Doc. No. 78-2888-02 Rev. A0

CiscoWorks Windows Release Note

This document discusses the CiscoWorks Windows 2.1(1) release and includes the following information:

Note This release note was produced on September 20, 1996. For more recent release note information, check Cisco Connection Online (CCO) for possible updates.

What's New in this Release

CiscoWorks Windows 2.1(1) includes the original release of the CiscoWorks Windows applications and device support and the new release of CiscoView, version 3.2. CiscoView 3.2 consists of the CiscoView 3.1.1 application and device support, plus the additional device support now found on a separate CD called the Network Management Support CD. These devices are also available from the Cisco Connection Online (CCO) service.

Caution Before installing CiscoWorks Windows or CiscoView devices, read the caveats in "Installation Notes and Caveats" on page 7.

If you already have CiscoWorks Windows installed, you do not need to reinstall release 2.1(1). Only install the devices you need off the Network Management Support CD.

Note There are special requirements for Cisco Access devices. For information on upgrading your HP OpenView for Windows version, refer to "Access Devices and HP OpenView for Windows" on page 8 found in the "Installation Notes and Caveats" section.

To mount and install devices from the support CD, refer to the special CD booklet included in the package. Be sure to read the README files on the Network Management Support CD or turn to the section "CiscoView Incremental Device Package Information."

Table 1 lists the new Cisco devices included on the Network Management Support CD. These devices are supported on all platforms unless otherwise noted.

Table 1 New Device Support in CiscoView Release 3.2

		Supported Operating Systems and Network Management Software	
Cisco Device	**Software Releases**	**Windows[1]**	**HP OpenView for Windows[2] and Castle Rock SNMPc**
Cisco 765 and 766	Cisco IOS 10.3, 11.0, and 11.1	X	X [3]
CiscoPro 765 and 766	Cisco IOS 10.3, 11.0, and 11.1	X	X[3]
Cisco 1003, 1004, and 1005	Cisco IOS 10.3, 11.0, and 11.1	X	X[3]
Cisco 2520, 2521, 2522, 2523, 2524, 2525, 4000, 4000-M, 4500, 4500-M, 4700, 4700-M	Cisco IOS Software Release 10.0 to 11.1 (Releases 10.2 and 10.3 do not support all cards for the 4000 Series routers.)	X	X
CiscoPro 4500	Cisco IOS 11.1 through 11.3	X	X[3]
CiscoPro 2520, 2522, 2524,	Cisco IOS 10.3, 11.0, and 11.1	X	X[3]
Cisco AS5200 Universal Access Server	Cisco IOS 11.1(5)	UNIX only	UNIX only[4]
Cisco 7206	Cisco IOS 11.1(5)	X	X
Cisco Catalyst 1200	Cisco Software Release 4.1	X	X
Cisco Catalyst 2600	Cisco Software Release SR-2.06	X	X
Cisco Catalyst 2900	Cisco Software Release 2.1	X	X
Cisco Catalyst 3000	Cisco Software Release 1.1, 1.2, 1.3	X	X
Cisco Catalyst 5000	Cisco Software Release 1.4, 1.5, 2.1	X	X
Cisco CPW16	Cisco Software Release 1.1	X	X
LS1010	Software Release 11.1, IISP	X	X

1. Windows includes NT version 3.51 and Windows 95 version 4.0
2. HP OpenView for Windows includes version 7.2 (C.02.14 and C.02.17)
3. Requires HP OpenView for Windows version 7.2 (C.02.17). For information on upgrading, refer to "Access Devices and HP OpenView for Windows" on page 8.
4. Check CCO for AS5200 updates. Support for the PC will be added in the future.

Note For the latest device support packages, refer to the Cisco Connection Online (CCO) service.

CiscoWorks Windows Features

CiscoWorks Windows has the following features:

- Configuration Builder—An application that lets you configure the most common features in the Cisco Internetwork Operating System (IOS). Using this application, you can quickly and easily create configuration files for multiple routers, hubs, and access servers without knowing the router command-line language or syntax.
- Health Monitor—A dynamic fault and performance management tool that provides real-time statistics on device characteristics, interface status, and protocol information.
- Show Commands—An application that provides a simple way to display detailed information, including system, protocol, and traffic information for Cisco routers without having to enter complicated command-line language or syntax.
- CiscoView—A graphical network management application that provides a physical view of a Cisco device, its cards, and its ports. Available device data includes SNMP error messages; system status information; hardware type and software version number; and device, card, and port status. With CiscoView you can configure your Cisco devices, monitor network performance, quickly access vital device information, and troubleshoot minor network problems. Additional networking tools can be started from CiscoView. Additional device support is available on the Cisco Connection Online (CCO) or by ordering the Network Management Support CD.
- EtherSwitch Device Management—A suite of applications that let you configure and manage EtherSwitch devices.
- Online Help—A help system that provides information about using CiscoWorks Windows application tasks and finding product information.

CiscoWorks Windows 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 Cisco IOS support will be updated as devices become supported. For the online release notes, refer to one of the following:

- Cisco Connection Online (CCO), formerly called Cisco Information Online (CIO), in the Cisco Connection Documentation section (continually updated)
- Cisco Connection Documentation, Enterprise Series CD
- CiscoPro Solutions CD

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.

Configuration Builder devices support Cisco IOS Software Releases 10.0 through 11.0 (3), with the exception of access servers, which require a minimum of Cisco IOS Software Release 10.2.

CiscoView, Show Commands, and Health Monitor devices support Cisco IOS Software Releases 10.0 through 11.1.

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.

Documentation Information

The documentation for CiscoWorks Windows includes this document, a CD-ROM booklet, incremental installation instructions, and online help. The primary documentation for CiscoWorks Windows is the online help. If you have documentation feedback, please forward comments to `bug-doc.cisco.com`

You can also refer to the CiscoWorks Windows registration/reference card for information on adding device support to CiscoView.

The documents shipped with this release include:

- *CiscoWorks Windows Getting Started Guide*
- *CiscoWorks Windows CD Installation Instructions*
- *Downloading New Cisco Devices and Applications* (quick reference information attached to mouse registration card)
- *CiscoWorks Windows Release Note*

Customer documentation can also be found on the Cisco Enterprise Customer Documentation CD or on CCO.

CiscoWorks Windows Device Information

Table 2 contains the list of supported CiscoView devices by product type.

Table 2 Supported CiscoView Devices

Access Products[1]	Workgroup Products	High-End Business Products
Cisco and CiscoPro 765 and 766	Catalyst switch models 1200, 1600, 1700, 2100, 2600, 2800, 2900, 3000, and 5000 series	LightStream 100 (formerly called the Cisco HyperSwitch A100) running RTOS version 3.1(1) and LightStream 2020 running 2.3(1) or later
Cisco 1003, 1004, and 1005	EtherSwitch Pro16, EPS-500, EPS-1500, EPS2115, and EPS2015	Cisco 7000 series (includes 7000 and 7010), 7200 series (includes 7206), and Cisco 7500 series (includes 7505, 7507, and 7513) routers
Cisco 4000 series (includes 4000, 4000-M, 4500, 4500-M, 4700, and 4700-M)	EtherSwitches: EPS-500, EPS-2115, and Pro16 are managed by their CiscoPro equivalents: CPW500, CPW2115, and CPW16 respectively.	

Access Products[1]	Workgroup Products	High-End Business Products
Cisco 2501, 2502, 2503, 2504, 2505, 2507, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2520, 2521, 2522, 2523, 2524, and 2525	CiscoPro switch models CPW10-100, CPW16, CPW500, CPW1200, CPW1400, and CPW2115	
CiscoPro 2520, 2522, and 2524	Workgroup concentrators 1000, 1100, and 1400, and Workgroup FDDI/CDDI adapters	
CiscoPro 4500	Cisco LS1010	

1. The Access devices added in CiscoView 3.2 require HP OpenView for Windows version 7.2 (C.02.17). You must upgrade to this new HP version or your devices will not work with CiscoView. For more information, refer to the section on “Access Devices and HP OpenView for Windows” on page 8

Note You can check Cisco’s World Wide Web site (`www.cisco.com`) periodically for download information on the latest device support and upgrades.

Table 3 describes the CiscoWorks Windows application support for Cisco devices.

Table 3 Supported CiscoWorks Windows Applications

Configuration Builder	Show Commands	Health Monitor
Routers: 2500, 2501, 2502, 2503, 2509, 2510, 2511, 2514, 2512, 2515, 4000, 4500, 7000, 7010	Routers: AccessPro, 2501-15, 4000, 4500, 7000, 7010	Routers: AccessPro, 2501-15, 4000, 4500, 7000, 7010
Hub/Router: 2505 and 2507	Hub/Router: 2505 and 2507	Hub/Router: 2505 and 2507
	Access Servers: 2509, 2510, 2511, and 2512	Access Servers: 2509, 2510, 2511, and 2512
	CiscoPro switch models CPW 10-100, CPW500, CPW 1200, CPW1400, and CPW2115	CiscoPro switch models CPW 10-100, CPW500, CPW 1200, CPW1400, and CPW2115

Note Check the Cisco World Wide Web site (www.cisco.com) periodically for download information on the latest device support and upgrades.

Incremental Installation Information

There are several ways to add (or incrementally install) new devices to CiscoView 3.2. For our direct customers, refer to the section “Accessing CCO for Additional Cisco Device Support.” For our partner initiated customers, refer to the section “Partner Initiated Customer Accounts.”

Accessing CCO for Additional Cisco Device Support

Customers can add new devices to CiscoView from CCO or from the Network Management Support CD. For more information, refer to the *Downloading New Cisco Devices and Applications* quick reference card (shipped attached to the registration card) or to CCO. The quick reference card can be located at the following CCO URL:

http://www.cisco.com/kobayashi/library/netmanage/cview/index.html

It includes information on logging into CCO and how to get devices added to CiscoView.

For access to the device package files from CCO the URL is:

http://http://www.cisco.com/kobayashi/Library_root.shtml

Be sure to read the device README files before downloading any device.

Partner Initiated Customer Accounts

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 "*Downloading New Cisco Devices and Applications*" for CiscoView for information on adding device support. It is orderable, or available on CCO or the Enterprise Customer Documentation CD.

Troubleshooting

If you cannot open a device in CiscoView, you receive a message 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.

CiscoWorks Windows Notes and Caveats

This section lists notes and restrictions that apply to the CiscoWorks Windows 2.1 release.

- Installation Notes and Caveats, page 7
- General Notes and Caveats, page 12

Note For your reference, identification numbers follow the description of the caveat. For example, [CSCdi00001]. If you need to contact Technical Support about one of the following caveats, refer to the identification number to speed up the resolution of any questions or situations you might encounter.

Installation Notes and Caveats

The installation notes and caveats are described below.

Device Installation Patch/Software Module Update (SMU)

If you plan to install incremental device packages at this time or in the future, we recommend you install the CiscoView patch prior to performing the CiscoView incremental device installations.

If this patch is not installed, you might encounter the following error messages:

```
No more textual conventions possible. (OCTETSTRING):  ...
INFO: parse new mib.txt failed. Exiting.
```

Install the CiscoView *parse.exe* patch before you perform CiscoView increment installation using Device Install. Otherwise, the above problem might be observed. To install the patch from the Network Management Support CD, refer to "Installing the CiscoView Patch" for instructions. To install the patch/SMU from CCO, refer to the CiscoView Upgrade Planner at the following URL:

http:www.cisco.com/kobayashi/library/netmanage/cview.index.html

[CSCdi68751]

Installing the CiscoView Patch

If you have the Network Management Support CD, there is a */patch* directory on the Network Management Support CD that contains the following files:

- *README.patch.win*
- *parse.windows*
- *patch.exe*

If you do not have the Network Management Support CD, you can access CCO for the SMU.

To install the CiscoView patch, do the following:

Step 1 Run the executable file, *patch.exe*. by selecting **Run** from the Start menu and entering the following in the Run window: <*CDROM drive*>**:/cdrom/patch/patch.exe**

Step 2 If you see the following error message during the SMU installation:

```
ERROR: CiscoView was not properly installed on this machine.
```

This indicates that either CiscoView was not installed properly, or the *cwgatewy.ini* file was accidentally removed from the */windows* directory.

Reinstall CiscoView. Then apply the SMU as instructed in Step 1.

Access Device Package Installation Issues

To install the following device packages off the Network Management Support CD (760, 2500, or 1000 series routers), you must have the 7000 or 4xxx device packages previously installed on your system. [CSCdi69040]

Access Devices and HP OpenView for Windows

HP OpenView for Windows caveats include:

A problem existed with HP OpenView for Windows, 7.2b (C.02.14) where CiscoView did not recognize several Access devices that were assigned invalid symbol IDs by Hewlett-Packard. HP has fixed this problem. The fix for this problem requires you to upgrade HP OpenView for Windows and run a conversion utility for any of the affected devices packages you might have installed.

If you are using the new Access devices that require this upgraded HP OpenView for Windows version referenced in Table 2 (Cisco 1003, 1004, 1005, Cisco 765 and 766, CiscoPro 765 and 766, CiscoPro 2520, 2522, and 2524, or CiscoPro 4500), do the following:

- If you are already using HP OpenView for Windows version 7.2 (C.02.15), you must upgrade to version 7.2 (C.02.17). Details follow in the “Retrieving the Software Update from HP” section.

OR

- If you are running HP OpenView for Windows version 7.2 (C.02.14), you must first upgrade to version 7.2 (C.02.15). Only then can you upgrade to version 7.2 (C.02.17). You must be running C.02.15 to upgrade to C.02.17. Contact your HP OpenView representative for information on upgrading to C.02.15.
- If you have downloaded the Access device packages listed above from CCO prior to September 1, 1996, download the updated Access device packages onto your PC and run the HP conversion utility which is available on CCO. Details follow in the “Updating Access Device Packages” section on page 9.

Caution In order to upgrade to HP version C.02.17, you must be using HP version C.02.15.

Retrieving the Software Update from HP

To retrieve an update of the HP OpenView for Windows software from the Hewlett-Packard FTP server, do the following:

1. Use a command line FTP utility to access the Hewlett-Packard FTP server by entering the following at the DOS command line:

   ftp 15.255.104.6

   Netscape or other graphical user interface (GUI) FTP clients will not work. This is a limitation HP recognizes and is working to correct in the near future. Command-line versions of FTP are included with Windows 95 and Windows NT.

2. After the login prompt displays, enter a login name of: **ftp**
3. Enter a password of: **cisco**
4. Enter the following: **user ov**
5. When prompted for a password, enter: **cre8ive**
6. Turn on binary transfer mode by entering: **bin**
7. Change to the updates directory by entering: **cd OVUpdate**
8. Display the available updates by entering: **ls**
9. From here, change directories (**cd**) into the appropriate directory by entering: **cd C.02.17**
10. Retrieve the self-extracting archive file by entering: **get c0217up.exe**

11 Close the connection by entering: **close**

12 Quit the program by entering: **quit**

Continue to "Running the Upgrade from HP" to complete the upgrade to version C.02.17.

Running the Upgrade from HP

To run the upgrade to C.02.17, do the following:

1 Click the **Start** button and select **Run**.

2 Start the installation process by entering: *<drive>:\<directory_name>\c0217up.exe*

For example, enter *c:\opt\CSCOcv\c0217up.exe*. This results in several other files displaying in your directory, including a *setup.exe* file.

3 Continue the installation process by entering: *<drive>:\<directory_name>\setup.exe*

For example, enter *c:\opt\CSCOcv\setup.exe*.

Go to CCO to access the conversion utility only if you have downloaded Access device packages from CCO prior to September 1, 1996.

Updating Access Device Packages

If you have downloaded Access devices from the CCO server before September 1, 1996, to use those devices on CiscoView you must do the following steps. Otherwise, skip this procedure.

1 Download the updated Access device packages you need from the Network Management Support CD or from CCO. The devices are located at the following URL on CCO:

http://www.cisco.com/kobayashi/library/netmanage/cview/index.html

2 Access the conversion utility and the conversion utility README file on CCO at the following URL:

http://www.cisco.com/kobayashi/library/netmanage/cview/hot.html

3 Download both conversion files (*convert.exe* and *convert.txt*).

The *convert.exe* file does not support file path information, so you must copy this file to the same directory that contains the map files to be converted.

4 To run the conversion utility, read the README file, *convert.txt* for instructions. The README includes detailed information on how the conversion utility works.

For the most up-to-date information, always refer to CCO. For your convenience, a brief description of the steps follows:

— Run *convert.exe* from the DOS prompt.

— Start the conversion process by entering:

*drive***:***directory_name\convert map_name* **>** *output_file*

Replace the *drive* and *directory_name* with the directory that contains the map files to be converted. Replace the *map_name* with the map to be converted.This starts the conversion process and redirects the *convert.exe* file output to a file for later reference (since it displays very quickly).

For example, enter *c:\opt\convert ovbldg_c.ovm > ovc.file*. This converts the symbol IDs as 0x83E0 to 0x25E0, 0x83E1 to 0x25E1, and so on. For output information, refer to the output file.

— Repeat the above step to convert all the maps that might contain invalid symbol IDs.

CiscoWorks Windows

The following notes and caveats should be followed:

- Shut down all applications prior to CiscoWorks Windows installation. CiscoWorks Windows installation may replace old Windows dynamic link libraries (DLLs) with newer versions and may cause active applications to terminate.
- If the Kalpana SwitchVision application is installed on your system, deinstall the product before proceeding with the CiscoWorks Windows install.
- If CiscoWorks Windows fails to run immediately after an initial installation, exit and restart Windows.
- For CiscoWorks Windows on HP OpenView, if you want to add the management information base files (MIBs) to the database, run the *ovmibs.bat* batch file created by the install process from the HP OpenView MIBs directory.
- When you run CiscoWorks Windows on SNMPc for the first time, you are prompted to compile MIB files. Select the **Yes** button. If you don't compile the MIB files, SNMPc might not properly discover and manage your Cisco devices, and CiscoWorks Windows applications might not execute properly.
- CiscoWorks Windows is a network management product for Cisco Enterprise routers. CiscoWorks Windows and CiscoVision should not be installed on the same workstation. This configuration is not currently supported, and results are unpredictable.
- Upon installing CiscoWorks Windows, you might receive the following error message:

  ```
  Unable to open MIB database. (OV313-PX72).
  ```

  Perform the following steps for a workaround:

  — Select the *win.ini* file from your Windows directory.

  — Search for the section called [Paradox Engine] in the *win.ini* file. If this section does not exist, create it using an ASCII editor.

  — In this section, add the following line: **MaxTables=10**

Hardware Disk Space Requirements

The hardware disk space requirement for CiscoWorks Windows is 35 to 100 MB, depending on the number of packages installed.

Changing the Device Community String for SNMPc

You can change the default device community string only once in Castle Rock SNMPc, by using the **Edit>Node Defaults** command, and you need to save and reload the network map before the new default community string takes effect. Performing this procedure again has no effect. You can use the following workaround to change community strings in the future.

Change the community strings for all devices at once, instead of one at a time, with the following procedure:

Step 1 Select one node.

Step 2 Select **Edit>Edit Object**.

Step 3 Select **Comm...**

Step 4 Change to the appropriate community string.

Step 5 Select **Change** in the Edit Node Attributes window.

Step 6 Select **Edit>Copy**.

Step 7 Select **Map>Select Nodes**.

Step 8 Select **All Agent Types and Entire Map**.

Step 9 Select **Edit>Paste**.

Step 10 Make sure only Community and In Map are selected before clicking **OK**.

This procedure sets the community string for all selected objects.

For more information, refer to the Castle Rock SNMPc release notes by selecting the Notepad icon labeled **SNMPc Release Notes** in the SNMPc program group.

Delay When Installing All Devices

If you select all the devices to be installed from the Device Install menu, it may take some time before there is an indication that the installation is progressing. Please standby, the installation will proceed.

Error Messages

Use the following recommended actions for dealing with error messages:

- If you receive the following message when you double-click on an icon, exit and restart SNMPc.

  ```
  Unknown Node name
  ```

  When SNMPc is started from HP OpenView, you are asked to compile MIBs. Select **Yes**. [CSCdi40732]

- If you receive the error message:

  ```
  WinSNMP Could not runC:CV4NTtrapx.exe [No TRAPs or IPX!]
  ```

  when you restart CiscoWorks Windows or SNMP immediately after exiting a previous session, wait for at least 20 seconds before you attempt to restart CiscoWorks Windows and SNMPc. [CSCdi40713]

Refer to the *SNMPc Network Management Reference Guide* for more information about running CiscoWorks Windows/SNMPc with HP OpenView.

SNMPc

SNMPc caveats include:

- The SNMPc 4.1g CD contains the *DSK* directory. Under *DSK* you will see subdirectories named 1 and 2. Do not install SNMPc from *DSK/1/setup.exe*.
- Do not do a vendor installation of SNMPc after installing CiscoWorks Windows. If you do, you will need to reinstall CiscoWorks.

SNMPc Release Notes

Autodiscovery finds either SNMP devices as ping nodes or finds nothing after clearing the discovery log. Verify that the read community string is correct. Start autodiscovery again to see if the problem persists. If it does, terminate autodiscovery and restart from the SNMPc Map menu. [CSCdi40648]

Windows NT

Windows NT caveats include:

- CWW2.0 is not tested with Optivity 5.3/OV on the same system. [CSCdi57009]
- When double-clicking on Device Install to install a bad WG_Adapter package followed by a good WGConcentrator package, the following error message appears:

  ```
  Log File for WGAdapter Install
  Do you want to carry on with the rest of the setup?
  ```

  Select **yes** and the setup continues, but the error window is not dismissed. [CSCdi57072]

General Notes and Caveats

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

- Notes and Caveats for Enterprise Network Management Products, page 12 and applications including CiscoView, Configuration Builder, Health Monitor, and Show Commands
- Notes and Caveats for Workgroup Products, page 16
- Notes and Caveats for Access Products, page 17
- Notes and Caveats for High-End Business Products, page 19 (including ATM switches and the Cisco 7000, 7200, and 7500 series)
- Notes and Caveats for Online Help, page 20

Notes and Caveats for Enterprise Network Management Products

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

Colormap Problems

Windows 95 has a known Microsoft colormap problem where some colors are mapped incorrectly when switching between applications.

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.

Dragging Ports

For this release, use the left mouse button to drag a port on Windows. 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 might not work properly and might discover only one of the domains. If this occurs, use CiscoView to manage the domain directly rather than launching it from the map.

IP Address

The Health Monitor, CiscoView, Show Commands, and Configuration Builder applications communicate with a device using its primary IP address. If the primary interface is down, these applications can not locate or attempt to reach the secondary IP address for that device. [CSCdi31320]

Popup Menu Titles

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

Starting CiscoView on Device Interfaces

If you start CiscoView on an expanded node's interface icon (for example, foo.cisco.com:1), you won't be able to telnet to that device—telnet thinks it should use port 1. Do not start CiscoView on device interfaces. [CSCdi56385]

Stripchart and Dials

Stripchart and dials do not get refreshed properly. This is especially true for Windows 95. [CSCdi51621]

TACACS

If you have TACACS or login security enabled on your router, the Show Commands application and the Configuration Builder Learn and Send features will not function. However, you can send configuration files generated by Configuration Builder using the standard TFTP transfer methods. [CSCdi31004]

Windows 95

On Windows 95 there appears to be different coloring shades in Grapher as port stats is reset. You can refresh or redisplay the window as a work around. [CSCdi53523]

Windows NT

Under the Windows NT environment, running too many sessions of the CiscoWorks Windows applications (Health Monitor, Show Commands, and Configuration Builder) can cause a General Protection Fault (GPF) in the module *MFC250.dll*. This is a known Microsoft bug that can be avoided by running fewer sessions of the applications. [CSCdi31282, CSCdi34536]

WinSNMP Limits

The NetPlus *WinSNMP.dll* allows only nine instances of CiscoView. The tenth one displays an initialization error message. This limit can be increased by setting nTasks = <desired #> under the section labeled [Startup]. For example:

```
[startup]
nTasks=20
```

CiscoView

This section contains notes and caveats for the CiscoView application.

CiscoView Times Out

In high traffic situations, you might experience timeouts. To increase the timeout period, select **Options**>**Properties** from the CiscoView menu and change the value for the Timeout field.

You should not reduce the physical view polling interval below (retries*timeout), especially if you experience timeouts; this can exhaust resources on Windows and result in a general error.

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]

Configuration Builder

This section contains notes and caveats for the Configuration Builder application.

Access Server Dialog Boxes

For access server dialog boxes, the cursor will not provide feedback for incorrect data entry in fields, nor is the field with incorrect data highlighted. Font resizing at various screen resolutions may cause the incorrect sizing of text or limit the visible selections in pull-down combo-boxes. You can select invisible combo-box selections by holding down the right mouse button while in the combo-box, then scrolling up or down. [CSCdi34066]

Access Server Features

For access server features, the Chat Script Manager dialog box may create

```
expect null/send null lines
```

in a chat script. If you inadvertently create empty lines under the Expect and Send fields, you receive error messages about your chat script. Delete and recreate the chat script. [CSCdi34038]

Context-Sensitive Help

Selecting a menu item with the mouse and pressing the **F1** key opens the Configuration Builder Help Contents main window instead of starting context-sensitive help. However, context-sensitive help is supported for all Configuration Builder dialog boxes. [CSCdi34304]

Dialog Box Margins

Dialog box margins may not align on some monitor resolutions. [3D-look]

Sending Configuration Files

Configuration Builder is designed for initial configuration and subsequent modifications of routers. A configuration sent by Configuration Builder may not completely overwrite a manually created or modified existing configuration. To simplify configuration, Configuration Builder supports the most common configuration options and uses defaults when possible. You are encouraged to view configurations before sending them to a router to ensure that the generated configuration commands and defaults meet your expectations.

If you receive a banner command timeout error message when sending a configuration file, remove the banner command from the configuration file and resend the file. If you receive other command timeout error messages when sending files, select **File>Communication Timeouts**. In the Communication Timeouts dialog box, increase the long and short timeout values, and try sending the file again. [CSCdi20708]

Spreadsheet Control

Spreadsheet control has the following caveats:

- If you use the **F1** key often while the input focus is within a dialog box, Configuration Builder spreadsheet controls can lose track of certain pointers. To release memory and refresh the pointers, log out of Windows and log in again. [CSCdi34671]
- When you use the keyboard to navigate spreadsheet style controls, you must press the spacebar twice to modify a checkbox. [CSCdi15204]
- The **Esc** key does not close the window when the input focus is in the spreadsheet style controls. Use the window menu or move the input focus out of the spreadsheet controls to close the window. [CSCdi15891]

Health Monitor

The **F1** key context-sensitive help feature is not supported for Health Monitor menu items. Context-sensitive help is supported for all Health Monitor dialog boxes. [CSCdi32448]

Show Commands

Show Commands features are not supported by all device types. However, Show Commands' unsupported features can still be selected.

If you select an unsupported feature, you see an error message. For example, if you select the show controllers CxBus feature for a Cisco CPA2509, you see the following error message. [CSCdi30902]

```
This command is not supported by this IOS image.
```

Notes and Caveats for Workgroup Products

General notes and caveats for Workgroup products are described below.

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

General notes and caveats for the above Workgroup Products are described below.

- 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. Please 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 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 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 application.

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

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
- 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
- Grand Junction FastSwitch 2100 and 2800—v. 3.62 or higher

Note If you are using the Grand Junction FastSwitch 2100 or 2800 devices, they can be managed in CiscoView using device packages for the Catalyst 2100 or 2800, respectively.

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]

Notes and Caveats for Access Products

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

Access 3.2 Devices Require HP OpenView for Windows Upgrade

A problem existed with HP OpenView for Windows, 7.2b (C.02.14) where CiscoView did not recognize several Access devices that were assigned invalid symbol IDs by Hewlett-Packard. HP has fixed this problem. The fix for this problem requires you to upgrade HP OpenView for Windows and run a conversion utility for any of the affected devices packages you might have installed.

If you are using the new Access devices that require this upgraded HP OpenView for Windows version referenced in Table 2 (Cisco 1003, 1004, 1005, Cisco 765 and 766, CiscoPro 765 and 766, CiscoPro 2520, 2522, and 2524, or CiscoPro 4500), refer to the “Access Devices and HP OpenView for Windows” on page 8 for detailed instructions on how to perform the fix.

Card Support for Cisco 4000, 4500, and 4700 Series

The following network processor modules (npm) are supported:

- npm-4000-fddi-sas
- npm-4000-fddi-das
- npm-4000-1e
- npm-4000-1r
- npm-4000-2s
- npm-4000-2e1
- npm-4000-2e
- npm-4000-2r1
- npm-4000-2r
- npm-4000-4t
- nmp-4000-4b
- nmp-4000-8b
- nmp-4000-ct1
- nmp-4000-ce1
- nmp-4000-1a
- nmp-4000-6e
- nmp-4000-1fe

CiscoView Release 3.1 supports cards nmp-400-fddi-sas through nmp-4000-4t above. The incremental devices for 4000, 4500, and 4700 support cards nmp-4000-4b through nmp-4000-6e above. For the latest information on supported CiscoView devices, check CCO.

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 cannot be set through popup menus on CiscoView Configure Port screens. However, Configure Port tables (of multiple ports) offer popup menus that will permit attempts to set these variables. Such attempts will 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 clicking up through the ports. This message can be ignored. [CSCdi55765]

Notes and Caveats for High-End Business Products

General notes and caveats for High-End Business products are described below.

Core Routers View Options

For Cisco 7000, 7505, and 7513 routers, the legend area at the bottom of the CiscoView window may not be viewable. Displaying the entire device at 100% does not fit on a 1024x760 PC display. The workaround is to use the 50% view or to deselect the **Options>Show Toolbar** and select **Options>Show System Info**.[CSCdi50212]

Displayed ATM Connector Type

CiscoView 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 Release 10.2 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 Cisco IOS Release 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. [CSCdi28566]

Status	Status color
disabled	brown
standby	brown
connecting	blue
active	green

High System Availability (HSA)

On the 7513 and 7507 chassis, when the master rsp (route switch processor) is in use, the console port changes color on the CiscoView 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]

LightStream 2020 MIB Support

For the LightStream 2020 device 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.

Lightstream 2020 Truncated

When using CiscoView on the PC platform (either standalone, under OVWIN, or under SNMPc CastleRock) for a LightStream 2020 ATM switch, a 1280x1024 resolution display is required. Any lower resolution results in truncated output. [CSCdi49654]

Lighstream 2020 Software Releases Supported

LightStream 2020 supports Release 2.3(1) or later.

Power Supply Display

By default, CiscoView displays two power supplies for a 7000 running Cisco IOS Release 10.2 orearlier. With Cisco IOS Release10.3 or later, power supplies are displayed based on ciscoEnvMonSupplyState values.

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 cannot be set 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]

Notes and Caveats for Online Help

Following are general notes and caveats for CiscoWorks Windows online help.

Options Menu

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

```
Options>Debug records trace information into a file located in $NMSROOT/cvlog
```

CiscoView Incremental Device Package Information

This section contains the release note updates (README files from CCO) for the CiscoView incremental device packages shipped in the CiscoView 3.2 release. For a list of device information, refer to Table 1.

This section includes the following device README text files:

Each update may contain the following sections:

- Information on device
- Software Release information

- New device, card/module, or feature support
- Bug fixes
- Current documentation
- Notes and caveats, if any

If your Cisco device is not mentioned in this section, check on CCO for more up-to-date README information.

Network Management Platforms

Every Cisco device in Release 3.2, with the exception of the Access devices listed below, is supported on the following network management platforms:

- PC: HP OpenView for Windows, 7.2b (C.02.14 or 2.14)

  Due to a problem with HP OpenView for Windows symbol IDs, the following devices require version 7.2 (C.02.17) to work with CiscoView properly: Cisco 765 and 766, CiscoPro CPA765 and CPA766, CiscoPro CPA2520, CPA2522, CPA2524, CiscoPro CPA4500, and the Cisco 1003, 1004, and 1005. For information on upgrading and running the conversion utility, refer to “Access Devices and HP OpenView for Windows” on page 8.

- PC: CastleRock SNMPc, 4.1g with HP OpenView emulation support

The listed Access devices below are supported on the following network management platforms:

- PC: HP OpenView for Windows, 7.2 (C.02.17 or 2.17).

  Due to a problem with HP OpenView for Windows symbol IDs, the following devices require you to upgrade to version 7.2 (C.02.17) and run a conversion utility to work with CiscoView properly: Cisco 765 and 766, CiscoPro CPA765 and CPA766, CiscoPro CPA2520, CPA2522, CPA2524, CiscoPro CPA4500, and the Cisco 1003, 1004, and 1005. For information on upgrading and running the conversion utility, refer to “Access Devices and HP OpenView for Windows” on page 8.

- PC: CastleRock SNMPc, 4.1g with HP OpenView emulation support

The Cisco AS5200 is supported on all UNIX platforms only. Refer to CCO for AS5200 support in the future.

Operating Systems

Every device in Release 3.2, with the exception of the AS5200, supports the following operating systems (which are the same as the CiscoView 3.1.1 release):

- Windows 95, 4.0
- Windows NT, 3.51

Cisco and CiscoPro 765 and 766 Series Device Package

This section describes the Cisco and CiscoPro 765 and 766 Series device package.

The Cisco and CiscoPro 765 and 766 routers connect Ethernet local-area networks (LANs) to corporate networks over Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) lines. They offer multiprotocol routing capabilities between WAN and LAN ports, as well as the ability to function as a transparent bridge.

Cisco IOS Software Releases

Cisco IOS Software Releases 10.3, 11.0, and 11.1 support the Cisco and CiscoPro 765 and 766 series routers.

Current Documentation

Look for these documents on the Cisco Connection Documentation, Enterprise Series CD-ROM:

- *Cisco 750 Series and Cisco 760 Series User Guide*
- *Cisco 750 Series and Cisco 760 Series Command Reference*
- *Cisco ConnectPro User Guide*

Cisco and CiscoPro 765 and 766 Notes and Caveats

Cisco and CiscoPro 765 and 766 notes and caveats include:

- The Cisco 765 and CiscoPro 766 series routers do not support the SNMP set operations.
- No management support is available for the Config port.
- Due to a problem with how HP OpenView for Windows handles symbol IDs, the CiscoPro 765 and 766 devices require HP OpenView for Windows version 7.2 (C.02.17) to work with CiscoView properly. For information on upgrading and running the conversion utility, refer to "Access Devices and HP OpenView for Windows" on page 8.

Cisco 1003, 1004, and 1005 Series Device Package

This section describes the Cisco 1003, 1004, and 1005 Series device package.

The Cisco 1003, 1004, and 1005 series routers are easy-to-install, inexpensive, multiprotocol routers designed for small offices and other remote sites.

Cisco IOS Software Releases

Cisco IOS Software Releases 10.3, 11.0, and 11.1 support the Cisco 1003, 1004, and 1005 series routers.

Current Documentation

Look for these documents on the Cisco Connection Documentation, Enterprise Series CD-ROM:

- *Cisco 1003 and Cisco 1004 User Guide*
- *Cisco 1005 User Guide*
- *Cisco 1003 and Cisco 1004 PNC (Public Network Certification)*
- *Cisco 1005 PNC*
- *Upgrading the DRAM SIMM in the Cisco 1003, 1004, and 1005*

Cisco 1003, 1004, and 1005 Notes and Caveats

Due to a problem with how HP OpenView for Windows handles symbol IDs, the Cisco 1003, 1004, and 1005 devices require HP OpenView for Windows version 7.2 (C.02.17) to work with CiscoView properly. For information on upgrading and running the conversion utility, refer to "Access Devices and HP OpenView for Windows" on page 8.

Cisco 4000, 4500 and 2500 Series Device Package

This section describes the Cisco 4000, 4500, 4700, and 2500 Series device package.

The Cisco 4000 series routers provide a variety of feature sets that can accommodate all types of network computing environments.

The Cisco 2500 routers provide a variety of models designed for small office and remote site environments.

Device Supported

This incremental install includes support for these devices:

- Cisco 4000-M
- Cisco 4500-M
- Cisco 4700
- Cisco 4700-M
- CiscoPro 4500
- Cisco 2520
- Cisco 2521
- Cisco 2522
- Cisco 2523
- Cisco 2524
- Cisco 2525

The basic CiscoView 3.1(1) and CiscoWorks Windows 2.0(1), without this incremental install, includes support for Cisco 4000 and 4500, and Cisco 2501 through 2516, except for 2506 and 2508, which do not exist.

All CiscoPro routers that have a corresponding Enterprise router are also supported.

Network Processor Modules Supported

This incremental install includes support for the following network processor modules (npm):

- npm-4000-fddi-sas
- npm-4000-fddi-das
- npm-4000-1e
- npm-4000-1r
- npm-4000-2s
- npm-4000-2e1

- npm-4000-2e
- npm-4000-2r1
- npm-4000-2r
- npm-4000-4t
- npm-4000-4b
- npm-4000-8b
- npm-4000-ct1
- npm-4000-ce1
- npm-4000-1a
- npm-4000-6e
- npm-4000-1fe

Cisco IOS Software Releases

Cisco IOS Software Release 11.1 and earlier support the 4000, 4500 and 2500 series routers. Releases 10.2 and 10.3 do not support all cards for the 4000 Series routers. All 4000 series routers are supported from Software Release 11.0 or later.

MIB Files

SNMP MIB files are available for network management. The following Cisco Connection Online (CCO) WEB location contains many MIBs: **http://** or **ftp://ftp-eng.cisco.com/pub/mibs/supportlists/as5200/supportlist.html**

Current Documentation

Look for these documents on the Cisco Connection Documentation, Enterprise Series CD-ROM:

- *Cisco 4000 Series Installation Guide (use for 4000-M, 4500-M, 4700-M)*
- *Cisco 4000 Series Hardware Installation and Maintenance (use for 4700)*
- *Cisco 4000 Hardware Installation and Maintenance (use for 4000 and 4500)*
- Cisco 4000 Series Configuration Notes:
  - *Upgrading Memory in the Cisco 4000 and Cisco 4000-M*
  - *Upgrading the Cisco 4000 Flash EPROM Card (4000)*
  - *Installing Network Processor Modules in the Cisco 4000 Series*
  - *Cisco 4000 Series Rack-Mount and Wall-Mount Installation*
  - *Upgrading System Software in the Cisco 4000 Series*
  - *Connecting the Cisco 4000 DC-Input Power Supply*
  - *Upgrading Cisco 4500, Cisco 4500-M, Cisco 4700, and Cisco 4700-M Memory*
  - *Upgrading the Flash EPROM Memory Card (4000)*
- *Cisco 2500 Series Router Installation Guide (2501-2504 and 2513-2515)*
- *Cisco 2500 Series Hardware Installation and Maintenance (2505, 2507, 2516)*

- *Cisco 2500 Series Hardware Installation (2505, 2507, 2516)*
- *Cisco 2500 Series Access Server User Guide (2509, 2510, 2511, 2512)*
- *Cisco 2517 and Cisco 2519 Router/Hub User Guide*
- *Cisco 2518 Router/Hub User Guide*
- *Cisco 2500 Series Multiport Serial Router User Guide (2520-2523)*
- *Cisco 2524 and Cisco 2525 Router User Guide*
- Cisco 2500 Series Configuration Notes:
  - *Upgrading the DRAM SIMM on the Cisco 2500 Series Routers*
  - *Replacing the Boot ROMs in the Cisco 2500 Series and AccessPro PC Card*
  - *Installing Dual Flash Memory SIMMs on the Cisco 2500 Series*
  - *Upgrading the Boot Image with Flash Memory Cards for Cisco 2500*
  - *Upgrading the System Software for Cisco 2500 Series Routers*

Cisco 2500 Notes and Caveats

The following notes and caveats are for Cisco 2500 routers only.

- The Cisco 2520, 2521, 2522 and 2523 routers had a bug in the agent implementation. This bug was fixed in Cisco IOS version 11.0(5.1) and 11.1(2.1). To work properly, these routers must have a Cisco IOS version later than or equal to the version mentioned above.
- The 2524 and 2525 routers have an extra MIB for the two CSU/DSU WAN cards. This MIB is implemented only in Cisco IOS versions 11.0(5). The routers can be viewed properly only if the Cisco IOS versions are later than or equal to the version mentioned above.
- The 2524 and 2525 routers have two CSU/DSU WAN card slots. Each of the slots can contain any one of the following cards:
  - Two-Wire Switched 56K/64K
  - Four-Wire Switched 56K/64K
  - Fractional T1
  - 5-in-1 serial card
  - Empty
- Due to a bug in the MIB agent implementation, there is no way to distinguish between the last two cases (5-in-1 card in slot and slot empty). For both cases, CiscoView displays the 5-in-1 card image stored in Graphical Interchange Format, or GIF.
- The 2524 and 2525 routers have a BRI card slot. The slot can contain either a BRI card with an NT1 interface or a BRI card without an NT1 interface. At present, there is no way to differentiate between these two cards using the MIB. CiscoView displays the BRI card without the NT1 GIF for both cases.
- Due to a problem with how HP OpenView for Windows handles symbol IDs, the Cisco2520, 2522, 2524, and CiscoPro 4500 devices require HP OpenView for Windows version 7.2 (C.02.17) to work with CiscoView properly. For information on upgrading and running the conversion utility, refer to “Access Devices and HP OpenView for Windows” on page 8.

Cisco 7000, 7200, and 7500 Series Device Package

This package contains new device support, new functionality, and several bug fixes.

New Device Support

This device package supports the following:

- Cisco 7206 router
- POSIP card (Packet-Over-SONET Interface Processor)
- VIP2 card (Versatile Interface Processor 2)
- Port Adapter cards
  - 8E
  - 5E-FL
  - FE-TX
  - FE-FX
  - FDDI-MM
  - FDDI-SM

New Functionality

This device package supports the following new functionality:

- Configure-Device categories
  - Flash Memory for RSP-equipped devices (RSP1, RSP2, RSP7000)
  - Configuration Status
  - Configuration History
  - Flash Card display
  - Flash Card selectability and contents display

Bug Fixes

The following caveats were fixed in this release.

- Admin File Systems functionality unavailable due to duplicate flash partition names ("slaveslot0") on the router. [CSCdi54831]
- A router configured with subinterfaces might cause an error message and the device is then not manageable with CiscoView. [CSCdi62966]
- FDDI PAs might cause incorrect data display for FIP cards. [CSCdi62971]
- Hotswap is supported only on devices running Cisco IOS Release 11.0 through 11.x. [CSCdi53447]

Cisco 7000, 7200, and 7500 Series Notes and Caveats

Cisco 7xxx notes and caveats include:

- With the introduction of the 7200, SunNet Manager and HP OpenView network map icons now identify a Cisco 7xxx router according to its family, i.e., 7000, 7200, and 7500. Icons no longer specifically identify the 7000 or 7010 routers.
- The string ".1.1" appears in the title bar of the Config flash card window. You can open this window by selecting the flash card and then selecting Configure. This problem is cosmetic only. [CSCdi62945]
- Occasionally when displaying flash card contents by double-clicking on the flash card, an error message “Can't read tab(-2,0) ...” appears in the window where CiscoView was invoked. This error appears to have no adverse affect on any CiscoView functionality. [CSCdi62964]
- The FDDI Station Mgmt Configure category was unavailable (an error message appeared) for multiple FIP cards in CV 3.1(1). With this package the correct table now appears but some cells are incorrectly sized such that not all data is visible. [CSCdi62978]

Cisco Catalyst 1200 Device Package

This section describes the Cisco Catalyst 1200 device package.

Cisco Software Release

Cisco Software Release 4.1 for the Catalyst 1200.

New Features

This device package extends the CiscoView device manager to include support for:

- CDP (Cisco Discovery Protocol) configuration
- VTP (VLAN Trunk Protocol) configuration
- CiscoView launch of Traffic Director for RMON capable switches

Current Documentation

Look for these documents on the Cisco Connection Documentation, Enterprise Series CD-ROM:

- *Release notes for CWSI UNIX Version 1.0*
- *Catalyst 1200 Series Switch User Guide*
- *Catalyst Series Workgroup Switch Configuration Notes—Installing A/B Port Cards*
- *Catalyst Series Workgroup Switch Release Notes—Release 4.1*

Cisco Catalyst 1200 Notes and Caveats

Catalyst 1200 notes and caveats follow:

- Refer to the "Release notes for CWSI UNIX Version 1.0," Document Number 78-3337 for additional information about CiscoView 3.1 and Traffic Director.
- If CiscoView 3.1.1 is installed on an HP OpenView platform, the CiscoView application queries and uses community name settings for the device from HP OpenView, whether CiscoView is launched from the command line or from the HP OpenView main menu. When this is done through HP OpenView, any further standalone invocation of CiscoView takes the community string from HP OpenView until the nmcview script exports the platform.
- The IP Route device configuration window is not scrollable. Use the numbered arrow keys to scroll the window.
- When using the Switch Zoom menu from CiscoView to view multiple switch ports, the default configuration for the Catalyst 1200 is to configure Statistics, Short-Term history, Long-Term history, and Host group. For the Catalyst 5000, the default configuration is to configure Statistics only. To see the short-term or long-term history from traffic monitor, use the Domain Manager to configure the short-term and long-term group manually or use Segment Zoom to view the port first.
- When using the Segment Zoom menu from CiscoView to view the port segment, the default configuration for the Catalyst 1200 is to configure the Statistics, Short-Term history, Long-Term history and Host group. For the Catalyst 5000 use Statistics, Short-Term history, and Long-Term history.
- If you get the "Error: Entry or Group not present in Agent" message when running Segment Zoom, Switch Zoom, or Data Capture, the write community string might not match the device. If the community string matches and the problem still happens, use the CiscoView Configure Device menu to see if the RMON capability is enabled or not.
- When you select the repeater module port on a Catalyst 5000, CiscoView always uses the first port of the selected segment to create the RMON agent group. If you see "IP address is not set in sysIpAddr MIB variable," it is because the Catalyst 1200 SNMP agent does not store the correct IP address in the sysIpAddr MIB variable, so you have to use CiscoView to correct it. Go to **Configure>Device**, enter the correct IP address in the corresponding field, and click **Modify**.

Cisco Catalyst 2600 Device Package

This section describes the Cisco Catalyst 2600 device package.

Cisco Software Release

Cisco Software Release SR-2.06.

Current Documentation

Look for these documents on the Cisco Connection Documentation, Enterprise Series CD-ROM:

- *Catalyst 2600 Token Ring Switch User Guide*
- *2-Port Token Ring Fiber Universal Feature Card Planning and Installation Guide*
- *4-Port Token Ring UTP/STP Universal Feature Card Planning and Installation Guide*

Cisco Catalyst 2900 Device Package

This section describes the Cisco Catalyst 2900 device package.

Cisco Software Release

Cisco Software Release 2.1 for the Catalyst 2900.

New Features

This device package extends the CiscoView device manager to include support for:

- CDP (Cisco Discovery Protocol) configuration
- VTP (VLAN Trunk Protocol) configuration
- CiscoView launch of Traffic Director for RMON capable switches
- WS-X5020: 48 port 10BaseT Group Switching Ethernet Module
- WS-X5011: 12 port 10Base FL module
- WS-X5213: 12 port 10/100 Base TX module

Current Documentation

Look for these documents on the Cisco Connection Documentation, Enterprise Series CD-ROM:

- *Release notes for CWSI UNIX Version 1.0*
- *Catalyst 2900 User Guide*
- *Catalyst 2900 Series Configuration Guide and Command Reference*

Cisco Catalyst 2900 Notes and Caveats

Catalyst 2900 notes and caveats include:

- Refer to the “Release notes for CWSI UNIX Version 1.0,” Document Number 78-3337 for additional information about CiscoView 3.1 and Traffic Director.
- If CiscoView 3.1.1 is installed on an HP OpenView platform, the CiscoView application queries and uses community name settings for the device from HP OpenView, whether CiscoView is launched from the command line or from the HP OpenView main menu. When this is done through HP OpenView, any further standalone invocation of CiscoView takes the community string from HP OpenView until the nmcview script exports the platform.
- The IP Route device configuration window is not scrollable. Use the numbered arrow keys to scroll the window.
- Under a heavy load condition, Catalyst 2900 SNMP responses are slow.
- You might see an “error, no response since....” message in the CiscoView status window. Select Options>Properties and increase the Polling Frequency and Timeout values. [CSCdi57962]
- Do not use the Grapher in the CiscoView Monitor “10BaseT Group Switching Ethernet” window. Use the Monitor or Traffic Director tools to see graphical views of the selected repeater ports.
- The embedded RMON agent in the Catalyst 2900 only supports the Ethernet Statistics and Ethernet History Groups. Data Capture and Host List do not work on the Catalyst 2900.

- For the Catalyst 2900, if the number of the embedded RMON agent is over 50,you cannot create any new embedded RMON agent group for the new port. Use the Domain Manager to deinstall the agent group from the unused port to free the memory resource.
- When you select the repeater module port on a Catalyst 2900, it always uses the first port of the selected segment to create the RMON agent group. If you see "IP address is not set in sysIpAddr MIB variable," it is because the Catalyst 1200 SNMP agent does not store the correct IP address in the sysIpAddr MIB variable, so you have to use CiscoView to correct it. Go to **Configure>Device**, enter the correct IP address in the corresponding field, and click **Modify**.

Cisco Catalyst 3000 Device Package

This section describes the Cisco Catalyst 3000 device package.

Cisco Software Releases

Cisco Software Releases 1.1, 1.2 and 1.3 for the Catalyst 3000.

New Features

This device package extends the CiscoView device manager to include:

- Support for CDP configuration
- WS-X3006: 1 port ATM module

Current Documentation

Look for these documents on the Cisco Connection Documentation, Enterprise Series CD-ROM:

- *Release notes for CWSI UNIX Version 1.0*
- *Catalyst 3000 Release Notes*
- *Catalyst 3000 and Catalyst Stack User Guide*
- *Catalyst 3000 Matrix and Expansion Module Configuration Note*

Cisco Catalyst 3000 Notes and Caveats

Catalyst 3000 notes and caveats include:

- Refer to the "Release notes for CWSI UNIX Version 1.0," Document Number 78-3337 for additional information about CiscoView 3.1 and Traffic Director.
- If CiscoView 3.1.1 is installed on an HP OpenView platform, the CiscoView application queries and uses community name settings for the device from HP OpenView, whether CiscoView is launched from the command line or from the HP OpenView main menu. When this is done through HP OpenView, any further standalone invocation of CiscoView takes the community string from HP OpenView until the nmcview script exports the platform.
- The IP Route device configuration window is not scrollable. Use the numbered arrow keys to scroll the window.
- Because of a bug in the Catalyst 3000 1.0A software, the ATM Virtual Channel Aging menu always displays default values for all three parameters. The changes you make through this menu take effect correctly, but the values read from the device are always the default values.

Cisco Catalyst 5000 Device Package

This section describes the Cisco Catalyst 5000 device package.

Cisco Software Releases

Cisco Software Releases 1.4, 1.5 and 2.1 for the Catalyst 5000.

New Features

This device package extends the CiscoView device manager to include support for:

- CDP (Cisco Discovery Protocol) configuration
- VTP (VLAN Trunk Protocol) configuration
- CiscoView launch of Traffic Director for RMON capable switches
- WS-X5020: 48 port 10BaseT Group Switching Ethernet Module
- WS-X5005: NMP with 2 port 100Base FX SingleMode fiber
- WS-X5006: NMP with 2 port 100Base FX MultiMode fiber
- WS-X5011: 12 port 10Base FL module
- WS-X5213: 12 port 10/100 Base TX module

Current Documentation

Look for these documents on the Cisco Connection Documentation, Enterprise Series CD-ROM:

- *Release notes for CWSI UNIX Version 1.0* (for additional information about CiscoView 3.1 and Traffic Director)
- *Catalyst 5000 Release Notes*
  - Release 1.5(4)
  - Software Release 2.1
  - ATM Software Release 2.2
  - Software Release 2.1(2)
  - FDDI Software Release 2.1(2)
- *Catalyst 5000 Series Configuration Notes*
  - Fast Ethernet Switching Module 100BaseTX 12 port)
  - Ethernet Switching Module (10BaseT 24 Port)
  - Ethernet Switching Module (10BaseFL 12 Port)
  - ATM LAN Emulation Module
  - CDDI and FDDI Module
  - Fast Ethernet Switching Module (100BaseFX 12 Port)
  - 10/100 Mbps Fast Ethernet Switching Module
  - Supervisor Engine
  - Power Supply

  - Group Switching Ethernet Module
  - 2.1 Software Memory Upgrade
  - Switch Power Supply Compatibility
  - Supervisor Engine (MMF and SMF)
- *Catalyst 5000 Series Installation Guide*
- *Catalyst 5000 Series Configuration and Command Reference Guide*

Cisco Catalyst 5000 Notes and Caveats

Catalyst 5000 notes and caveats include:

- Refer to the "Release notes for CWSI UNIX Version 1.0," Document Number 78-3337 for additional information about CiscoView 3.1 and Traffic Director.
- If CiscoView 3.1.1 is installed on an HP OpenView platform, the CiscoView application queries and uses community name settings for the device from HP OpenView, whether CiscoView is launched from the command line or from the HP OpenView main menu. When this is done through HP OpenView, any further standalone invocation of CiscoView takes the community string from HP OpenView until the nmcview script exports the platform.
- The IP Route device configuration window is not scrollable. Use the numbered arrow keys to scroll the window.
- Under a heavy load condition, Catalyst 5000 SNMP responses are slow. You might see an "error, no response since...." message in the CiscoView status window. Select **Options>Properties** and increase the Polling Frequency and Timeout values. [CSCdi57962]
- Do not use the Grapher in the CiscoView Monitor "10BaseT Group Switching Ethernet" window. Use the Monitor or Traffic Director tools to see graphical views of the selected repeater ports.
- The embedded RMON agent in the Catalyst 5000 only supports the Ethernet Statistics and Ethernet History Groups. Data Capture and Host List do not work on the Catalyst 5000.
- When using the Switch Zoom menu from CiscoView to view multiple switch ports, the default configuration for the Catalyst 1200 is to configure Statistics, Short-Term history, Long-Term history, and Host group. For the Catalyst 5000, the default configuration is to configure Statistics only. To see the short-term or long-term history from traffic monitor, use the Domain Manager to configure the short-term and long-term group manually or use Segment Zoom to view the port first.
- When using the Segment Zoom menu from CiscoView to view the port segment, the default configuration for the Catalyst 1200 is to configure the Statistics, Short-Term history, Long-Term history and Host group. For the Catalyst 5000 use Statistics, Short-Term history, and Long-Term history.
- If you get the "Error: Entry or Group not present in Agent" message when running Segment Zoom, Switch Zoom, or Data Capture, the write community string might not match the device. If the community string matches and the problem still happens, use the CiscoView Configure Device menu to see if the RMON capability is enabled or not.
- When you select the repeater module port on a Catalyst 5000, CiscoView always uses the first port of the selected segment to create the RMON agent group. If you see "IP address is not set in sysIpAddr MIB variable," it is because the Catalyst 1200 SNMP agent does not store the correct IP address in the sysIpAddr MIB variable, so you have to use CiscoView to correct it. Go to **Configure>Device**, enter the correct IP address in the corresponding field, and click **Modify**.

Cisco CPW16 Device Package

This section describes the Cisco CPW16 device package.

Cisco Software Release

Cisco Software Release 1.1 for the CPW16.

New Features

This device package extends the CiscoView device manager to include support for CDP configuration.

Current Documentation

Look for these documents on the Cisco Connection Documentation, Enterprise Series CD-ROM:

- *Release notes for CWSI UNIX Version 1.0*
- *CiscoPro EtherSwitch Stack Installation and User Guide*
- *CiscoPro EtherSwitch Stack Release Notes*

Cisco CPW16 Notes and Caveats

CPW 16 notes and caveats include:

- Refer to the “Release notes for CWSI UNIX Version 1.0,” Document Number 78-3337 for additional information about CiscoView 3.1 and Traffic Director.
- If CiscoView 3.1.1 is installed on an HP OpenView platform, CiscoView queries and uses community name settings for the device from HP OpenView, whether CiscoView is launched from the command line or from the HP OpenView main menu. When this is done through HP OpenView, any further standalone invocation of CiscoView takes the community string from HP OpenView until the nmcview script exports the platform.
- The IP Route device configuration window is not scrollable. Use the numbered arrow keys to scroll the window.

Cisco LS1010 Device Package

This section describes the Cisco LS1010 device package.

Cisco IOS Software Releases

Cisco Software Release 11.1, IISP release for LS1010.

Cisco LS1010 Notes and Caveats

OAM ping functionality is grayed out since it is not available yet in the LS1010 11.1, IISP release.

Cisco Connection Online

Cisco Connection Online (CCO), formerly Cisco Information Online (CIO), is 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.

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`.

Note If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or `tac@cisco.com`. To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or `cs-rep@cisco.com`.

This document is to be used in conjunction with the *CiscoWorks Windows Getting Started Guide*.

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