



CISCO SYSTEMS

Doc. No. 78-1908-04

Release Notes for CiscoWorks 3.0.3 on HP-UX

This document contains information for CiscoWorks release 3.0.3 on HP-UX. 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:

- Installation Tips
- AutoInstall Manager
- CiscoConnect
- Configuration Manager
- Device Polling and Polling Summary
- Device Software Manater
- PathTool
- Software Library Manager
- Sybase
- Cisco Connection Online

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

Installation Tips

This section contains information particularly important in the installation of CiscoWorks 3.0.3.

HP OpenView Version

For this installation, HP OpenView version 4.0.1 is required, not 4.0.

Installing HP-UX 10.x

To perform a remote installation of HP-UX 10.01, add the following line to the `/etc/export` file on the system where the CD-ROM is mounted:

```
/cdrom -ro, root=<hostname of the remote machine>
```

For example, for remote installation on a host called “beethoven,” add the following line:

```
/cdrom -ro,root=beethoven
```

Unsupported Device Names

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

Migrating CiscoWorks 3.03 from HP-UX 9.x to HP-UX 10.x

For HP-UX 10.x there is no upgrade from CiscoWorks 3.0 on HP-UX 9.x to CiscoWorks 3.0.3 on HP-UX 10.x. You must instead use migration.

The migration procedure is described in the publication *CiscoWorks Installation and Reference Guide for SunOS, Solaris, and HP-UX*.

CiscoWorks 3.0.3 for HP-UX 10.x is installed using the HP OpenView Software Distributer (SD-UX). This tool is not compatible with previous HP-UX 9.x installation tools. For more information on SD-UX, refer to the SD command man pages, the SAM online help, the *Upgrading from HP-UX 9.x to 10.x Manual* or the *Managing HP-UX Software with SD-UX Manual* (B2355-90079).

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.

Using 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]

AutoInstall Manager

The information in this section applies 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]

Bitmap Problem with Health Monitor

Under the AutoInstall submap, when Health Monitor is chosen from the Monitor menu, the following error message appears:

```
Nmhealth: Fatal: Cannot read bitmap file:
/etc/opt/OV/share/bitmaps/C/workst.38.p
```

To avoid this problem, use the Toolbox menu to invoke the Health Monitor.

CiscoConnect

The information in this section applies 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 Cisco IOS Version 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 HP-UX shared libraries, contact your system administrator 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 errors of the form:

```
/lib/dld.sl: Can't open shared library: /usr/lib/libxxx.sl
```

In all 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 overutilized (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.

Running CiscoConnect

To run CiscoConnect you must be running the sendmail daemon. CiscoConnect relies on e-mail to send and receive information from the server. Locate the file */usr/lib/sendmail.cf* on an HP-UX 9.x platform or */usr/newconfig/etc/mail/sendmail.cf* on HP-UX 10.x platform. Make sure the host-hiding line is commented out. This line appears as follows:

```
DYcompany.com
```

Also make sure the */usr/lib/aliases* file contains the following two aliases:

- MAILER-DAEMON: postmaster
- postmaster: root

You can use CiscoWorks to test the e-mail connection by sending a test message to the CiscoConnect server. To run the test, execute the script **nmccsendtest** in the *\$NMROOT/etc* directory. When the response comes back from Cisco, a message is sent by e-mail to the user who sent it if that user's Unix user name is the same as a CiscoConnect user. Otherwise, it goes to cw-admin. Watch both addresses carefully for a response. When you receive the correct response, it indicates the system is working.

Configuration Management

The information in this section applies to the Configuration Management application.

Database to Device Operation Fails

The **Database to Device** command fails 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 information in this section applies 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, the device to 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 information in this section applies 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]

PathTool

The information in this section applies to the PathTool application.

HP OpenView SNMP Agent Problems

Because of unpredictable behavior in the HP SNMP agent, the PathTool application may not work properly. This occurs when PathTool 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 assists PathTool in completing its algorithm. [CSCdi24511]

Software Library Manager

The information in this section applies 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 25xx (Run-From-Flash models) routers that use the Flash Image Manager scripts.

Table 1 25xx (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
<i>Get Config</i> 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
Load Flash	N/A	Yes	Yes
<i>Get Config</i> 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
<i>Get Config</i> file	Yes	Yes	10.3(3)+

This application cannot support all Cisco IOS releases because of 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).
[Bug ID-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]

Sybase 10

The information in this section applies 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 two gigabits. If you install Sybase on a partition that is larger than two 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. **[NEED BUG ID]**

Starting Sybase Server

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

Cisco Connection Online

Cisco Connection Online (CCO) 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 (called "CCO Classic") 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: [cio.cisco.com](telnet://cio.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 cio-help@cisco.com. For additional information, contact cio-team@cisco.com.

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 Installation and Reference Guide* publication.

AtmDirector, Catalyst, CD-PAC, CiscoFusion, Cisco IOS, the Cisco IOS logo, CiscoPro, Cisco Systems, CiscoView, CiscoVision, CiscoWorks, ClickStart, ControlStream, EtherChannel, HubSwitch, LAN²LAN Enterprise, LAN²LAN Remote Office, LightSwitch, Newport Systems Solutions, *Packet*, Point and Click Internetworking, RouteStream, SMARTnet, StreamView, SwitchBank, SwitchProbe, SwitchVision, SynchroniCD, *The Cell*, TokenSwitch, TrafficDirector, VirtualStream, VlanDirector, WNIC, Workgroup Director, Workgroup Stack, and XCI are trademarks, Access by Cisco and Bringing the power of internetworking to everyone are service marks, and Cisco, the Cisco Systems logo, EtherSwitch, IGRP, Kalpana, the Kalpana logo, LightStream, and UniverCD are registered trademarks of Cisco Systems, Inc. All other trademarks, service marks, registered trademarks, or registered service marks mentioned in this document are the property of their respective owners.

Copyright © 1996, Cisco Systems, Inc.
All rights reserved. Printed in USA.
9511R

