Doc. No. 78-1908-03

# CiscoWorks 3.0 Release Note (SunOS, Solaris, and HP-UX)

This document discusses the CiscoWorks 3.0 release. It includes information on modifications and improvements to previous CiscoWorks releases and other noteworthy material. Use this document in conjunction with the *CiscoWorks Installation and Reference Guide* publication.

This release note document describes the following:


- CiscoWorks Release 3.0 Features, page 1
- Cisco Device Support, page 2
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## CiscoWorks Release 3.0 Features

CiscoWorks 3.0 retains many of the features of CiscoWorks 2.1. In addition, new features were added and some features were removed. CiscoWorks 3.0 includes the following new and improved features:

- CiscoConnect—A new member of the CiscoWorks application suite that enables you to automatically send customer network profiles and submit Cisco problem cases to the Technical Assistance Center (TAC). You can also check the status of existing cases and add information to them. CiscoConnect uses a Mosaic HTML-2.0 compliant browser and sends e-mail to and from Cisco Systems over the Internet.
- CiscoView—A new member of the CiscoWorks application suite that enables you to virtually view the front and rear panels of Cisco devices. It also displays configuration and performance information for a device, its cards, and its ports. Use this information to monitor network performance and troubleshoot minor network problems.
- Configuration Manager now supports the following:
  - Interface to NetSys
  - Cisco 7500 routers

- Device Software Manager now supports the following:
  - Subset images
  - Cisco 4500 routers
- Environmental Monitor—Now supports Cisco 7000 routers.
- HyperHelp—A new form of online help for the complete suite of CiscoWorks applications. Use the online help system to learn how to do CiscoWorks tasks.
- Sybase ESQR—Use Sybase ESQR utilities to run and print reports on any table created with the Device Polling application. This application replaces the Sybase Data Workbench (DWB) application.
- Sybase version 10—CiscoWorks now supports the Sybase 10 relational database instead of Sybase 4.9.2. Sybase 10 is included with CiscoWorks.
- Toolbox—A new member of the CiscoWorks application suite that enables you to start CiscoWorks applications directly, without using the menus on your network management platform (SunNet Manager or HP OpenView). Click on an application's icon in the Toolbox window to start the application. You can also display help for each application from the Toolbox window.
- Workgroup Director—A Simple Network Management Protocol-based (SNMP) network management software application that monitors and controls Workgroup products.

The Log Manager application is no longer part of CiscoWorks, though some of its functions are performed by other CiscoWorks applications.

For more detailed information on CiscoWorks features and functionality, see the *CiscoWorks Installation and Reference Guide* publication and the online help system.

## Cisco Device Support

CiscoWorks allows you to manage the following Cisco devices:

- Cisco 4000 series running system software release 9.21 through 10.3, inclusive.
- Cisco 2505 and 2507 running Cisco Internetwork Operating System (Cisco IOS™) Software Release 10.0(6) through 10.3, inclusive.
- Cisco 2501, 2502, 2503, 2504, 2509, 2510, 2511, 2512, 2513, 2514, 2515, and 2516 running Cisco IOS Release 10.2(1.3) through 10.3, inclusive.
- Cisco 7000 series (includes 7000 and 7010) and Cisco 7500 series (includes 7505, 7507, 7513) running IOS software version 9.21 through 11.0(2), inclusive.
- Catalyst 5000, 1600, and 1200 series running Version 1.0 or later. Catalyst 3000 and Kalpana 2015 switches.
- CiscoPro CPW16, CPW 2115, and CPW500 switches.
- Cisco LightStream 100 (formerly called the Cisco HyperSwitch A100) running RTOS version 1.2(0) or later.

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**Note** CiscoWorks supports the QLLC feature in IOS Versions 10.3(7) or later, and in IOS Versions 11.0(2) or later.

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## CiscoWorks Documentation Errata

The *CiscoWorks CD Installation Instructions* publication contains some errors. Make the following modifications to the information provided in the booklet:

On pages 9 and 12, the CiscoWorks volume names should read:

**/cdrom/ciscoworks/SunOS4.1.3**

and

**/cdrom/ciscoworks/Solaris2.4**

"ciscoworks" should be all lower case letters, instead of the upper case letters printed in the booklet.

The *CiscoWorks Installation and Reference Guide* publication contains some errors. Make the following modifications to the information provided in the manual:

- On page 1-2, the description of CiscoConnect should read as follows:

  Creates detailed customer network profiles, allows for automatic submission of Cisco problem cases to the Technical Assistance Center (TAC), and allows you to check the status of existing cases and add information to them. CiscoConnect uses a Mosaic HTML-2.0 compliant browser and HTTPD server, sending and receiving e-mail over the Internet to Cisco Systems.

- On page 3-8, Step 1 should read as follows:

**Step 1** Extract the files from the CD-ROM by entering the following commands:

```
# cd /cdrom/ciscoworks/SunOS4.1.3
# ./extract_unbundled -c /cdrom_install_directory
```

If you do not specify the *-c* option, the */cdrom* directory is used as the default.

While the **./extract_unbundled** script runs, answer the prompts according to the information you entered on your CiscoWorks Installation Worksheet.

- On page 3-11, Step 1 should read as follows:

**Step 1** Extract the files from the CD-ROM by entering the following command:

```
# pkgadd -d /cdrom/ciscoworks/Solaris2.4
```

You are presented with two CiscoWorks packages:

```
1    CSCOcw     CiscoWorks 3.0
2    CSCOsyb    CiscoWorks 3.x Sybase 10 Server
```

**Note** The February UniverCD will contain an updated version of the *CiscoWorks Installation and Reference Guide* publication.

## CiscoWorks Release 3.0 Caveats

This section describes the notes and general caveats that apply to CiscoWorks 3.0 on the SunOS operating system, Solaris operating system or HP-UX system. General caveats are noted first, followed by application-specific caveats.

**Note** For your reference, identification numbers follow the description of each caveat. If you need to contact your technical service representative about one of the following caveats, refer to the identification number (in the format [CSCdi*nnnnn*], where *nnnnn* is a five-digit number) to speed the resolution of any questions or situations you might encounter.

### Disk Space Requirements

You will need approximately 350 MB of disk space to install CiscoWorks and Sybase on your machine. In addition, SunNet Manager or HP OpenView must be installed on your system before you install CiscoWorks.

### Multihomed Workstations

CiscoWorks may have problems if it is installed on a multihomed workstation. These problems will only affect applications that initiate SNMP requests that result in the managed device using Trivial File Transfer Protocol (TFTP) to send or receive a file to or from the CiscoWorks workstation (for example, Device Software Manager or Configuration Manager). The problem lies in how CiscoWorks chooses a local network address for the SNMP request. For TFTP-related requests, the address of the TFTP server (the local CiscoWorks workstation) is included. However, this is not the same as the source Internet Protocol (IP) address in the SNMP packet, as it is an address that is encoded in the *varbind* list. CiscoWorks examines the configuration of the local workstation and uses the network address of the first interface that is currently up and not in loopback mode. For multihomed workstations, this may not be the same address that is used for the IP source address in the SNMP packet. The managed device will use this TFTP server address for the TFTP transfer.

A problem occurs if there is no route from the managed device to the specified TFTP server network address. The CiscoWorks application will report that the TFTP transfer failed.

If you believe you might have this problem, perform the following steps:

**Step 1** Ensure that your problem with using a multihomed workstation is not due to any other TFTP-related problem.

For example, confirm that the TFTP daemon is running, that you are using the correct community strings, and so on.

**Step 2** Perform a **write net** command on the managed device, assigning it a valid address for the CiscoWorks workstation.

This ensures that a TFTP transfer from the managed node to the CiscoWorks workstation is possible.

**Step 3** If the command is successful, shut down all network interfaces on the CiscoWorks workstation, except the one you used in the **write net** request.

This forces CiscoWorks to use the network address you specify for its TFTP request.

**Step 4** Retry the CiscoWorks application.

If CiscoWorks still does not work correctly, you are experiencing a different problem from the one described here. Currently, the only workarounds are to ensure that your managed devices have routes to the workstation address that CiscoWorks uses, or to shut down all interfaces you do not want used thereby forcing CiscoWorks to select the interface you leave up. You can determine which network address CiscoWorks uses by examining packet traces (SNMP SET requests that initiate the TFTP transfer will include the TFTP server address as an instance ID in the *varbind* list), or by watching the console on the managed device when you use the application (you will see messages indicating which address the device is trying to contact via TFTP). [CSCdi22313]

## Upgrading from CiscoWorks 3.0 Beta Release to CiscoWorks 3.0 FCS Release

Perform the following procedure if you want to upgrade your CiscoWorks installation from the CiscoWorks 3.0 Beta Release to the CiscoWorks 3.0 FCS Release. You can skip this procedure if you did not install the CiscoWorks 3.0 Beta Release.

The Sybase option *select into/bulkcopy* was not set for the polldb database when CiscoWorks 3.0 Beta Release was shipped, so you cannot create new polling tables with Device Polling. You can, however, continue to use the sample tables distributed with CiscoWorks. If you do want to create your own tables using Device Polling (**nmpoll**), you need to modify the polldb database. To modify the database, perform the following steps:

**Step 1** Look at the value of the variable **$DSQUERY** in *$NMSROOT/etc/install.cshrc* to determine your Sybase server name.

**Step 2** Run the following Sybase commands as the Sybase system administrator.

The following example uses the server name “MYSYBASE10.”

```
% bin/isql -Usa -P -SMYSYBASE10
1> sp_dboption polldb,”select into/bulkcopy”,true
2> go
Database option ‘select into/bulkcopy’ turned ON for database ‘polldb’.
```

**Step 3** Run the following command in the database that you changed (return status = 0):

```
1> checkpoint
2> go
```

## Upgrading from CiscoWorks 2.*x* to CiscoWorks 3.0

The $NMSROOT variable must be set before you start the upgrade; otherwise the upgrade will fail with an error. [CSCdi39702]

When you upgrade from CiscoWorks 2.*x* to CiscoWorks 3.0, the top-level privilege bit set under Security Manager is removed and no privileges are enabled. To fix this problem, perform the following steps after you complete the upgrade:

**Step 1** Log in to your Sybase 4.9.2 server using the following commands:

```
% isql -Usa -P<your sa password>
1> use nms
2> go
3> setuser "SAnms"
4> go
5> select app_id,authority_ck from applications
6> go
```

The above commands display a list of the CiscoWorks application names followed by a 1 or a 0. A 0 indicates that you have not set privileges for that application, and a 1 indicates that you have set privileges.

**Step 2** Exit the Sybase server.

**Step 3** Perform the following command:

```
% source $NMSROOT/etc/install.cshrc
```

This will set the environment for CiscoWorks 3.0

**Step 4** Start Security Manager and set the CiscoWorks application privileges using the output of the previous isql commands.

From the output, choose the applications that had a 1 after them (see Step 1). These applications previously had privileges set in Security Manager. Once you have recreated privileges for these applications, your application group and domain privileges will be as they were before the upgrade.

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**Note** The **isql** output lists the Log Manager application. This application is no longer part of CiscoWorks and will not appear in the list of applications in Security Manager.

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[CSCdi39917]

## Unsupported Device Names

Device names with an embedded slash (/) character are not supported. [CSCdi39314]

## Installing CiscoWorks 3.0 on an NIS Client Running SunOS

The installation process on SunOS requires you to run the installation script, modify the kernel configuration file, and run the configuration script. If you want to modify the kernel manually instead of letting the script update it automatically, perform the steps in the section “Manually-Entered Sybase Modifications to the Kernel Configuration File” in the *CiscoWorks Installation and Reference* publication.

**Note** While you complete the following steps, you can press **Ctrl-C** to exit the installation script at any time.

To complete the installation process on your Sun workstation that is also a Network Information Service (NIS) client, perform the following steps:

**Step 1** Log in to the NIS client workstation as root and turn off NIS.

**Step 2** Save the kernel, since NIS might hang the system, by entering the following command:

```
cp vmunix vmunix.save
```

**Step 3** Rename the *ypbind* file by entering the following commands:

```
cd /usr/etc
mv ypbind ypbind.origin
```

**Step 4** Reboot the system.

**Step 5** Extract the files from the CD-ROM by entering the following commands:

```
# cd /cdrom
# ./extract_unbundled -c /cdrom_install_directory
```

If you do not specify the **-c** option, the */cdrom* directory is used as the default.

While the **./extract_unbundled** script runs, answer the prompts according to the information you entered on your CiscoWorks Installation Worksheet.

**Step 6** Reboot your system to ensure that the new kernel is used by entering the following command:

```
# reboot
```

If you answered "no" to the automatic kernel modification during the installation, you must manually update the kernel by performing the steps in the section "Manually-Entered Sybase Modifications to the Kernel Configuration File" in the *CiscoWorks Installation and Reference* publication.

**Step 7** Log in to your system as the superuser after your computer reboots:

```
login: root
password:rootpassword
#
```

**Step 8** Begin the CiscoWorks configuration process by entering the following command:

```
# /usr/tmp/unbundled/cwconfigure
```

While the **cwconfigure** script runs, answer the prompts according to the information you entered on the CiscoWorks Configuration Worksheet in the *CiscoWorks Installation and Reference* publication, with the following exceptions:

- You do not need to add any NIS users to the CiscoWorks group at this point. They can be added later.
- Answer "No" to the prompt "Do you want to start CiscoWorks 3.0 from /etc/rc.local?".

**Step 9** After configuring CiscoWorks, you can remove the installation log files by following the instructions in the "Removing Log Files" section later in this chapter.

**Step 10** To eject the CD-ROM, enter the following commands:

```
# cd /
# umount /cdrom
# eject /dev/device_filename
```

**Step 11** Remove the CD-ROM caddy from the drive and store it in a safe place.

The configuration script saves NIS-related information to the following files during the configuration:

- */usr/tmp/CW.group*
- */usr/tmp/CW.prod*
- */usr/tmp/CW.sybase*

After completing the CiscoWorks configuration, use the information in these files to update your NIS server as follows:

- Edit the NIS client's */etc/group* file by copying the information from */usr/tmp/CW.group* and adding any NIS users that want to be CiscoWorks group members.
- Edit the NIS client's */etc/password* file and the password file controlled by the yppasswd daemon by adding users from the */usr/tmp/CW.prod* and */usr/tmp/CW.sybase* file.

Your installation and configuration are now complete.

While the **cw_enlarge** script runs, answer the prompts. This script sets database thresholds for disk space based on your database size.

If you need to create additional space for the databases and transaction log, enter the following command:

```
# /usr/nms/etc/cw_enlarge
```

Before you validate your installation as explained in the *CiscoWorks Installation and Reference* publication, verify the NIS sybase users by logging in as root and entering the following command:

```
ypcat passwd | grep sybase
```

## Solaris Specific Caveats

This section describes general caveats that apply to CiscoWorks 3.0 on the Solaris operating system.

- Your network management platform for CiscoWorks on Solaris is SunNet Manager 2.2.2. This release does not support the HP OpenView version.
- When you install CiscoWorks on Solaris, the CiscoWorks software is automatically placed in the */opt* directory. If you do not have enough space in the */opt* directory, the installation process alerts you. In this case, quit the installation and create directories in a large enough partition. Then link these directories to the following:
  - */opt/CSCOcw*
  - */opt/CSCOsyb*
- When you install the CiscoWorks software, the installation process creates the following users: cscworks and sybase. Sometimes these usernames cannot be deleted using admintool. In this case, delete the usernames using the following UNIX command:

```
/usr/sbin/userdel
```

### Migrating from CiscoWorks 3.0 on SunOS to CiscoWorks 3.0 on Solaris

The upgrade procedure is described in the publication, *Addendum to the CiscoWorks Installation and Reference on SunOS, Solaris, and HP-UX*.

### Window System Security for CiscoView

Read the file *$NMSROOT/etc/README* for information on how to set window system security properly for your CiscoView installation. This file discusses whether to set *xauth* or *nonxauth* mode.

## AutoInstall Manager

The caveats in this section apply to the AutoInstall application.

### Enabled Router Even if TFTP Fails

If the TFTP transfer to set the IP helper address to the neighbor router fails during an autoinstall, an error message is displayed warning of the TFTP failure. The enabled status of the router does not change to disabled, even though the helper address could not be set using the AutoInstall Manager. [CSCdi24607]

### Interface Selection Issue

Only devices attached to serial interfaces can be installed using AutoInstall. No warning messages appear if you attempt to autoinstall other interface types. [CSCdi24605]

### Running the Change Symbol Type Command in HP OpenView

In some isolated cases, AutoInstall Manager cannot determine the correct device type upon installation. As a result, the device icon in your network map may not correspond to the actual device type. For example, the network device may be an AGS+, but AutoInstall Manager may use an MGS icon to represent the device because AutoInstall Manager cannot distinguish between an AGS+ and an MGS. To confirm that your network is displaying the correct icon, use the HP OpenView **Change Symbol Type** command to specify the proper device type for each icon in your network map. [CSCdi15678]

## CiscoConnect

The caveats in this section apply to the CiscoConnect application.

### Configuring the Router's Enable Password

If an *enable* secret password is configured on the router, this password overrides the *enable* password. When you enter the passwords in CiscoConnect, you must enter the *enable secret* password, if *enable secret* is configured on the router. Enter the *enable* password if *enable secret* is not configured. *Enable secret* can be configured on the router for software versions greater than IOS 10.3.

### Installing Required Shared Libraries for CiscoConnect

CiscoConnect requires that certain shared libraries be installed on the system where it is running.

The file */usr/lib/libndbm.sl* is required on HP-UX systems so the Perl interpreter shipped with CiscoConnect can run. If your HP-UX machine does not have this library, you must install it. The library file should come with the HP-UX system, but some systems may not have it installed.

If you have any problems locating shared libraries for the SunOS, Solaris, or HP-UX platforms, contact Cisco Systems immediately for help. You will know that you do not have the required libraries installed if the CiscoConnect application does not run and the *$NMSROOT/log/cc_error_log* log file lists the missing file. You will see the following types of errors:

- For SunOS and Solaris, the errors are of the form `ld.so: lib`*`xxx`*`.so.1: not found`
- For HP-UX the errors are of the form `/lib/dld.sl: Can't open shared library: /usr/lib/lib`*`xxx`*`.sl`

In both cases, *xxx* is the name of the missing library.

### Unable to Allocate or Change Colors

When the X-server cannot allocate colors, **nmadmin** may return a segmentation fault with the following error message:

```
Warning: Cannot allocate colormap entry for xxxxxx
```

When many X-clients are using the same Xdisplay server and its resources are over-utilized (the properties of the Xdisplay server are a factor), *Xlibs* may return the following error or a segmentation core dump may occur:

```
Color cannot be changed.
```

Close some of the other x-client applications that are currently running to fix these color problems. [CSCdi39531]

### Unable to Obtain Server Name

In rare cases, the **httpd** daemon may refuse to start because it cannot obtain the server name. An error message will instruct you to follow the *ServName* configuration directive. If you experience this problem, add the following line to the end of the file *$NMSROOT/lib/httpd/conf/httpd.conf*:

**`ServName`** *xxx*

Substitute the name of your CiscoWorks workstation, without the domain name (everything up to the first period) for *xxx*. [CSCdi40398]

### Updating CiscoConnect Windows

Some CiscoConnect windows may need to be updated manually when you use the Spyglass browser. The Spyglass browser tries to save you time by storing the most recently viewed windows. However, some of the windows change dynamically, and the stored version may not match the most current version. Click on the **Reload** button to get the most current version. This is the button with three green arrows pointing in a circle, similar to the common recycling symbol. If you use the hypertext links rather than clicking on the **Home**, **Forward**, and **Back** icons in the browser, you will find this to be less of a problem.

## Configuration Management

The caveats in this section apply to the Configuration Management application.

### Database to Device Operation Fails

The **Database to Device** command will fail in the following cases:

- Traffic or network load is high.
- The operation is performed over a slow X.25 link.

If this occurs, the following error message appears:

```
Confman error in Device to Database.
Toolkit storing running configuration error.
Timeout waiting for peer to respond.
Please check system setup and community string.
```

The error occurs because the application times out while waiting for the SET operation to complete. [CSCdi40473]

### Online Help Error

The Configuration Management online help topic “Copying the Configuration File to the Database Using nmconfig” is erroneously titled and also contains errors in its text. It should be titled as follows: “Getting the Current Configuration File Using nmconfig”. The text should read as follows:

You can use the **nmconfig** command to get the current device configuration file into the log directory with the *-l* option. The following is an example of the **nmconfig** command:

**nmconfig -d** *device* **-s** *community_string* **-l** *logdir* **-D** *cw_domain* **-o** *getconf* **-U** *username* **-P** *password*

## Device Polling and Polling Summary

The caveats in this section apply to the Device Polling, the Polling Summary application, or both.

### Activate Changes Does Not Always Succeed in Device Polling or Polling Summary

You may see the following error message when you select **Activate Changes** in Device Polling or Polling Summary:

```
Unable to activate changes. Please check if the nmpolld process running.
```

There are two workarounds to this problem:

- Run the Device Polling or Polling Summary application, as the user *root*
- Restart the **nmpolld** daemon as the user *root*.

To restart the **nmpolld** daemon, perform the following steps:

**Step 1** Enter the following as *root*:

```
# kill -HUP nmpolld process_id
```

**Step 2** Check to see if you have any other **nmpolld** daemon processes running on your system.

**Step 3** Repeat Step 1 for every **nmpolld** daemon you find.

[CSCdi37450]

### Configuration Summary Report Timestamp Incorrect

The timestamp on the Configuration Summary Reports run from Polling Summary uses Greenwich Mean Time (GMT) time instead of the local time. [CSCdi40004]

## Device Polling Error

If you receive the following error message, the Sybase server is not running or the Sybase login failed:

```
Sybase SQL error: Bad findmaxvalue SQL statement for the polls table
```

Check to see if the Sybase server is running and that you are able to log in to Sybase. Restart the Sybase server if it is not running. [CSCdi33832]

## Displaying Polling Summary Reports in Other Fonts

By default, Polling Summary (**nmsummary**) reports are displayed with fixed-width fonts in Browser windows. The report tables may not be aligned properly if you set the reports to be displayed with fonts that are not fixed-width. [CSCdi39118]

## Export Data Error Messages

In the Export Data window, device selection has the following restrictions:

- Only device names are recognized. For example, *foo* is recognized, but *foo.cisco.com* is not.

  The following error message appears:

  `Device foo.cisco.com not found in pollgroup` *`xxx`*.

- Devices with the same name but different domains are ambiguous, meaning that the device you wanted may not be selected. Therefore, which device would be used is not guaranteed. For example, device selection is not guaranteed between *foo.cisco.com* and *foo.inet.com*. [CSCdi24345]

## Privileges Not Needed to Run Device Polling and Polling Summary

These two applications can be run by all users, even if they do not have the appropriate privileges set. [CSCdi40179]

## Specifying Instances for a Device-Variable Pair

The Instance field in the Device Polling window does not clear when you select the **Apply** button after you specify an instance for a device-variable pair. Be sure to clear the field before you enter new text in the Instance field when you are setting a device-variable pair. See the **nmpoll** man page or Device Polling online help for information on how to specify instances. [CSCdi40170, CSCdi40174]

## User Name Changes in Device Polling and Polling Summary

If you try to change the currently authorized user in Device Polling and Polling Summary, the *username* will change even if the attempt fails, and the new user is not the currently authorized user. [CSCdi40181]

### */tmp* Directory Out of Space

The */tmp* directory can run out of space if you leave the **nmpolld** daemon running and frequent changes are activated from Device Polling (**nmpoll**) or Polling Summary (**nmsummary**). This daemon logs status information in the file */tmp/nmpolldxxxx*, where *xxxx* is the process ID of **nmpolld**. [CSCdi33754]

## Device Software Manager

The caveats in this section apply to Device Software Manager.

### Changing Password Encryption Configuration

If you set service password-encryption configuration to On and then later set it to Off, you must reconfigure all the passwords (*line* and *enable*). Device Software Manager (**nmdevswman**) parses the configuration file to retrieve these passwords. If the passwords are not reconfigured, the application will retrieve incorrect passwords. If the passwords are incorrect, you will see the following error message when you select the **Upgrade** command:

```
Toolkit get config register Operation is not allowed.
```

[CSCdi36385]

### Unable to Upgrade 2500 Series Routers

Device Software Manager (**nmdevswman**) cannot upgrade 2500 series routers that have dual flash banks. The dual flash 2500 series routers must be upgraded manually. [CSCdi37793]

## Help System

The caveats in this section apply to the HyperHelp online help for CiscoWorks.

### Help Font Colors Not Readable

The CiscoWorks installation puts the X resource file for HyperHelp in the */usr/lib/X11/app-defaults* directory. Because different systems have different types of X Windows installations, the CiscoWorks applications do not always read this resource file. When the resource file is not read, the text may be unreadable. Use one of the following options to make sure this resource file is read:

- Run the following command each time you log into your system:

  ```
  xrdb -merge /usr/lib/X11/app-defaults/HyperHelp
  ```

- Put this command in your *.cshrc* or *.profile* files so it is run automatically every time you log in to your system.
- Move the HyperHelp X resource file to another directory, such as each user's home directory.

[CSCdi40309]

## PathTool

The caveats in this section apply to the PathTool application.

### HP OpenView SNMP Agent Problems

Due to strange behavior in the HP SNMP agent, the Path Tool application may not work properly. This occurs when Path Tool tries to find a local route from an HP workstation. To fix this problem, add static default routes instead of using the workstation's address as the default route in the routing table. This will assist Path Tool in completing its algorithm. [CSCdi24511]

### Network Numbers in Source and Destination List

Network numbers appear in the source and destination list while you are using the *resolv+* library. CiscoWorks does not support *resolv+*. To work around this problem, use a different name resolver with CiscoWorks. [CSCdi16541]

## Software Library Manager

The caveats in this section apply to Software Library Manager.

### Releases Supported by Software Library Manager

The following tables indicate the Cisco IOS releases and the Cisco Systems products that are supported by Software Library Manager.

Software Library Manager supports all Cisco IOS releases for the 25*xx* (Run-From-Flash models) routers that use the Flash Image Manager scripts.

**Table 1 25*xx* (Run-From-RAM models) and 3000 (Run-From-RAM models)**

| | IOS 10.0 | IOS 10.2 | IOS 10.3 |
|---|---|---|---|
| Flash to TFTP | Yes | Yes | Yes |
| Load Flash | Yes | Yes | Yes |
| *Get Config* file | Yes | Yes | 10.3(3) |

**Table 2 4000 Model**

| | IOS 10.0 | IOS 10.2 | IOS 10.3 |
|---|---|---|---|
| Flash VPP Status | 10.0(9)+ | 10.2(5)+ | 10.3(2)+ |
| Flash to TFTP | Yes | Yes | Yes |
| Load Flash | Yes | Yes | Yes |
| *Get Config* file | Yes | Yes | 10.3(3)+ |

**Table 3 4500 Model**

| | IOS 10.0 | IOS 10.2 | IOS 10.3 |
|---|---|---|---|
| Flash VPP Status | N/A | 10.2(5)+ | 10.3(2)+ |
| Flash dir Status | N/A | 10.2(6)+ | Yes |
| Flash to TFTP | N/A | Yes | Yes |

| | IOS 10.0 | IOS 10.2 | IOS 10.3 |
|---|---|---|---|
| Load Flash | N/A | Yes | Yes |
| *Get Config* file | N/A | Yes | 10.3(3)+ |

**Table 4 7000/7010 Models**

| | IOS 10.0 | IOS 10.2 | IOS 10.3 |
|---|---|---|---|
| Flash VPP Status | Yes | Yes | Yes |
| Flash to TFTP | Yes | 10.2(5)+ | 10.3(1)+ |
| Load Flash | Yes | 10.2(8)+ | 10.3(5)+ |
| Get Config file | Yes | Yes | 10.3(3)+ |

**Table 5 AGS+ Model**

| | IOS 10.0 | IOS 10.2 | IOS 10.3 |
|---|---|---|---|
| Flash VPP Status | Yes | Yes | Yes |
| Flash to TFTP | Yes | 10.2(5)+ | 10.3(1)+ |
| Load Flash | Yes | Yes | Yes |
| *Get Config* file | Yes | Yes | 10.3(3)+ |

This application cannot support all Cisco IOS releases due to the following problems:

- The SNMP interface for flash copy does not work for high-end routers. Copy from flash to net or copy from net to flash do not work.
  - Platform: 7000 and AGS+
  - Fixed in Cisco IOS 10.3(1) and Cisco IOS 10.2(5).

    [CSCdi29016]
- There is a flash dir status error in c4500 10.2 images. The flash file in flash dir has “delete” status, no valid file in flash dir.
  - Platform: 4500
  - Fixed in Cisco IOS 10.2(6).

    [CSCdi31997]
- Dev state is not returned correctly by dev_stat(), if no partnpec. num spec. (flashVPP return incorrect state).
  - Platform: 4000 and 4500
  - Fixed in Cisco IOS 10.2(5), Cisco IOS 10.0(9), and CiscoIOS 10.3(2).

    [CSCdi29511]
- netToFlashStatus in OLD flashmib returns 3 on 7000 platform. Copy from net to flash does not work.
  - Platform: 7000
  - Fixed in Cisco IOS 10.2(8) and Cisco IOS 10.3(5).

[CSCdi35833]

- netConfigSet, hostConfigSet, and writeMem need privilege mode to work. Received almost blank *config* file from the device.
  - Platform: all
  - Fixed in Cisco IOS 10.3(3).

    [CSCdi31088]

## SunNet Manager

If you see the following message when you run the SunNet Manager grapher from CiscoWorks Real-Time Graphs or from Health Monitor, check to see if the device is in the SunNet Manager map.

```
   Success: timestamp = 810946175.78399
           cannot dispatch request (Fatal error: cannot find group:
            "lsystemCPUload" in default schema: "snmp-mibII")
```

[CSCdi39551]

## Sybase 10

The caveats in this section apply to Sybase 10 and database administration.

### Changing the Number of Available Devices in the SQL Server

The number of devices in an SQL server is preconfigured. To change this value, you must reboot the SQL server. If there are enough unused devices in an SQL server to configure a new database, the database configure script runs to completion. Otherwise, the user is informed that the server needs to be reconfigured to allow for additional devices. The target server needs to create a device for every device that was being used by the source database. [CSCdi38739]

### Choosing Partition Size for Sybase

Sybase 10 does not support partitions that are larger than 2 gigabits. If you install Sybase on a partition that is larger than 2 gigabits, you will see an error indicating that there is *not* enough space for Sybase. While this is not true, you need to install Sybase on a smaller partition.

### Starting Sybase Server

The Sybase server is started as root from **nmstartup**. Exercise caution while creating devices in the Sybase server as this will cause the file to be overwritten by the Sybase server. [CSCdi35798]

## Sync w/Sybase

The caveats in this section apply to the Sync w/Sybase application.

### Application Exit After *libc* Modifications (SunOS only)

The Sync w/Sybase application may exit abnormally. This may be due to modifications you have made to include the *resolv+* library to *libc*. The current release of CiscoWorks software does not support *resolv+*. To resolve this problem, use another name resolver. [CSCdi23676]

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