplicate flash partition name ("slaveslot0") on the router. This error makes the File Systems functionality unavailable. The user should acknowledge the error message and close the "File Systems" window. [CSCdi54831]

LightStream 2020 MIB Support

For the LightStream 2020 there is currently no MIB support for the "LNS OK," "LN FLT," "BITS OK," and "TCS SEL" LEDS on front linecards. These LEDS appear blank. In addition, the "TX" and "RX" LEDS on front linecards blink too rapidly for SNMP polling purposes, and also appear blank.

Lighstream 2020 Software Releases Supported

The LightStream 2020 supports Release 2.1(2) or later.

OIR Support

Hotswap is only supported on devices running Cisco IOS Release 11.0 or later. [CSCdi53447]

Power Supply Display

By default, CiscoView 3.1(1) displays two power supplies for a 7000 running Cisco IOS Release10.2 and earlier. With IOS Release 10.3 and later, power supplies are displayed based on ciscoEnvMonSupplyState values (ENVIRONMENTAL MIB).

Read-Only MIB Variables

The administrative status (ifAdminStatus) value “testing” and the ring speed (dot5RingSpeed) variable are implemented as “read-only” in all Cisco IOS versions and are not settable through popup menus on CiscoView Configure Port screens. However, Configure Port tables (of multiple ports) offer popup menus that permit attempts to set these variables. Such attempts result in “Permission Denied” messages. [CSCdi50635]

Caveats for Online Help

Following are caveats for online help.

Glossary Links

Some device-specific help files may not have links to the glossary file. To view the glossary, select **Help>Using CiscoView** in the help window.

Options Menu

The following information was omitted from the online help information for the Options menu:

```
Options>Set HyperHelp Defaults sets the HyperHelp resources so that the HyperHelp viewer
text is readable on the screen.

Options>Debug records trace information into a file located in /tmp/ .cvlog.
```

Cisco Connection Online

Cisco Connection Online (CCO), formerly Cisco Information Online (CIO), is the Cisco Systems primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional content 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, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

To get access to CCO's Software Library as part of the PICA (Partner Initiated Customer Accounts) program, use the following URL:

- http://www.cisco.com/acs/info/pica.html

  and see this control panel to automate the process: Post Software for Customers under Temporary Special File Access, at:

- http://www.cisco.com/acs/admin/cseesd.shtml

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, Internet e-mail, and fax download options, and 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`
- 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 baud rates up to 14.4 kbps.

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

This document is to be used in conjunction with the *CiscoView CD Installation Instructions* publication.

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