



Release Notes for CiscoView 6.0

These release notes are for use with CiscoView 6.0. They provide:

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New Features

CiscoView 6.0 is the first version of CiscoView to utilize the lightweight client model. This release contains the following new features:

- Support of HTML/Javascript-based chassis views and dialog boxes on client machines.
- Integration with Device Center and CiscoWorks Small Network Management Solution (SNMS) 1.5 applications.
- Use of the new user interface/user experience standard.



Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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- Ability to open CiscoView 6.0 from WhatsUp Gold, Resource Manager Essentials (RME), and the SNMS desktop.
- Use of Device Selector to display and open the devices available for management.



Note The list of available devices is imported from RME.

Product Documentation



Note We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 1](#) describes the product documentation that is available.

Table 1 Product Documentation

Document Title	Available Formats
<i>Release Notes for CiscoView 6.0</i>	On Cisco.com: <ol style="list-style-type: none"> 1. Log into Cisco.com. 2. Select Products & Services > Network Management CiscoWorks > CiscoWorks Small Network Management Solution > CiscoWorks CiscoView > Technical Documentation > Release Notes.
<i>User Guide for CiscoView 6.0</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products & Services > Network Management CiscoWorks > CiscoWorks Small Network Management Solution > CiscoWorks CiscoView > Technical Documentation > User Guides. • Printed document available by order (part number DOC-7815605=).¹
Online help	There are two ways to access the online help: <ul style="list-style-type: none"> • With CiscoView 6.0 running, click Help to open the entire online help system. • Click Help within a dialog box to open the online help for that dialog box.
CiscoView Quick Start Demo	HTML/Macromedia Flash; accessible from CiscoView 6.0 online help

1. See the “[Obtaining Documentation](#)” section on page 23.

Related Documentation



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Table 2 describes the additional documentation that is available.

Table 2 *Related Documentation*

Document Title	Description and Available Formats
<p><i>Release Notes for CiscoWorks Small Network Management Solution 1.5</i></p>	<p>Provides information on known and resolved problems in SNMS 1.5. This document is available in the following formats:</p> <ul style="list-style-type: none"> • Printed document that was included with the product. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products & Services > Network Management CiscoWorks > CiscoWorks Small Network Management Solution > Technical Documentation > Release Notes.
<p><i>Installation and Setup Guide for CiscoWorks Small Network Management Solution</i></p>	<p>Describes how to install and set up SNMS 1.5. This document is available in the following formats:</p> <ul style="list-style-type: none"> • PDF on the product CD-ROM. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products & Services > Network Management CiscoWorks > CiscoWorks Small Network Management Solution > Technical Documentation > Installation Guides.

Table 2 *Related Documentation (continued)*

Document Title	Description and Available Formats
<i>User Guide for CiscoWorks Small Network Management Solution</i>	<p>Describes how to use the applications available in SNMS 1.5. This document is available in the following formats:</p> <ul style="list-style-type: none"> • PDF on the product CD-ROM. • On Cisco.com: <ul style="list-style-type: none"> – Log into Cisco.com. – Select Products & Services > Network Management CiscoWorks > CiscoWorks Small Network Management Solution > Technical Documentation > User Guides.
<i>Supported Devices Table for Small Network Management Solution</i>	<p>Lists the devices that are supported by SNMS 1.5. This document is available on Cisco.com:</p> <ul style="list-style-type: none"> • Log into Cisco.com. • Select Products & Services > Network Management CiscoWorks > CiscoWorks Small Network Management Solution > Technical Documentation > Device Support Tables.

Known and Resolved Problems

Tables 3 through 8 describe problems known to exist in this release; Table 9 describes problems resolved since the last release of CiscoView.



Note

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

CiscoView 6.0 known problems are organized into the following sections:

- [CiscoView Known Problems, page 6](#)
- [Package Support Updater \(PSU\) Known Problems, page 16](#)
- [Integration Utility Known Problems, page 17](#)

- [CA-Unicenter Adapter Known Problems, page 20](#)
- [Browser Known Problems, page 21](#)
- [General Known Problems, page 21](#)
- [Resolved Problems, page 23](#)

CiscoView Known Problems

Table 3 *CiscoView Known Problems*

Bug ID (Severity)	Summary	Explanation
CSCin51961 (3)	Internal server error sometimes occurs after changing refresh rate for monitoring graph.	<p>Observed on Router 3600 device. To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Right-click on WIC-BRI-S/T card. 2. Select Port > Monitor > Interface -BRI2/0. 3. Set refresh rate to 5 seconds. <p>After a few minutes, an internal server error takes place.</p> <p>No workaround is available at this time.</p>
CSCea49922 (3)	Error occurs after clicking and then right-clicking on AS5400 device component.	<p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. With the port resources view for an AS5400 device active, click one of the slot buttons. 2. Immediately right-click on the same slot button. <p>A DynAPI error occurs.</p> <p>No workaround is available at this time.</p>

Table 3 CiscoView Known Problems (continued)

CSCin51393 (3)	Incorrect menu is displayed after right-clicking on a device's power adapter.	<p>Observed on Router 3600 device. Two problems occur:</p> <ol style="list-style-type: none"> 1. With a card, a port, or the device selected, right-click on the power adapter; the context menu for the selected component appears. 2. With the power adapter selected, right-click on the adapter; the following message appears: Please select a Component. <p>No workaround is available at this time.</p>
CSCea61377 (3)	Scrollbar is not displayed after monitoring dialog box is opened.	<p>With a device open in CiscoView, right-click on the chassis view and select Monitor. Because no scrollbar is displayed, there is no way to view graphs at the bottom of the resulting dialog box. Minimize the browser window, and the scrollbar is displayed. However, the scrollbar disappears again after the monitoring dialog box is refreshed.</p> <p>No workaround is available at this time.</p>

Table 3 CiscoView Known Problems (continued)

<p>CSCea63238 (3)</p>	<p>Cannot change administrative status when multiple ports are selected.</p>	<p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. With a device open in CiscoView, select multiple ports. 2. Right-click chassis view and then select Configure > Interface. 3. With a port selected, click Admin Status. 4. Change the port status from either Up to Down or Down to Up. 5. Click Apply. <p>The following error message is displayed:</p> <pre>No such name error on ifName.1108.</pre> <ol style="list-style-type: none"> 6. Close and then reopen dialog box. <p>The Admin Status object has not been modified.</p> <p>Note This problem does not occur when a single port is selected.</p> <p>To work around the problem, modify one port at a time.</p>
<p>CSCin43768 (3)</p>	<p>Read-only radio buttons are not displayed by Boot Configuration dialog box.</p>	<p>Observed on Catalyst 4000 IOS devices. In the Boot Configuration dialog box (Device > Configure > Boot Configuration), three radio buttons should be shown underneath Boot With object:</p> <ul style="list-style-type: none"> • ROM Monitor • Boot Flash Memory • Boot Variable <p>In CiscoView 6.0, only the radio button for the active selection is shown. The same problem occurs for Console Line Speed and Next Console Line speed objects.</p> <p>No workaround is available at this time.</p>

Table 3 CiscoView Known Problems (continued)

CSCeb45942 (3)	Cannot open a new device after first opening a device that is down.	<p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Open a device that is currently down. 2. Close the browser window from which the device is being opened. 3. Open another device. <p>CiscoView continues trying to open the device that is down. As a result, you cannot open another device until this device times out.</p> <p>In addition, if you close the browser by clicking the X in the upper-right corner of the browser window while a device is being opened, a DynAPI error occurs.</p> <p>Note This problem occurs only if the client and server are the same machine.</p> <p>No workaround is available at this time.</p>
CSCea89084 (3)	Graphs in monitoring dialog box are not behaving as expected.	<p>Observed on AP1200 device. There are problems with the graphs for the following objects in the UDP monitoring dialog box (Monitor > Device > UDP):</p> <ul style="list-style-type: none"> • udpNoPorts: Y-axis interval values repeat. In addition, incremental Y-axis values are inconsistent. • udpOutDatagrams: Y-axis interval values are congested. <p>No workaround is available at this time.</p>

Table 3 CiscoView Known Problems (continued)

<p>CSCin36951 (3)</p>	<p>CiscoView attempts to set values for read-only objects.</p>	<p>Observed on Catalyst 6000 IOS device. To reproduce the problem:</p> <ol style="list-style-type: none"> 1. With a card selected, click Configure > Physical. Physical dialog box displays read-only objects. 2. Click either OK or Apply and the following message appears: Set Failed! Unable to set the value for <moduleName.x> where <i>x</i> is the module number. <p>No workaround is available at this time.</p>
<p>CSCin36735 (3)</p>	<p>Pressing Shift key while clicking causes problems.</p>	<p>One of two problems can occur when holding down the Shift key while clicking:</p> <ol style="list-style-type: none"> 1. If you click in an area that is not selectable, a new CiscoView instance is opened. 2. If you click either in an area that is not selectable or on an Object Selector link, an error message appears. <p>No workaround is available at this time.</p>
<p>CSCin35050 (3)</p>	<p>Monitoring dialog box for multiple port selection in CiscoView 6.0 displays incorrect values.</p>	<p>Observed on VPN30xx device. To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Select three ports. 2. Right-click and then select one of the following: <ul style="list-style-type: none"> - Monitor > General Info - Monitor > Ethernet Receive Octets - Ethernet Transmit Octets <p>The values in the resulting dialog box all read 0 or 0.0. For the operational port, values should be listed for the Total Transmitted Octets and Total Received Octets objects.</p> <p>No workaround is available at this time.</p>

Table 3 CiscoView Known Problems (continued)

CSCin38886 (3)	Device view is not shown if Object Selector is closed before a device opens.	<p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Click the Object Selector link. 2. Select the IP address of a device you want to open. 3. Before the device opens, click the Object Selector link again to close it. <p>Done is displayed in the Status bar, but the device view is not shown.</p> <p>No workaround is available at this time.</p>
CSCin45650 (3)	DynAPI error occurs after right-clicking a component that is not associated with a menu.	No workaround is available at this time.
CSCin40139 (3)	Blank monitoring dialog box is displayed after a refresh.	<p>During the transition from one monitoring dialog box to another, the dialog box goes blank if a refresh takes place. To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Select Device > Monitor > IP. 2. After the dialog box opens, change the refresh rate to 5 seconds. 3. Click the Category box, but wait until the next refresh takes place before you select a category. <p>A blank dialog box is displayed.</p> <p>No workaround is available at this time.</p>
CSCin29197 (4)	Window contents are not maximized when the window is maximized.	No workaround is available at this time.

Table 3 CiscoView Known Problems (continued)

<p>CSCeb35532 (4)</p>	<p>Popup windows in CiscoView running on the Japanese Operating System (JOS) are not big enough to fully display their contents.</p>	<p>Observed in Internet Explorer 6.0 with Service Pack 1 installed on a Windows XP client running JOS. With a chassis view open in CiscoView, right-click the chassis or a component and select a category. The resulting popup window is not big enough to fully display its contents and must be resized.</p> <p>Note This problem does not occur in Internet Explorer 6.0 running on a Windows 2000 client.</p> <p>No workaround is available at this time.</p>
<p>CSCea75525 (4)</p>	<p>TAC Mailer dialog box remains open after mail is sent.</p>	<p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. With CiscoView running, click the TAC Mailer link. 2. Open the Mailer function. 3. After composing your message, click Send. A message appears, stating that the mail was successfully sent. 4. Click OK to close the message box. <p>The TAC Mailer Tool dialog box remains open until you click Cancel.</p> <p>No workaround is available at this time.</p>
<p>CSCea88645 (4)</p>	<p>Print function does not work as expected.</p>	<p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Open a device package in CiscoView. 2. Right-click on the device and select Configure > VLAN & Bridge. 3. Print the VLAN & Bridge dialog box. <p>Most of the objects in this dialog box are not visible in the resulting printout.</p> <p>No workaround is available at this time.</p>

Table 3 CiscoView Known Problems (continued)

CSCin35001 (4)	Multiple selection function not working as expected.	<p>The following problems have been observed:</p> <ul style="list-style-type: none"> After making a multiple selection and right-clicking the selection, the following message is displayed: Please select a component. The selection you made is no longer active. To work around the problem, hold down Ctrl key when making multiple selections and right-clicking on these selections. With a port already selected, hold down Ctrl key and select a second port. The first port is deselected. To work around the problem, hold down Ctrl key before selecting the first component in a multiple selection.
CSCdz86911 (4)	Apply button is enabled in read-only dialog boxes.	<p>Observed on AS5400 device. With device selected, right-click and then select Configure > System Software. Even though the dialog box does not contain read-write objects, the Apply button is available. Click Apply and the status bar displays the message <code>Modification Success</code>.</p> <p>No workaround is available at this time.</p>

Table 3 CiscoView Known Problems (continued)

<p>CSCin44830 (4)</p>	<p>Display preference change does not work as expected.</p>	<p>Observed in Router 1700 device package. To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Right-click on the chassis and select StackMaker. 2. With at least two members in the stack selected, select StackView. 3. Click the Preferences link. 4. Set the default refresh rate for the dialog box to 45 seconds and then click Apply. 5. Right-click on the chassis of the second device in the stack and then select Monitor. <p>The default refresh rate is still set at 30 seconds.</p> <p>No workaround is available at this time.</p>
<p>CSCin50995 (4)</p>	<p>Monitoring dialog box for multiple ports does not act as expected.</p>	<p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Open a device in CiscoView 6.0. 2. With multiple ports selected, right-click and then select Monitor. <ul style="list-style-type: none"> • On a Catalyst 6000 device, the first column of the resulting dialog box is not labeled. • On a PIX device with two ports—one active and one on standby—the value zero is displayed for the In Traffic and Out Traffic objects on both ports. Values should be displayed by these objects for the active port. <p>Note This problem does not occur when this dialog box is opened for only one port.</p> <p>No workaround is available at this time.</p>

Table 3 CiscoView Known Problems (continued)

CSCin51906 (4)	Dialog Not Present is displayed after clicking browser's Back button.	<p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Open CiscoView from Device Center and open any device. 2. Right-click on the device. 3. Open any dialog box and then close it. 4. Click Back. <p>No workaround is available at this time.</p>
CSCea89091 (4)	Updates to display string objects in System Information dialog box are not applied.	<p>Observed on AP1200 device. To reproduce the problem:</p> <ol style="list-style-type: none"> 1. With device selected, right-click and then select System Information. 2. Enter a multiple-line value for a display string object (such as sysContact or sysName). 3. Click Apply. <p>The change is not made. In addition, no error message is displayed.</p> <p>No workaround is available at this time.</p>

Table 3 CiscoView Known Problems (continued)

<p>CSCin39686 (4)</p>	<p>Status bar indicates that a modification has been successfully made, even though it has not.</p>	<p>Observed on Catalyst 5000 and 6000 devices. To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Select Device > Configure > Authentication > Configure. 2. Change the value of the Console Login object from <i>local</i> to <i>radius</i>. The following message is displayed: <code>Please enable radiusLoginAuthentication in Radius category.</code> 3. Click OK to close the message. <p>The status bar displays the message <code>Modification Successful</code>, even though the change was not made.</p> <p>This problem also occurs if you update one of the following objects:</p> <ul style="list-style-type: none"> • Console Privilege • Telnet Login • Telnet Privilege <p>No workaround is available at this time.</p>
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Package Support Updater (PSU) Known Problems

Table 4 Package Support Updater (PSU) Known Problems

Bug ID (Severity)	Summary	Explanation
<p>CSCdt04070 (4)</p>	<p>No error message is displayed when network connection is lost during the download of device packages from Cisco.com.</p>	<p>No workaround is available at this time.</p>

Table 4 Package Support Updater (PSU) Known Problems (continued)

Bug ID (Severity)	Summary	Explanation
CSCdt24701 (4)	No error message is displayed after an unsuccessful attempt to uninstall NMIDB packages.	After unsuccessful attempt to uninstall NMIDB packages, no error message is displayed stating that the process failed. Also, in View History window, <code>Completed successfully</code> is displayed on the Status tab when <code>Failed</code> should be displayed instead. No workaround is available at this time.
CSCdt36869 (4)	Installing same device package from Cisco.com using multiple PSU sessions results in errors.	Errors are returned when device packages are downloaded and installed from Cisco.com using PSU web interface and standalone PSU (psu, xpsu) at the same time. To work around the problem, do not use PSU web interface and standalone PSU simultaneously to download device packages from Cisco.com.
CSCdt83908 (4)	When using PSU in Scheduled Download mode and using GMT time zone, download happens one hour earlier than scheduled time.	No workaround is available at this time.

Integration Utility Known Problems

For Windows 2000 users with NTFS, the file `NMIDBOptions.properties` contains Cisco.com passwords, in an encoded form, and is accessible only to root/admin users or any member of the `casusers` group. Root/admin access to the host must be restricted if Cisco.com password security is a concern.

For Windows 2000 users with a FAT file system, the file `NMIDBOptions.properties` is not protected from general access. If Cisco.com password security is a concern, users should disable the Cisco.com update option and manually download the `nmidb*.zip` file from the Cisco.com location `ftp.Cisco.com`, in the directory `/cisco/netmgmt/ciscoview/5.0/packages`.

Table 5 *Integration Utility Known Problems*

Bug ID (Severity)	Summary	Explanation
None.	Changing the browser used by one application changes the browser used by all applications registered through the Integration Utility.	<p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. In the Application Registration screen, change the browser used by an application – CiscoView, for example. 2. Now click the tab for another application, such as Essentials, and you will notice that its browser has also changed. <p>No workaround is available at this time.</p>
CSCdm61980 (2)	Cannot open CiscoView by double-clicking device icons in NMS after integration.	<p>Some NMS adapters do not support double-clicking device icons from the topology map, even if CiscoView is set as the default application (using Change Integration Options).</p> <p>No workaround is available at this time.</p>
CSCdm91445 (3)	Running the utility to change only application registration information (such as browser, server, and port number), a full integration occurs.	<p>If you change only the application registration information, only application integration should occur. Instead, full integration occurs.</p> <p>No workaround is available at this time.</p>
CSCdp17559 (3)	Login screen appears every time CiscoView is started from the Network Management Platform (for example, HP OpenView) using Internet Explorer.	<p>No workaround is available at this time.</p>

Table 5 Integration Utility Known Problems (continued)

Bug ID (Severity)	Summary	Explanation
CSCdr38931 (3)	Error messages may be displayed when running Change Integration Options on a system with insufficient disk space.	<p>After integration, when you run Change Integration Options, your system extracts NMIDB. If there is not enough disk space to extract NMIDB, extraction fails.</p> <p>To work around the problem, free up some disk space and reopen Change Integration Options. For Windows NT, if a FAT file system is in place, make sure you have at least 190 MB of free disk space. For other file and operating systems, make sure you have at least 25 MB of free disk space.</p>
CSCin08471 (3)	Integration with third-party NMS should be performed after installation of CiscoWorks.	If SSL will be enabled for the CiscoWorks server, it is recommended that you perform integration with a third-party NMS after the installation of CiscoWorks. This is necessary because any change in protocol requires a reintegration.
CSCin23798 (3)	Cannot upgrade to latest NMIDB by clicking Get NMIDB in integration utility GUI.	<p>Problem occurs if integration utility process was aborted or local machine was rebooted during the previous NMIDB extraction. In integration utility GUI, click Get NMIDB; the following message is returned erroneously:</p> <p>NMIDB is up to date.</p> <p>To work around the problem, remove VersionInfo.properties file from the following directory:</p> <p><i><CiscoWorks installation directory>\nmim\</i></p>
CSCin32985 (1)	Cannot integrate with Netview 6.x/7.x adapter.	<p>To reproduce the problem, using NMIDB 1.0.067 or later, perform integration with Netview 6.x/7.x adapter. A dialog box that displays nothing but the OK button remains on the desktop, even after you try to close it. Integration stops at this point.</p> <p>No workaround is available at this time.</p>

CA-Unicenter Adapter Known Problems

Table 6 CA-Unicenter Adapter Known Problems

Bug ID (Severity)	Summary	Explanation
None.	CA-Unicenter adapter does not integrate icons and MIBs.	CA-Unicenter adapter does not use MIBs or device icons from Cisco NMIDB. The adapter uses its own icons for Cisco devices on TNG maps.
CSCdp17554 (3)	Reintegration with CA-Unicenter adapter does not work.	<p>To reproduce the problem, using Integration utility, integrate with CA-Unicenter adapter. If you try reintegration after changing parameters, the adapter warns that the applications have previously been registered. Consequently, changes in application parameters are not reflected.</p> <p>To work around the problem, you must unintegrate, then reintegrate:</p> <ol style="list-style-type: none"> 1. From the DOS command line, enter: <code>C:\program files\cscopx\bin\nmic.exe -u</code> 2. Select Start > Programs > CiscoWorks > Change Integration Options and reenter adapter information. <p>Note You will receive numerous popup menus. Click OK each time to continue.</p>
CSCdp17571 (3)	Numerous popup messages appear during CA-Unicenter adapter execution.	<p>When you integrate with CA-Unicenter adapter in Windows NT 4.0, many popup messages appear, asking for confirmation. This also occurs when you run the Integration Utility with the -u option set. This is expected behavior for the TNG adapter and does not affect integration of TNG with CiscoWorks. Click OK to continue.</p> <p>Note Always use the same repository name in the Select Repository dialog box.</p>

Browser Known Problems

Table 7 *Browser Known Problems*

Bug ID (Severity)	Summary	Explanation
CSCdt06518 (2)	Cannot open a second instance of CiscoView in Internet Explorer while the first instance is waiting for user input.	<p>Observed in CD One, 3rd Edition and later running on Internet Explorer.</p> <p>Doing the following causes CiscoView to freeze:</p> <ol style="list-style-type: none"> 1. Open CiscoView. 2. Open a device. CiscoView will prompt for community strings. 3. Without entering community strings, open a second instance of CiscoView. <p>To work around the problem, enter community strings before opening a second instance of CiscoView.</p>

General Known Problems

Table 8 *General Known Problems*

Bug ID (Severity)	Summary	Explanation
None.	Local machine configuration is used when performing a remote upgrade.	There are two possible sources for configuration information: the local machine and a remote machine. Of these two sources, the configuration information for the remote machine has precedence, and it is this information that is used during a remote upgrade.

Table 8 General Known Problems (continued)

Bug ID (Severity)	Summary	Explanation
None.	CiscoView log file resides in a new location.	<p>For CiscoView, the cv.log file is now located in the following directory:</p> <ul style="list-style-type: none"> • Windows NT/2000 clients: <i>CiscoWorks-installation-directory</i>\log\ cv.log For example, c:\Program Files\CSCOpX\ log\cv.log • Solaris clients: /var/adm/CSCOpX/log/cv.log
CSCdx20593 (5)	During device list import, cannot navigate to a CSV format file using Up One Level icon.	<p>Problem observed on HP-UX clients running CiscoView.</p> <p>To reproduce the problem:</p> <ol style="list-style-type: none"> 1. Open CiscoWorks. 2. Select Device Manager > Administration > CiscoView Server > CiscoView Device List > Import Device List. 3. Select CSV format file button, and then click Browse. 4. From the Choose File dialog box, click the Up One Level icon. Nothing happens. <p>To work around the problem, use the list box to navigate to the desired file.</p>

Resolved Problems

Table 9 *Resolved Problems*

Bug ID (Severity)	Summary	Additional Information
CSCdx04645 (5)	Blank window is sometimes displayed after opening online help.	<p>Problem observed on Solaris clients running CiscoView in Netscape Navigator 4.76.</p> <p>Click Help in any dialog box and a blank window is sometimes returned, even though the status bar displays <code>Document : Done</code>.</p> <p>To work around the problem, click Reload and the appropriate online help is displayed.</p>

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpkc/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products Marketplace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can send your comments in e-mail to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

<http://www.cisco.com/en/US/products>

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

This document is to be used in conjunction with the documents listed in the “Product Documentation” section.



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