



# Release Notes for Cisco Prime LAN Management Solution 4.1

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This Release Notes is for Cisco Prime LMS 4.1 on Solaris, Soft Appliance, and Windows platforms.

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# Introduction

LMS 4.1 provides you with powerful features that enable you to configure, monitor, troubleshoot, and administer Cisco networks.

Cisco Prime LMS 4.1 has options for the following underlying core functions:

- Monitoring
- Inventory Management
- Configuration
- Reporting
- Administration
- Work Center Management

## What's New in This Release

This section explains the new features in the LMS 4.1.

See the Online help of LMS 4.1 applications for a detailed explanation on the new features in LMS 4.1.

This section contains the following:

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**Note**

The supported screen resolution for LMS 4.1 is 1024x768 pixels. We recommend you not to use browser zoom in and zoom out features in LMS 4.1.

## Soft Appliance Support in LMS 4.1

LMS is available for customers on a Soft Appliance platform in the form of soft appliance. The soft appliance is built on Cisco standard CARS platform Version 2.0 with Redhat 5.4 (64 bit) as the underlying Soft Appliance distribution.

All the packages are packaged using rpm packaging mechanism. Two new packages other than application packages will be created during runtime (build time). The two new packages are support and pos-process packages. Support package is installed first followed by all other application packages and finally postprocess package is installed.

## Cross Platform Data Migration Support

LMS 4.1 supports cross platform data migration from Solaris to Soft Appliance for the following LMS versions:

- LMS 3.2 SP1
- LMS 4.0
- LMS 4.0.1
- LMS 4.1

For more information, see the section *Migrating Data on Soft Appliance* in the *Installing and Migrating to Cisco Prime LAN Management Solution 4.1*.

**Note**

Cross platform data migration in Linux does not support restoration of 32-bit backup from any platforms supported by LMS to 64-bit Linux machine.

## MACsec Provisioning

Using the Identity Work Center, you can configure MACsec on supported devices. You can select **Work Centers > Identity > Configure > Enable Interfaces** and:

- Enable MACsec on supported devices.
- Select the policy to be applied for the session after the supplicant passes 802.1x authentication.
- Specify the MKA policy.

For more information see *Configuring Identity in Technology Work Centers in Cisco Prime LAN Management Solution 4.1*.

You can also select **Configuration > Tools > Template Center**, and enable or disable MACsec using the MACsec template.

You can define rules to create port and module groups using MACsec status attribute (**Admin > System > Group Management > Port and Module**). For more information, see *Defining Rule Expression for Port or Module Groups* in *Admin Online Help*.

## Medianet Work Center

LMS simplifies the deployment and allows you to manage day-to-day configuration of the Cisco Medianet 2.2 solution.

LMS provides workflows for setting up autoconfiguration, and for configuring location settings to aid the provisioning and tracking of Medianet endpoints such as digital media players (DMP) and IP video surveillance cameras (IPVSC). The LMS Medianet workflows enable the network operator to prepare the network for deployment and to ensure that appropriate location attributes are configured on the endpoints for tracking and monitoring purposes.

The Medianet dashboard provides a quick snapshot of the operational status of Medianet endpoints. You can also view the configuration changes for all the Medianet devices after every inventory or configuration collection, and view faults that have occurred on devices, which have Medianet endpoints connected to them.

You can also perform the following configurations on the Medianet devices:

- Auto Smartports
- Video Conferencing
- Video Transcoding
- RSVP
- PfR
- QoS
- Performance Monitoring
- IPSLA Video Operations
- Dynamic User Tracking

For more information see *Configuring Devices with Medianet Endpoints in Technology Work Centers in Cisco Prime LAN Management Solution 4.1*.

## Device Profiling using AutoSmartports Provisioning

Device Profiling is a new feature in LMS that provides an easy way for users to create triggers and dynamically configure the switch ports based on the device classification. You can create a specific trigger for a specific type of device.

Device Profiling feature provides more granularity in device classification. The Device Profiling module has a rule-based device classification engine that can process attributes from various protocols. The minimum supported IOS version for Device Profiling is 15.01(SE).

## Configuration Center

Configuration Center (**Configuration > Configuration Center**) is a launch point for all types of device or feature configurations supported in LMS.

The links to the device or feature configurations are classified into configuration related to:

- Technologies and Services
- Validated Designs
- Configuration Tools

For more information, see *Configuration Center* in the *Configuration Management with Cisco Prime LAN Management Solution 4.1 User Guide*.

## Enhancements in Template Center

The Template Center in LMS provides you with a list of system-defined templates. These templates contain configuration commands that can be deployed on the devices in your network. These templates are deployed using Deploy Template jobs in LMS. The enhancements in Template Center of LMS 4.1 are:

- New Templates

Many new templates like SBA templates, MACsec, Performance Monitoring and so on have been added in this release. For more information, see *Accessing Template Center* in the *Configuration Management with Cisco Prime LAN Management Solution 4.1 User Guide*.

- Grouping of templates

The templates in Template Center are grouped into:

- Custom Templates—Lists all the user-defined templates assigned to the current user.
- Cisco Best Practises Templates—Lists all the system-defined templates

- Reference for each template

You can add a link or specify a file that provides additional information about the template. The files have to be stored in the location NMSROOT\htdocs\config-templates-help. The reference files can have the following extensions: html, txt, csv, pdf, doc, docx, xls, xlsx.

- Tag templates

You can specify tags for your template. These tags can be used as filters for the templates. You can specify multiple tags for a single template, each tag should be comma separated.

- Filter templates

Template Center has two types of filters:

- Quick Filter
- Advanced Filter

These filters provide various options for you to query and filter the required templates.

- Multi-line Command Support

You can enter multi-line commands like, banner and crypto certificate commands, as a part of the templates in Template Center. The multi-line commands must be within the tag <MLTCMD> and </MLTCMD>. The commands within the MLTCMD tags are considered as a single command and will be downloaded as a single command onto the device.



**Note**

These tags are case-sensitive and you must enter them only in uppercase. You cannot start this tag with a space. You can have a blank line within a multi-line command.

For more information, see *Accessing Template Center* in the *Configuration Management with Cisco Prime LAN Management Solution 4.1 User Guide*.

## TAC Service Requests Pane

The TAC Service Requests Pane allows you to create online Cisco Technical Assistance Center (TAC) service requests for support issues covered under the terms of your Cisco support contracts.

This tool does not currently provide access to warranty support. The TAC Service Request Query Tool allows you to view the history and status of your existing or historical service requests and update the status of your open service requests. This tool displays service request information for all open service requests, in addition to service requests that have been closed within the last 18 months.

## Combined UT Reports for all Endhost Types

You can select endhost type as All (active, inactive and passive) in User Tracking Reports. You can create your own layouts for All Endhost type. It will launch the report in the selected layout, which contains all endhosts (active, inactive and passive).

## LLDP-based Discovery Support

Link Layer Discovery module uses entPhysicalTable MIB to find its neighbor's IP Address. CDP devices are also considered as LLDP seed devices, when LLDP module is selected in discovery.



**Note**

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LLDP will only support IPv4 devices.

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## Search LMS Tasks

LMS tasks can be identified using the search option in the Role Management Setup page (**Admin > System > User Management > Role Management Setup**). The search uses the task name and the task description to perform a complete search. The search results and All tabs contents are synchronized. Any selections made on search results will reflected in all tabs.

## Enhancements to Default Credential Set Policy Configuration

Earlier, the policy configuration of the default credential set policy is displayed as plain text with a delimiter # to split the Policy Type, Expression, and Credential Set.

In this release, it is displayed in a tabular format eliminating the delimiter and retaining the other functionalities.

## Enhancements to Trigger Job Discovery

In earlier releases of LMS, you have to trigger the job discovery explicitly. In earlier releases of LMS, you do not have the option to run immediate discovery for a scheduled job. In this release, a Start Discovery button is available in the Schedule Discovery page. You can select any job, edit the discovery settings if required, then click the Start Discovery button. When you click this button, it creates a new job id and runs it as immediate job.

On completion of the discovery, the Discovery summary window is displayed to update the device list.

## Grouping Newly Discovered Devices

Earlier, there was no option to add the newly discovered devices into the specified group.

In this release, following options are newly included to enhance this functionality:

- **None** - If you select this option, Group Name will be disabled.
- **All Devices** - Adds all the discovered devices to selected group.
- **Devices newly discovered during last run** - Adds only the newly discovered devices to specified group, which are not present in the DCR.
- **Delete Device from Group** button - Selects the list of devices to be deleted from the selected group.

## Enhancements to Ping Sweep Module

In this release, ping sweep module supports both CIDR notation and subnet mask to find the range of IP Addresses.

## Faster Discovery Updates to DCR

Earlier, on completion of the discovery, the entire discovered device list will be added to DCR.

In this release, the discovered devices gets added to DCR every two minutes. This enables faster discovery results to the end user. “Device Newly Added to DCR” and “Device Updated to DCR” will be updated on regular intervals, before completion of the entire discovery cycle.

## Third-Party Software and Tool Changes

The following are the changes in the third-party software and tools in this release:

- Support for Windows 2008 Standard Edition and Enterprise Edition on server and client systems.
- Support for Windows 2008 R2 Standard Edition and Enterprise Edition on server and client systems
- Firefox 3.6.x and 4.0 support on client systems
- Java Plug-in version 1.6.0\_24 or later update versions only
- Apache upgrade to 2.2.10
- Java Runtime Environment (JRE) 1.6.0\_24



## IPSLA Video Operation Support

The platform-independent IPSLA software feature in Cisco IOS software is incapable of generating the high data rates, from 4 to 16 Mbps, which are typical of video applications. To eliminate the protocol overhead and the process scheduling delays that contribute to the limitations of the earlier IPSLAs software to generate video traffic, the Cisco IPSLAs Video Operation feature makes the traffic generation and transmission routines platform dependent.

LMS IPSLA device management now supports new operation called Video and helps in analyzing the video traffic in the IP networks.

## Smart Interactions in LMS

Smart Interactions in LMS provides the following services:

TAC Service Request Tool to create online Cisco Technical Assistance Center (TAC) service requests for support issues covered under the terms of your Cisco support contracts.

TAC Service Request Query Tool view the history and status of your existing or historical service requests and update the status of your open service requests.

Access to Cisco Search Community forums that lists the links of the cisco forums and posts related to the key words of the device type.

## Troubleshooting Workflow Changes

The following changes are made to Troubleshooting workflow in this release:

Device Diagnostics and Network Connectivity workflows are renamed to Device Center and End Host Center, respectively.

More quick links of Tasks, Tools, and Reports are added to Troubleshooting workflows and they are displayed in an alphabetical order.

Launching Topology window is now optional. When you launch the workflow, the device tab is launched first for Device Center and the end host tab is launched first for End Host Center.

You can now enter all universal format of MAC addresses when you troubleshoot a device using MAC addresses.

# Time Zone and Offset Settings

LMS supports many time zones. However, applications that have scheduling and reporting functions, and applications that produce or use time stamps vary based on:

- Server and client—Time stamps can differ between server and client if they are located in different time zones.
- Platforms—Windows and UNIX servers support different time zones and are not synchronized.

Table 1 shows time zone acronyms supported in the Cisco Prime applications that use the time zone feature.

- Column 1—Lists the area covered by the time zone.
- Column 2—Lists the supported Cisco Prime time zone acronyms. Change Audit reports may display time zone information differently.
- Column 3—Lists the spelled out time zone definition.
- Column 4—Lists the column's offsets from Greenwich Mean Time (GMT).

If you generate reports, the output will vary depending on whether the data has been processed through Perl or Java.

To ensure that time zones are translated correctly—especially when your devices, servers, and clients are in different time zones—follow these guidelines:

- While configuring time zones on managed devices, use the acronyms listed in the *Time Zone Acronym Setting on Device* column. To set time zones on devices, use the command described in the device-specific Command Reference documentation.
- The device should be configured to send Syslogs with the appropriate time zone acronym that indicates whether daylight savings is in effect at the time of sending the Syslog. This is to ensure that the Syslog analyzer or Essentials uses the correct acronym for time conversion.

Changes made to the system time zone from outside Cisco Prime applications might not be reflected in already-running Cisco Prime applications. After changing the time zone, restart all Cisco Prime applications.

**Table 1** Supported Server Time Zones

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
Brazil / DeNoronha	FNT	Fernando de Noronha Time	-2:00
Brazil / West	BST	British Summer Time	+1:00
Brazil/Acre	AMT	Amazon Time	-4:00
Brazil/East	EST	Eastern Standard Time	-3:00
GMT0	AZOST	Azores Summer Time	-1:00
Iceland	GMT	Greenwich Mean Time	0:00
EET	EET	Eastern European Time	+2:00
United States / Pacific	PST	Pacific Standard Time	-8:00
US/Indiana-Starke	EST	Eastern Standard Time	-5:00
US/Samoa	SST	Samoa Standard Time	-11:00
US/Arizona	MST	Mountain Standard Time	-7:00

**Table 1**      **Supported Server Time Zones (continued)**

<b>List of Supported Time Zone Values (Area Covered)</b>	<b>Time Zone Acronym Setting on Device</b>	<b>Definition</b>	<b>Offset from GMT</b>
US/East-Indiana	EDT	Eastern Daylight Time	-5:00
US/Central	CST	Central Standard Time	-6:00
US/Eastern	EST	Eastern Standard Time	-5:00
US/Mountain	MST	Mountain Standard Time	-7:00
US/Alaska	AST	Alaska Standard Time	-9:00
US/Hawaii	HAST	Hawaii-Aleutian Standard Time	-10:00
US/Aleutian	HAST	Hawaii-Aleutian Standard Time	-10:00
US/Michigan	EDT	Eastern Daylight Time	-5:00
MST	MST	Mountain Standard Time	-7:00
CET	CET	Central European Time	+1:00
Asia/Chungking	CST	China Standard Time	+8:00
Asia/Bangkok	ICT	Indochina Time	+7:00
Asia/Kashgar	CST	Central Standard Time	+8:00
Asia/Macao	CST	China Standard Time	+8:00
Asia/Yakutsk	YAKT	Yakutsk Time	+9:00
Asia/Riyadh	AST	Arabia Standard Time	+3:00
Asia/Makassar	WITA	Central Indonesian Time	+8:00
Asia/Shanghai	CCT	China Taiwan Time	+8:00
Asia/Kuala_Lumpur	MYT	Malaysia Time	+8:00
Asia/Hovd	HOVT	Hovd Time	+7:00
Asia/Qyzylorda	QYZT	Qyzylorda Time	+6:00
Asia/Harbin	CST	China Standard Time	+8:00
Asia/Tel_Aviv	IDT	Israel Daylight Time	+3:00
Asia/Anadyr	MAGST	Magadan Summer Time	+12:00
Asia/Istanbul	EEST	Eastern European Summer Time	+2:00
Asia/Jakarta	WIT	Western Indonesian Time	+7:00
Asia/Aqtobe	AQTT	Aqtobe Time	+5:00
Asia/Aden	AST	Arabia Standard Time	+3:00
Asia/Kuwait	AST	Arabia Standard Time	+3:00
Asia/Manila	PHT	Philippine Time	+8:00
Asia/Yerevan	AST	Armenia Summer Time	+5:00
Asia/Seoul	KST	Korea Standard Time	+9:00
Asia/Taipei	CST	China Standard Time	+8:00
Asia/Bahrain	AST	Arabia Standard Time	+3:00
Asia/Jerusalem	IDT	Israel Daylight Time	+3:00

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
Asia/Riyadh89	AST	Arabia Standard Time	+3:00
Asia/Ho_Chi_Minh	ICT	Indochina Time	+7:00
Asia/Saigon	ICT	Indochina Time	+7:00
Asia/Dubai	GST	Gulf Standard Time	+4:00
Asia/Tokyo	JST	Japan Standard Time	+9:00
Asia/Omsk	OMSST	Omsk Summer Time	+7:00
Asia/Calcutta	IST	India Summer Time	+5:30
Asia/Kabul	AFT	Afghanistan Time	+4:30
Asia/Karachi	PKT	Pakistan Standard Time	+5:00
Asia/Damascus	EEST	Eastern European Summer Time	+2:00
Asia/Singapore	SGT	Singapore Time	+8:00
Asia/Samarkand	UZT	Uzbekistan Time	+5:00
Asia/Dili	TLT	East Timor Time	+9:00
Asia/Dhaka	BST	Bangladesh Standard Time	+6:00
Asia/Vientiane	ICT	Indochina Time	+7:00
Asia/Aqtau	AQTT	Aqtobe Time	+5:00
Asia/Thimbu	BTT	Bhutan Time	+6:00
Asia/Ashkhabad	TMT	Turkmenistan Time	+5:00
Asia/Yekaterinburg	YEKST	Yekaterinburg Summer Time	+6:00
Asia/Kamchatka	PETST	Kamchatka Summer Time	+12:00
Asia/Macau	CST	Chinsa Standard Time	+8:00
Asia/Oral	ORAT	ORAT	+5:00
Asia/Ashgabat	TMT	Turkmenistan Time	+5:00
Asia/Novosibirsk	NOVST	Novosibirsk Summer Time	+7:00
Asia/Thimphu	BTT	Bhutan Time	+6:00
Asia/Ulan_Bator	IRKST	Irkutsk Summer Time	+9:00
Asia/Nicosia	EEST	Eastern European Summer Time	+2:00
Asia/Phnom_Penh	ICT	Indochina Time	+7:00
Asia/Irkutsk	IRKST	Irkutsk Summer Time	+9:00
Asia/Urumqi	CST	Chinsa Standard Time	+8:00
Asia/Kuching	MYT	Malaysia Time	+8:00
Asia/Kolkata	IST	India Standard Time	+5:30
Asia/Vladivostok	VLAST	Vladivostok Summer Time	+11:00
Asia/Dacca	BST	Bangladesh Standard Time	+6:00
Asia/Baku	AZST	Azerbaijan Summer Time	+5:00

**Table 1**      **Supported Server Time Zones (continued)**

<b>List of Supported Time Zone Values (Area Covered)</b>	<b>Time Zone Acronym Setting on Device</b>	<b>Definition</b>	<b>Offset from GMT</b>
Asia/Tashkent	UZT	Uzbekistan Time	+5:00
Asia/Rangoon	MMT	Myanmar Time	+6:30
Asia/Dushanbe	TJT	Tajikistan Time	+5:00
Asia/Hong_Kong	HKT	Hong Kong Time	+8:00
Asia/Magadan	MAGST	Magadan Summer Time	+12:00
Asia/Krasnoyarsk	KRAST	Krasnoyarsk Summer Time	+8:00
Asia/Katmandu	NPT	Nepal Time	+5:45
Asia/Gaza	EEST	Eastern European Summer Time	+2:00
Asia/Brunei	BNT	Brunei Darussalam Time	+8:00
Asia/Pyongyang	KST	Korea Standard Time	+9:00
Asia/Colombo	IST	India Standard Time	+5:30
Asia/Choibalsan	ULAT	Ulaanbaatar Time	+8:00
Asia/Bishkek	KGT	Kyrgyzstan Time	+6:00
Asia/Baghdad	AST	Arabia Standard Time	+3:00
Asia/Tehran	IRDT	Iran Daylight Time	+4:30
Asia/Chongqing	CST	China Standard Time	+8:00
Asia/Tbilisi	GET	Georgia Standard Time	+4:00
Asia/Amman	EEST	Eastern European Summer Time	+2:00
Asia/Ujung_Pandang	WITA	Central Indonesian Time	+8:00
Asia/Riyadh	AST	Arabia Standard Time	+3:00
Asia/Pontianak	WIB	Western Indonesian Time	+7:00
Asia/Muscat	GST	Gulf Standard Time	+4:00
Asia/Sakhalin	SAST	South Africa Standard Time	+10:00
Asia/Beirut	EEST	Eastern European Summer Time	+2:00
Asia/Qatar	AST	Arabia Standard Time	+3:00
Asia/Ulaanbaatar	ULAT	Ulaanbaatar Time	+8:00
Asia/Kathmandu	NPT	Nepal Time	+5:45
Asia/Almaty	ALMT	Alma-Ata Time	+6:00
Asia/Riyadh87	AST	Arab Standard Time	+3:00
Asia/Jayapura	WIT	Eastern Indonesian Time	+9:00
PRC	MST	Mountain Standard Time	-7:00
Japan	JST	Japan Standard Time	+9:00
Antarctica/DumontD'Urville	DDUT	Dumont-d'Urville Time	+10:00
Antarctica/Palmer	NZST	New Zealand Standard Time	+12:00
Antarctica/Mawson	MAWT	Mawson Time	+5:00

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
Antarctica/Vostok	VOST	Vostok Time	+6:00
Antarctica/Casey	CAST	Casey Time	+8:00
Antarctica/Syowa	SYOT	Syowa Time Time Zone	+3:00
Antarctica/McMurdo	NZST	New Zealand Standard Time	+12:00
Antarctica/Rothera	ROTT	Rothera Time	-3:00
Antarctica/Davis	DAVT	Davis Time	+7:00
Antarctica/South_Pole	NZST	New Zealand Standard Time	+12:00
Pacific/Tarawa	GILT	Gilbert Island Time	+12:00
Pacific/Gambier	GAMT	Gambier Time	+9:00
Pacific/Port_Moresby	PGT	Papua New Guinea Time	+10:00
Pacific/Kiritimati	LINT	Line Islands Time	+14:00
Pacific/Nauru	NRT	Nauru Time Zone	+12:00
Pacific/Rarotonga	CKT	Cook Island Time	-10:00
Pacific/Galapagos	GALT	Galapagos Time	-6:00
Pacific/Yap	YAPT	Yap Time	+10:00
Pacific/Wake	WAKT	Wake Iland Time Zone	+12:00
Pacific/Auckland	NZST	New Zealand Standard Time	+12:00
Pacific/Samoa	SST	Samoa Standard Time	-11:00
Pacific/Apia	WST	West Samoa Time	-11:00
Pacific/Majuro	MHT	Marshall Islands Time	+12:00
Pacific/Efate	VUT	Vanuata Time	+11:00
Pacific/Guam	ChST	Chamorro Standard Time	+10:00
Pacific/Chatham	CHAST	Chatham Island Standard Time	+12:45
Pacific/Honolulu	HAST	Hawaii-Aleutian Standard Time	-10:00
Pacific/Pago_Pago	SST	Samoa Standard Time	-11:00
Pacific/Kwajalein	MHT	Marshall Islands Time	+12:00
Pacific/Wallis	WFT	Wallis and Futuna Time	+12:00
Pacific/Norfolk	NFT	Norfolk Time	+11:30
Pacific/Niue	NUT	Niue Time	-11:00
Pacific/Kosrae	KOST	Kosrae Standard Time	+11:00
Pacific/Pitcairn	PST	Pitcairn Standard Time	-8:00
Pacific/Midway	SST	Samoa Standard Time	-11:00
Pacific/Funafuti	TVT	Tuvalu Time	+12:00
Pacific/Saipan	ChST	Chamorro Standard Time	+10:00
Pacific/Marquesas	MART	Marquesas Time	-9:30

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
Pacific/Tongatapu	TOST	Tongatapu Standard Time	+13:00
Pacific/Easter	EAST	Easter Island Standard Time	-6:00
Pacific/Noumea	NCT	New Caledonia Time	+11:00
Pacific/Ponape	PONT	Pohnpei Standard Time	+11:00
Pacific/Guadalcanal	SBT	Solomon Island Time	+11:00
Pacific/Fakaofu	TKT	Tokelau Time	-10:00
Pacific/Tahiti	TAHT	Tahiti Time	-10:00
Pacific/Palau	PWT	Palau Time	+9:00
Pacific/Johnston	HDT	Hawaiian Daylight Time	-9:30
Pacific/Enderbury	PHOT	Phoenix Island Time	+13:00
Pacific/Fiji	FJT	Fiji Time	+12:00
Pacific/Truk	TRUT	Truk Time	+10:00
PST8PDT	PDT	Pacific Daylight Time	-7:00
Hongkong	HKT	Hong Kong Time	+8:00
EST5EDT	EDT	Eastern Daylight Time	-4:00
GMT	GMT	Greenwich Mean Time	+0:00
Mideast/Riyadh88	AST	Arabia Standard Time	+3:00
Mideast/Riyadh89	AST	Arabia Standard Time	+3:00
Mideast/Riyadh87	AST	Arabia Standard Time	+3:00
W-SU	MSD	Moscow Daylight Time	+3:00
Navajo	MDT	Mountain Daylight Time	-7:00
GB	BST	British Summer Time	+1:00
NZ	NZST	New Zealand Standard Time	+12:00
UCT	UCT	Universal Time	+0:00
CST6CDT	CDT	Central Daylight Time	-6:00
Jamaica	EST	Eastern Standard Time	-5:00
Universal	UCT	Universal Time	+0:00
Portugal	WEST	Western European Summer Time	+1:00
Cuba	CDT	Cuba Daylight Time	-5:00
Arctic/Longyearbyen	CEST	Central European Summer Time	+1:00
Turkey	EEST	Eastern European Summer Time	+2:00
GB-Eire	BST	British Summer Time	+1:00
HST	HAST	Hawaii-Aleutian Standard Time	-10:00
UTC	Universal	Universal	+0:00
Egypt	EET	Eastern European Time	+2:00

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
Singapore	SGT	Singapore Time	+8:00
Eire	IST	Irish Standard Time	+1:00
America/Yellowknife	MDT	Mountain Daylight Time	-7:00
America/Yakutat	YDT	Yukon Daylight Time	-8:00
America/Belem	BRT	Brasília time	-3:00
America/Eirunepe	ACST	Australian Central Standard Time	+9:30
America/Nipigon	EDT	Eastern Daylight Time	-4:00
America/Managua	CST	Central Standard Time	-6:00
America/Rankin_Inlet	CDT	Central Daylight Time	-6:00
America/Fort_Wayne	EDT	Eastern Daylight Time	-5:00
America/Santiago	ART	Argentina Time	-3:00
America/Port-au-Prince	EST	Eastern Standard Time	-5:00
America/Lima	PET	Peru Time	-5:00
America/Merida	CDT	Central Daylight Time	-6:00
America/Cambridge_Bay	MDT	Mountain Daylight Time	-7:00
America/Buenos_Aires	ART	Argentina Time	-3:00
America/Aruba	AST	Atlantic Standard Time	-4:00
America/Ensenada	PDT	Pacific Daylight Time	-8:00
America/Winnipeg	CDT	Central Daylight Time	-6:00
America/Hermosillo	MST	Mountain Standard Time	-7:00
America/Curacao	AST	Atlantic Standard Time	-4:00
America/Jamaica	EST	Eastern Standard Time	-5:00
America/Grand_Turk	MDT	Mountain Daylight Time	-7:00
America/Rosario	ART	Argentina Time	-3:00
America/North_Dakota/Center	CDT	Central Daylight Time	-6:00
America/North_Dakota/New_Salem	PDT	Pacific Daylight Time	-8:00
America/Catamarca	ART	Argentina Time	-3:00
America/Campo_Grande	AMT	Amazon Time	-4:00
America/Toronto	EDT	Eastern Daylight Time	-5:00
America/Coral_Harbour	EST	Eastern Standard Time	-5:00
America/Glace_Bay	CDT	Central Daylight Time	-6:00
America/Montreal	EDT	Eastern Daylight Time	-5:00



**Table 1**      **Supported Server Time Zones (continued)**

<b>List of Supported Time Zone Values (Area Covered)</b>	<b>Time Zone Acronym Setting on Device</b>	<b>Definition</b>	<b>Offset from GMT</b>
America/St_Johns	NDT	Newfoundland Daylight Time	-3:30
America/Montserrat	AST	Atlantic Standard Time	-4:00
America/Antigua	AST	Atlantic Standard Time	-4:00
America/Godthab	WGST	Western Greenland Summer Time	-3:00
America/Nassau	EDT	Eastern Daylight Time	-5:00
America/Shiprock	MDT	Mountain Daylight Time	-7:00
America/Indianapolis	EDT	Eastern Daylight Time	-5:00
America/Cayenne	GFT	French Guiana Time	-3:00
America/Manaus	AMT	Amazon Time	-4:00
America/Dawson	MST	Mountain Standard Time	-7:00
America/Panama	EST	Eastern Standard Time	-5:00
America/Swift_Current	CDT	Central Daylight Time	-6:00
America/El_Salvador	CST	Central Standard Time	-6:00
America/Noronha	FNT	Fernando de Noronha Time	-2:00
America/St_Vincent	AST	Atlantic Standard Time	-4:00
America/Juneau	AKDT	Alaska Daylight Time	-9:00
America/Sao_Paulo	BRT	Brasilia Time	-3:00
America/Marigot	AST	Atlantic Standard Time	-4:00
America/Resolute	CDT	Central Daylight Time	-6:00
America/Caracas	VET	Venezuelan Standard Time	-4:30
America/Rio_Branco	AMT	Amazon Time	-4:00
America/Los_Angeles	PDT	Pacific Daylight Time	-8:00
America/Regina	CST	Central Standard Time	-6:00
America/Porto_Acre	AMT	Amazon Time	-4:00
America/Bogota	COT	Columbia Time	-5:00
America/Anguilla	AST	Atlantic Standard Time	-4:00
America/Mazatlan	MDT	Mountain Daylight Time	-7:00
America/Tortola	AST	Atlantic Standard Time	-4:00
America/Mendoza	ART	Argentina Time	-3:00
America/Atikokan	EST	Eastern Standard Time	-5:00
America/Boise	MDT	Mountain Daylight Time	-7:00
America/Cayman	EST	Eastern Standard Time	-5:00
America/Fortaleza	BRT	Brasilia Time	-3:00
America/Port_of_Spain	AST	Atlantic Standard Time	-4:00
America/Montevideo	UYT	Uruguay Time	-3:00

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
America/Mexico_City	CDT	Central Daylight Time	-6:00
America/Argentina/Ushuaia	ART	Argentina Time	-3:00
America/Argentina/Jujuy	ART	Argentina Time	-3:00
America/Argentina/San_Luis	ART	Argentina Time	-3:00
America/Argentina/ComodRivadavia	ART	Argentina Time	-3:00
America/Argentina/Buenos_Aires	ART	Argentina Time	-3:00
America/Argentina/Tucuman	ART	Argentina Time	-3:00
America/Argentina/Rio_Gallegos	ART	Argentina Time	-3:00
America/Argentina/Catamarca	ART	Argentina Time	-3:00
America/Argentina/La_Rioja	ART	Argentina Time	-3:00
America/Argentina/San_Juan	ART	Argentina Time	-3:00
America/Argentina/Mendoza	ART	Argentina Time	-3:00
America/Argentina/Salta	ART	Argentina Time	-3:00
America/Argentina/Cordoba	ART	Argentina Time	-3:00
America/Iqaluit	EDT	Eastern Daylight Time	-5:00
America/Tijuana	PDT	Pacific Daylight Time	-8:00
America/Cordoba	ART	Argentina Time	-3:00
America/Whitehorse	PDT	Pacific Daylight Time	-8:00
America/Porto_Velho	AMT	Amazon Time	-4:00
America/Asuncion	PYT	Paraguay Time	-4:00
America/Menominee	CST	Central Standard Time	-6:00
America/Araguaina	BRT	Brasilia Time	-3:00
America/Dominica	AST	Atlantic Standard Time	-4:00
America/St_Lucia	AST	Atlantic Standard Time	-4:00
America/Havana	CDT	Cuba Daylight Time	-5:00
America/Anchorage	AKDT	Alaska Daylight Time	-9:00

**Table 1**      **Supported Server Time Zones (continued)**

<b>List of Supported Time Zone Values (Area Covered)</b>	<b>Time Zone Acronym Setting on Device</b>	<b>Definition</b>	<b>Offset from GMT</b>
America/Virgin	EDT	Eastern Daylight Time	-5:00
America/Paramaribo	SRT	Suriname Time	-3:00
America/Rainy_River	CDT	Central Daylight Time	-5:00
America/Blanc-Sablon	AST	Atlantic Standard Time	-4:00
America/Thule	ADT	Atlantic Daylight Time	-3:00
America/New_York	EDT	Eastern Daylight Time	-5:00
America/Tegucigalpa	CST	Central Standard Time	-6:00
America/St_Thomas	AST	Atlantic Standard Time	-4:00
America/Indiana/Vevay	EDT	Eastern Daylight Time	-4:00
America/Indiana/Winamac	EDT	Eastern Daylight Time	-4:00
America/Indiana/Indianapolis	EDT	Eastern Daylight Time	-5:00
America/Indiana/Marengo	EDT	Eastern Daylight Time	-5:00
America/Indiana/Petersburg	EDT	Eastern Daylight Time	-5:00
America/Indiana/Knox	CDT	Central Daylight Time	-5:00
America/Indiana/Vincennes	EDT	Eastern Daylight Time	-4:00
America/Indiana/Tell_City	CDT	Central Daylight Time	-5:00
America/Denver	MDT	Mountain Daylight Time	-7:00
America/Costa_Rica	CST	Central Standard Time	-6:00
America/Cuiaba	AMT	Amazon Time	-4:00
America/Boa_Vista	AMT	Amazon Time	-4:00
America/Recife	BRT	Brasilia Time	-3:00
America/Vancouver	PDT	Pacific Daylight Time	-8:00
America/Dawson_Creek	MST	Mountain Standard Time	-7:00
America/Atka	HADT	Hawaii-Aleutian Daylight Time	-9:00
America/Adak	HADT	Hawaii-Aleutian Daylight Time	-10:00
America/Belize	CST	Central Standard Time	-6:00
America/Louisville	EDT	Eastern Daylight Time	-5:00
America/Miquelon	PMDT	Pierre & Miquelon Daylight Time	-3:00
America/Detroit	EDT	Eastern Daylight Time	-5:00
America/Thunder_Bay	EDT	Eastern Daylight Time	-5:00
America/Guadeloupe	AST	Atlantic Standard Time	-4:00

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
America/Guyana	GYT	Guyana Time	-4:00
America/Martinique	AST	Atlantic Standard Time	-4:00
America/Nome	AKDT	Alaska Daylight Time	-9:00
America/Santarem	BRT	Brasilia Time	-3:00
America/Moncton	ADT	Atlantic Daylight Time	-4:00
America/Maceio	BRT	Brasilia Time	-3:00
America/Inuvik	MDT	Mountain Daylight Time	-7:00
America/Cancun	CDT	Central Daylight Time	-6:00
America/Halifax	ADT	Atlantic Daylight Time	-4:00
America/Edmonton	MDT	Mountain Daylight Time	-7:00
America/Kentucky/Monticello	EDT	Eastern Daylight Time	-4:00
America/Kentucky/Louisville	EDT	Eastern Daylight Time	-5:00
America/Monterrey	CDT	Central Daylight Time	-6:00
America/Guatemala	CST	Central Standard Time	-6:00
America/Chicago	CDT	Central Daylight Time	-6:00
MET	MEST	Middle European Summer Time	+2:00
Factory	GMT	Greenwich Mean Time	+0:00
Indian/Mahe	IST	India Standard Time	+5:30
Indian/Maldives	MVT	Maldives Time	+5:00
Indian/Mauritius	MUT	Mauritius Time	+4:00
Indian/Chagos	IOT	Indian Chagos Time	+6:00
Indian/Cocos	CCT	Cocos Islands Time	+6:30
Indian/Reunion	RET	Reunion Time	+4:00
Indian/Comoro	EAT	East Africa Time	+3:00 <sup>a</sup>
Indian/Antananarivo	EAT	East Africa Time	+3:00 <sup>a</sup>
Indian/Christmas	CXT	Christmas Island Time	+7:00
Indian/Kerguelen	TFT	French Southern and Antarctic Time	+5:00
Indian/Mayotte	EAT	East Africa Time	+3:00 <sup>a</sup>
Canada/Pacific	PDT	Pacific Daylight Time	-7:00
Canada/East-Saskatchewan	CST	Central Standard Time	-6:00
Canada/Newfoundland	NDT	Newfoundland Daylight Time	-2:30
Canada/Central	CDT	Central Daylight Time	-5:00

**Table 1**      **Supported Server Time Zones (continued)**

<b>List of Supported Time Zone Values (Area Covered)</b>	<b>Time Zone Acronym Setting on Device</b>	<b>Definition</b>	<b>Offset from GMT</b>
Canada/Eastern	EDT	Eastern Daylight Time	-4:00
Canada/Mountain	MDT	Mountain Daylight Time	-7:00
Canada/Saskatchewan	CST	Central Standard Time	-6:00
Canada/Atlantic	ADT	Atlantic Daylight Time	-3:00
Canada/Yukon	EDT	Eastern Daylight Time	-5:00
ROC	CST	Central Standard Time	+8:00
Greenwich	EDT	Eastern Daylight Time	-4:00
Zulu	Universal	Universal Time	+0:00
Poland	EDT	Eastern Daylight Time	-4:00
MST7MDT	MDT	Mountain Daylight Time	-6:00
Australia/Tasmania	EST	Eastern Standard Time	+10:00
Australia/West	WST	Western Standard Time	+8:00
Australia/Darwin	CST	Central Standard Time	+9:30
Australia/Yancowinna	CST	Central Standard Time	+9:30
Australia/Brisbane	EST	Eastern Standard Time	+10:30
Australia/Lord_Howe	LHST	Lord Howe Standard Time	+10:30
Australia/Currie	EST	Eastern Standard Time	+10:00
Australia/Adelaide	CST	Central Standard Time	+9:30
Australia/Perth	WST	Western Standard Time	+8:00
Australia/Hobart	EST	Eastern Standard Time	+10:00
Australia/ACT	EST	Eastern Standard Time	+10:00
Australia/North	CST	Central Standard Time	+9:30
Australia/Eucla	CWST	Central Western Summer Time	+8:45
Australia/NSW	EST	Eastern Standard Time	+10:00
Australia/Victoria	EST	Eastern Standard Time	+10:00
Australia/South	CST	Central Standard Time	+9:30
Australia/Canberra	EST	Eastern Standard Time	+10:00
Australia/LHI	LHST	Lord Howe Standard Time	+10:30
Australia/Queensland	EST	Eastern Standard Time	+10:00
Australia/Melbourne	EST	Eastern Standard Time	+10:00
Australia/Sydney	EST	Eastern Standard Time	+10:00
Australia/Broken_Hill	CST	Central Standard Time	+9:30
Atlantic/Stanley	FKST	Falkland Islands Summer Time	-3:00
Atlantic/Faroe	WEST	Western European Summer Time	+1:00
Atlantic/Canary	WEST	Western European Summer Time	+1:00

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
Atlantic/Azores	AZOST	Azores Summer Time	+0:00
Atlantic/South_Georgia	GST	Guam Standard Time	-2:00
Atlantic/St_Helena	GMT	Greenwich Mean Time	+0:00
Atlantic/Cape_Verde	CVT	Current Cape Verde Time	-1:00
Atlantic/Jan_Mayen	CEST	Central European Summer Time	+2:00
Atlantic/Reykjavik	GMT	Greenwich Mean Time	+0:00
Atlantic/Faeroe	WEST	Western European Summer Time	+1:00
Atlantic/Madeira	WEST	Western European Summer Time	+1:00
Atlantic/Bermuda	ADT	Atlantic Daylight Time	-3:00
America/Grenada	AST	Atlantic Standard Time	-4:00
America/Phoenix	MST	Mountain Standard Time	-7:00
America/Chihuahua	MDT	Mountain Daylight Time	-6:00
America/Goose_Bay	ADT	Atlantic Daylight Time	-3:00
America/St_Kitts	AST	Atlantic Standard Time	-4:00
America/La_Paz	BOT	Bolivia Time	-4:00
America/Santo_Domingo	AST	Atlantic Standard Time	-4:00
America/Guayaquil	ECT	Ecuador Time	-5:00
America/Pangnirtung	EDT	Eastern Daylight Time	-4:00
America/Barbados	AST	Atlantic Standard Time	-4:00
America/Jujuy	ART	Argentina Time	-3:00
America/Bahia	BRT	Brasilia Time	-3:00
America/St_Barthelemy	AST	Atlantic Standard Time	-4:00
America/Puerto_Rico	AST	Atlantic Standard Time	-4:00
America/Danmarkshavn	GMT	Greenwich Mean Time	+0:00
America/Knox_IN	CST	Central Standard Time	-5:00
America/Scoresbysund	EGST	Eastern Greenland Summer Time	+0:00
Kwajalein	MHT	Marshall Islands Time	+12:00
Iran/Tehran	IRDT	Iran Daylight Time	+4:30
Iran/Tehran	IRST	Iran Standard Time	+3:30
Europe/Berlin	CEST	Central European Summer Time	+2:00
Europe/Simferopol	EEST	Eastern European Summer Time	+3:00
Europe/Andorra	CEST	Central European Summer Time	+2:00
Europe/Samara	KUYT	Kuybyshev Time	+4:00
Europe/Dublin	IST	Irish Standard Time	+1:00
Europe/Guernsey	BST	British Summer Time	+1:00

**Table 1**      **Supported Server Time Zones (continued)**

<b>List of Supported Time Zone Values (Area Covered)</b>	<b>Time Zone Acronym Setting on Device</b>	<b>Definition</b>	<b>Offset from GMT</b>
Europe/Riga	EEST	Eastern European Summer Time	+3:00
Europe/Monaco	CEST	Central European Summer Time	+2:00
Europe/Tirana	CEST	Central European Summer Time	+2:00
Europe/San Marino	CEST	Central European Summer Time	+2:00
Europe/Istanbul	EEST	Eastern European Summer Time	+3:00
Europe/Athens	EEST	Eastern European Summer Time	+3:00
Europe/Zurich	CEST	Central European Summer Time	+2:00
Europe/Belgrade	CEST	Central European Summer Time	+2:00
Europe/Sarajevo	CEST	Central European Summer Time	+2:00
Europe/Tallinn	EEST	Eastern European Summer Time	+3:00
Europe/Podgorica	CEST	Central European Summer Time	+2:00
Europe/Bratislava	CEST	Central European Summer Time	+2:00
Europe/Jersey	BST	British Summer Time	+1:00
Europe/Isle_of_Man	BST	British Summer Time	+1:00
Europe/Copenhagen	CEST	Central European Summer Time	+2:00
Europe/Volgograd	MSD	Moscow Daylight Time	+4:00
Europe/Gibraltar	CEST	Central European Summer Time	+2:00
Europe/Vatican	CEST	Central European Summer Time	+2:00
Europe/Belfast	BST	British Summer Time	+1:00
Europe/Brussels	CEST	Central European Summer Time	+2:00
Europe/Amsterdam	CEST	Central European Summer Time	+2:00
Europe/Bucharest	EEST	Eastern European Summer Time	+3:00
Europe/Helsinki	EEST	Eastern European Summer Time	+3:00
Europe/London	BST	British Summer Time	+1:00
Europe/Moscow	MSD	Moscow Daylight Time	+4:00
Europe/Madrid	CET	Central European Time	+1:00
Europe/Budapest	CEST	Central European Summer Time	+2:00
Europe/Vaduz	CEST	Central European Summer Time	+2:00
Europe/Prague	CEST	Central European Summer Time	+2:00
Europe/Luxembourg	CEST	Central European Summer Time	+2:00
Europe/Vienna	CEST	Central European Summer Time	+2:00
Europe/Rome	CEST	Central European Summer Time	+2:00
Europe/Mariehamn	EEST	Eastern European Summer Time	+3:00
Europe/Nicosia	EEST	Eastern European Summer Time	+3:00
Europe/Lisbon	WEST	Western European Summer Time	+1:00

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
Europe/Kiev	EEST	Eastern European Summer Time	+3:00
Europe/Sofia	EEST	Eastern European Summer Time	+3:00
Europe/Malta	CEST	Central European Summer Time	+2:00
Europe/Chisinau	EEST	Eastern European Summer Time	+3:00
Europe/Tiraspol	EEST	Eastern European Summer Time	+3:00
Europe/Paris	CEST	Central European Summer Time	+2:00
Europe/Warsaw	CEST	Central European Summer Time	+2:00
Europe/Oslo	CEST	Central European Summer Time	+2:00
Europe/Stockholm	CEST	Central European Summer Time	+2:00
Europe/Skopje	CEST	Central European Summer Time	+2:00
Europe/Ljubljana	CEST	Central European Summer Time	+2:00
Europe/Zagreb	CEST	Central European Summer Time	+2:00
Europe/Vilnius	EEST	Eastern European Summer Time	+3:00
Europe/Zaporozhye	EEST	Eastern European Summer Time	+3:00
Europe/Uzhgorod	EEST	Eastern European Summer Time	+3:00
Europe/Minsk	EEST	Eastern European Summer Time	+3:00
Europe/Kaliningrad	EEST	Eastern European Summer Time	+3:00
EST	EST	Eastern Standard Time	-5:00
Africa/Ouagadougou	GMT	Greenwich Mean Time	+0:00
Africa/Maseru	SAST	South Africa Standard Time	+2:00
Africa/Conakry	GMT	Greenwich Mean Time	+0:00
Africa/Niamey	WAT	West Africa Time	+1:00
Africa/Blantyre	CAT	Central Africa Time	+2:00
Africa/Nouakchott	GMT	Greenwich Mean Time	+0:00
Africa/Johannesburg	SAST	South Africa Standard Time	+2:00
Africa/Asmera	EAT	Eastern Africa Time	+3:00
Africa/Windhoek	WAT	West Africa Time	+1:00
Africa/Ndjamena	WAT	West Africa Time	+1:00
Africa/Abidjan	GMT	Greenwich Mean Time	+0:00
Africa/Malabo	WAT	West Africa Time	+1:00
Africa/Maputo	CAT	Central Africa Time	+2:00
Africa/Lome	GMT	Greenwich Mean Time	+0:00
Africa/Khartoum	EAT	Eastern Africa Time	+3:00
Africa/Harare	CAT	Central Africa Time	+2:00



**Table 1**      **Supported Server Time Zones (continued)**

<b>List of Supported Time Zone Values (Area Covered)</b>	<b>Time Zone Acronym Setting on Device</b>	<b>Definition</b>	<b>Offset from GMT</b>
Africa/Bamako	GMT	Greenwich Mean Time	+0:00
Africa/Asmara	GMT	Greenwich Mean Time	+0:00
Africa/Porto-Novo	WAT	West Africa Time	+1:00
Africa/Douala	WAT	West Africa Time	+1:00
Africa/Mbabane	SAST	Eastern Africa Time	+2:00
Africa/Kampala	EAT	Eastern Africa Time	+3:00
Africa/Lusaka	CAT	Central Africa Time	+2:00
Africa/Tunis	CET	Central European Time	+1:00
Africa/Addis_Ababa	EAT	Eastern Africa Time	+3:00
Africa/Lubumbashi	CAT	Central Africa Time	+2:00
Africa/Ceuta	CEST	Central European Summer Time	+2:00
Africa/Freetown	GMT	Greenwich Mean Time	+0:00
Africa/Mogadishu	EAT	Eastern Africa Time	+3:00
Africa/Banjul	GMT	Greenwich Mean Time	+0:00
Africa/Luanda	WAT	West Africa Time	+1:00
Africa/Bangui	WAT	West Africa Time	+1:00
Africa/Lagos	WAT	West Africa Time	+1:00
Africa/Brazzaville	WAT	West Africa Time	+1:00
Africa/Nairobi	EAT	Eastern Africa Time	+3:00
Africa/Algiers	CET	Central European Time	+2:00
Africa/Dar_es_Salaam	GMT	Greenwich Mean Time	+0:00
Africa/Dakar	GMT	Greenwich Mean Time	+0:00
Africa/Accra	GMT	Greenwich Mean Time	+0:00
Africa/Tripoli	EET	Eastern European Time	+2:00
Africa/Djibouti	EAT	Eastern Africa Time	+3:00
Africa/Libreville	WAT	West Africa Time	+1:00
Africa/Kinshasa	WAT	West Africa Time	+1:00
Africa/El_Aaiun	GMT	Greenwich Mean Time	+0:00
Africa/Cairo	EET	Eastern European Time	+2:00
Africa/Timbuktu	GMT	Greenwich Mean Time	+0:00
Africa/Sao_Tome	GMT	Greenwich Mean Time	+0:00
Africa/Monrovia	GMT	Greenwich Mean Time	+0:00
Africa/Bissau	GMT	Greenwich Mean Time	+0:00
Africa/Bujumbura	CAT	Central Africa Time	+2:00
Africa/Gaborone	CAT	Central Africa Time	+2:00

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
Africa/Kigali	CAT	Central Africa Time	+2:00
Africa/Casablanca	WEST	Western European Summer Time	+2:00
Iran/Tehran	IRDT	Iran Daylight Time	+4:30
Iran/Tehran	IRST	Iran Standard Time	+3:30
Europe/Berlin	CEST	Central European Summer Time	+2:00
Europe/Simferopol	EEST	Eastern European Summer Time	+3:00
Europe/Andorra	CEST	Central European Summer Time	+2:00
Europe/Samara	KUYT	Kuybyshev Time	+4:00
Europe/Dublin	IST	Irish Standard Time	+1:00
Europe/Guernsey	BST	British Summer Time	+1:00
Europe/Riga	EEST	Eastern European Summer Time	+3:00
Europe/Monaco	CEST	Central European Summer Time	+2:00
Europe/Tirana	CEST	Central European Summer Time	+2:00
Europe/San Marino	CEST	Central European Summer Time	+2:00
Europe/Istanbul	EEST	Eastern European Summer Time	+3:00
Europe/Athens	EEST	Eastern European Summer Time	+3:00
Europe/Zurich	CEST	Central European Summer Time	+2:00
Europe/Belgrade	CEST	Central European Summer Time	+2:00
Europe/Sarajevo	CEST	Central European Summer Time	+2:00
Europe/Tallinn	EEST	Eastern European Summer Time	+3:00
Europe/Podgorica	CEST	Central European Summer Time	+2:00
Europe/Bratislava	CEST	Central European Summer Time	+2:00
Europe/Jersey	BST	British Summer Time	+1:00
Europe/Isle_of_Man	BST	British Summer Time	+1:00
Europe/Copenhagen	CEST	Central European Summer Time	+2:00
Europe/Volgograd	MSD	Moscow Daylight Time	+4:00
Europe/Gibraltar	CEST	Central European Summer Time	+2:00
Europe/Vatican	CEST	Central European Summer Time	+2:00
Europe/Belfast	BST	British Summer Time	+1:00
Europe/Brussels	CEST	Central European Summer Time	+2:00
Europe/Amsterdam	CEST	Central European Summer Time	+2:00
Europe/Bucharest	EEST	Eastern European Summer Time	+3:00
Europe/Helsinki	EEST	Eastern European Summer Time	+3:00
Europe/London	BST	British Summer Time	+1:00
Europe/Moscow	MSD	Moscow Daylight Time	+4:00

**Table 1**      **Supported Server Time Zones (continued)**

List of Supported Time Zone Values (Area Covered)	Time Zone Acronym Setting on Device	Definition	Offset from GMT
Europe/Madrid	CET	Central European Time	+1:00
Europe/Budapest	CEST	Central European Summer Time	+2:00
Europe/Vaduz	CEST	Central European Summer Time	+2:00
Europe/Prague	CEST	Central European Summer Time	+2:00
Europe/Luxembourg	CEST	Central European Summer Time	+2:00
Europe/Vienna	CEST	Central European Summer Time	+2:00
Europe/Rome	CEST	Central European Summer Time	+2:00
Europe/Mariehamn	EEST	Eastern European Summer Time	+3:00
Europe/Nicosia	EEST	Eastern European Summer Time	+3:00
Europe/Lisbon	WEST	Western European Summer Time	+1:00
Europe/Kiev	EEST	Eastern European Summer Time	+3:00
Europe/Sofia	EEST	Eastern European Summer Time	+3:00
Europe/Malta	CEST	Central European Summer Time	+2:00

## Operating System Upgrade

While installing Cisco Prime LMS 4.1, the installation process checks for required patches. You must install:

- Any missing required patches, recommended patches, and cluster patches on Solaris systems.
- Required service packs on Windows systems.

For a list of prerequisites, see Chapter 2 of *Installing and Migrating to Cisco Prime LAN Management Solution 4.1* at:

[http://www.cisco.com/en/US/docs/net\\_mgmt/ciscoworks\\_lan\\_management\\_solution/4.1/install/guide/install.html](http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/4.1/install/guide/install.html)

If Cisco Prime does not operate properly after you install all necessary patches or service packs, check the permissions in the directory `install-directory\objects\dmgt\ready`. Local administrators group and casusers group must have full access.

If the permissions are incorrect, stop the Daemon Manager, change the permissions, and start the Daemon Manager again.



### Caution

If LMS is running without the required service packs or patches, it will not function properly.

# Server and Client Requirements

For information on server and client requirements for the system and browser, see Chapter 2 of *Installing and Migrating to Cisco Prime LAN Management Solution 4.1* at:

[http://www.cisco.com/en/US/docs/net\\_mgmt/ciscoverks\\_lan\\_management\\_solution/4.1/install/guide/install.html](http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_lan_management_solution/4.1/install/guide/install.html)

## Bugs

This section explains:

- [Using Bug Toolkit](#)
- [Open Bugs for Cisco Prime LAN Management Solution 4.1](#)
- [Resolved Bugs in Cisco Prime LAN Management Solution 4.1](#)

## Using Bug Toolkit

In CiscoWorks LMS 4.0 and later, use the Bug ToolKit to view the list of outstanding and resolved bugs in a release. This section explains how to use the Bug ToolKit through the following subsections:

- [Search Bugs](#)
- [Export to Spreadsheet](#)

## Search Bugs

This section explains how to use the Bug ToolKit to search for a specific bug or to search for all the bugs in a specified release.

- 
- Step 1** Go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).  
You will be prompted to log into Cisco.com. After you login, the Bug Toolkit page opens.
- Step 2** Click **Launch Bug Toolkit**.
- Step 3** To search for a specific bug, enter the bug ID in the **Search for Bug ID** field and click **Go** in the **Search Bugs** tab.  
To search for all the bugs in a specified release, enter the following search criteria in the **Search Bugs** tab:
- Select Product Category—Select **Network Management and Automation**.
  - Select Products—Select **CiscoWorks LAN Management Solution 4.0 and later** from the list.
  - Software Version—Select **4.1** to view the list of outstanding and resolved bugs in Cisco Prime LAN Management Solution 4.1.
  - Search for Keyword(s)—Separate search phrases with boolean expressions (AND, NOT, OR) to search within the bug title and details.

- **Advanced Options**—You can either perform a search using the default search criteria or define custom criteria for an advanced search. To customize the advanced search, select **Use custom settings for severity, status, and others** and provide the following information:
  - **Severity**—Select the severity level.
  - **Status**—Select **Open**, **Fixed**, or **Terminated**.
 

Select **Open** to view all the open bugs. To filter the open bugs, clear the Open checkbox and select the appropriate sub-options that appear below the Open checkbox. The sub-options are New, Held, More, Open, Waiting, Assigned, Forwarded, Postponed, Submitted, and Information Required. For example, if you want to view only new bugs in Cisco Prime LAN Management Solution 4.1, select **New**.

Select **Fixed** to view fixed bugs. To filter fixed bugs, clear the Fixed checkbox and select the appropriate sub-options that appear below the fixed checkbox. The sub-options are **Resolved** or **Verified**.

Select **Terminated** to view terminated bugs. To filter terminated bugs, clear the Terminated checkbox and select the appropriate sub-options that appear below the terminated checkbox. The sub-options are **Closed**, **Junked**, and **Unreproducible**. Select multiple options as required.
  - **Advanced**—Select the **Show only bugs containing bug details** checkbox to view only those bugs that contain detailed information, such as symptoms and workarounds.
  - **Modified Date**—Select this option if you want to filter bugs based on the date on which the bugs were last modified.
  - **Results Displayed Per Page**—Select the appropriate option from the list to restrict the number of results that appear per page.

**Step 4** Click **Search**. The Bug Toolkit displays the list of bugs based on the specified search criteria.

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## Export to Spreadsheet

The Bug ToolKit provides the following options to export bugs to a spreadsheet:

- Click **Export All to Spreadsheet** link in the Search Results page under the Search Bugs tab. Specify file name and folder name to save the spreadsheet. All the bugs retrieved by the search will be exported.
- Click **Export All to Spreadsheet** link in the My Notifications tab. Specify file name and folder name to save the spreadsheet. All the saved bugs in all the groups will be exported.

If you are unable to export the spreadsheet, log into the Technical Support Website at <http://www.cisco.com/cisco/web/support/index.html> for more information or call Cisco TAC (1-800-553-2447).

## Open Bugs for Cisco Prime LAN Management Solution 4.1

The open bugs describe possible unexpected behavior in Cisco Prime LAN Management Solution 4.1 release. These bugs may also be open in previous releases.

Refer [Using Bug Toolkit](#) for querying and searching bug details.

This section contains:

- [Open Bugs Related to Administration in LMS 4.1](#)
- [Open Bugs Related to Backup and Restore in LMS 4.1](#)
- [Open Bugs Related to Configuration in LMS 4.1](#)
- [Open Bugs Related to Dashboard and Portlets in LMS 4.1](#)
- [Open Bugs Related to Discovery, Device Management and Grouping Services in LMS 4.1](#)
- [Open Bugs Related to Installation in LMS 4.1](#)
- [Open Bugs Related to Monitoring and Troubleshooting in LMS 4.1](#)
- [Open Bugs Related to Network Topology, Layer 2 Services and User Tracking in LMS 4.1](#)
- [Open Bugs Related to Smart Interactions in LMS 4.1](#)
- [Open Bugs Related to UI in LMS 4.1](#)
- [Open Bugs Related to Work Center in LMS 4.1](#)

### Open Bugs Related to Administration in LMS 4.1

[Table 2](#) lists the open bugs related to Administration in LMS 4.1.

**Table 2** *Open Bugs Related to Administration in LMS 4.1*

Identifier	Summary	Explanation
CSCtn95754	Apache does not start after LMS 4.1 installation.	Apache does not start after LMS 4.1 installation. This problem is seen mostly in a windows server.  Workaround:  Change the Apache HTTP port to a free port using changeport.exe utility available in <i>NMSROOT/MDC/Apache</i> directory.
CSCQtq31364	OGS Error when trying to import LMS groups by selecting Fault Monitoring in CLI.	OGS import of the fault monitoring groups may cause the groups to appear in fault monitoring group selectors but not in the LMS group selector.  This error occurs while trying to import yje non LMS ogs groups.  Workaround:  Restart of the daemons.

**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtg29938	CS 3.3 CSdiscovery ICMP request to a device with the same sequence number.	<p>When ping sweep is configured as discovery protocol, CS will send ICMP requests to all IP's in the configured subnet, with specific sequence number for each device, if another application is sending the ICMP request to a device with the same sequence number then the reply from this device will be treated as a response for the discovery job.</p> <p>This makes discovery to check SNMP connectivity on IP's that does not exist on the network and hence the discovery takes several days to finish.</p> <p>This occurs when ping sweep is enabled as a discovery protocol and if another application pings a real device with the same sequence number that CSDiscovery is using.</p> <p>Workaround:</p> <p>None</p>

**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtk62157	Cisco LMS 4.0 Security Password enhancements.	<p>The following are the Cisco LMS 4.0 Password Security enhancements:</p> <ul style="list-style-type: none"> <li>• Enforce maximum end-user password lifetime. Allow to administratively specify that passwords which have not been changed within a configurable interval are to be automatically disabled.</li> <li>• Authenticate password changes. On any non-administrative password change, authentication using the old password, is required immediately before the new password is set.</li> <li>• Enforce maximum password length. On any password change, a maximum length of 80 characters shall be enforced for a new password.</li> <li>• Support passwords from 0 to 80 characters. LMS 4.0 should support passwords from 0 to 80 characters in length, inclusive of both null passwords and 80-character passwords.</li> <li>• Indicate password status at login. With interactive sessions, indicate the following on successful authentication: <ul style="list-style-type: none"> <li>– Password will expire in X days.</li> <li>– Last successful time the user logged in and from what location.</li> <li>– Number of failed attempts since last successful login.</li> </ul> </li> <li>• Enforce minimum end-user password change interval. Allow to administratively restrict the number of password changes an end user can make within a given time period.</li> <li>• Limit the number of concurrent sessions for one user. Allow to administratively restrict each user to no more than a set number of sessions.</li> <li>• Restrict end-user password reuse. On any end-user password change, the new password will be rejected if it is the same as any previously used password for the same user, up to an administratively configurable history depth.</li> </ul> <p>Workaround: None</p>



**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtl71375	Unable to download all zip files for some device packages from Device Update page.	<p>When you select the Rtr800 package from the Device Update page and download it using the immediate job, the following two zip files are downloaded:</p> <ul style="list-style-type: none"> <li>• NGMARShare.zip</li> <li>• Rtr800.zip</li> </ul> <p>When you download the same package using the schedule job, only Rtr800.zip is downloaded.</p> <p>The order of applications in the Device Update page differs in Windows and Solaris.</p> <p>Workaround:</p> <p>You can download the device package using the schedule PSU job.</p>
CSCtn42246	Getting CTM exception while stopping discovery,	<p>When you try to stop the discovery, it stops successfully with CTM exception.</p> <p>Workaround:</p> <p>None</p>
CSCtn49916	Mega menu item names and RBAC task names order are not matching.	<p>The megamenu item names and the RBAC task names order will not match.</p> <p>This occurs as Megamenu items are derived from a single GlobalXML where RBAC tree is being populated from the task definition files across web applications. It is not feasible to maintain the order.</p> <p>Workaround:</p> <p>None</p>
CSCtn95754	Apache does not start after LMS 4.1 installation.	<p>Apache process will not start even though its dependent process TomcatMonitor is running normally. Apache HTTP port 1741 will not be free, as this port is being used by one of the LMS process AdapterServer.</p> <p>This occurs in Windows server.</p> <p>Workaround:</p> <p>Change the Apache HTTP port to a free one using changeport.exe utility available in <i>NMSROOT/MDC/Apache</i> directory.</p>
CSCtq06652	Bulk import from RemoteNMS such as HPOV and NETVIEW is not working in Soft Appliance.	<p>Bulk import feature from RemoteNMS such as HPOV and NETVIEW is not working in Soft Appliance.</p> <p>Workaround:</p> <p>None</p>

**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtq26372	Certificate error while launching child page in https mode.	<p>Certificate error will occur while launching child page in https mode.</p> <p>This occurs due to standard mode of IE 8 in SSL environment; (i.e) behavior of IE browser in SSL mode.</p> <p>Workaround:</p> <p>None</p>
CSCtq31364	Resulting OGS Exceptions when DFM was selected for LMS groups in CLI.	<p>OGS import of the DFM groups may cause the groups to appear in DFM group selectors but not in the LMS group selector.</p> <p>This occurs while importing the non LMS ogs groups like the DFM.</p> <p>Workaround:</p> <p>Restart the daemons.</p>
CSCtg70452	Jrm process is down due to connection termination problem.	<p>This occurs when you access DB through jrm while CmfDbMonitor is trying to get connected with CmfDbEngine, or CmfDbMonitor is down.</p> <p>Workaround:</p> <p>Recreate the DBConnection.</p>
CSCto42146	Wrong error message in Job Browser.	<p>When you try to delete a running job of schedule type “once”, wrong error message appears. It will show the error pop up of periodic jobs.</p> <p>This occurs when you try to delete a running job of schedule type “once” from <b>Admin &gt; Jobs &gt; Browser</b>.</p> <p>Workaround:</p> <p>None</p>
CSCtq56200	Log rotation schedule job entry is not updated in system job in solaris and Soft Appliance.	<p>In windows, if you schedule a new log rotation job, it will over write the default job entry. But if you install the LMS in custom path, then the entries are not deleted even after uninstallation.</p> <p>Workaround:</p> <p>While installing the product a default log rotation schedule will be created under root user. But if you create another one, the schedule will be generated under casuser. View the schedules that are created under casuser.</p>
CSCtq11884	NAM configuration page does not load properly for the first time in IE.	<p>This occurs when you launch the NAM Configuration page from <b>Admin &gt; Network &gt; Monitor / Troubleshoot &gt; NAM Configuration</b> in some IE browser versions. Also, the TOC border is increased for NAM configuration page.</p> <p>Workaround:</p> <p>Refresh the page.</p>

**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCto83222	Deleting device packages using -all option will impact the PSU functionality.	<p>In RME 4.3.0, some packages have issues with dependency packages while installing the device packages. Due to that RME 4.3.0 version is not supported and posted RME 4.3.1 software package. Removal of all installed packages for all application is not a right use case and its not recommended due to the application dependency with MDF package and other inter dependency packages.</p> <p>Workaround:</p> <p>None</p>
CSCtq36480	Download option should not be enabled while checking updates from LMS server.	<p>Download option will be visible while checking the updates from LMS server.</p> <p>Workaround:</p> <p>None</p>
CSCtq37569	Downloading Device update gets aborted if "No" is selected for proxy in CLI.	<p>If you skip to provide the proxy credentials with "No" option, the following error message appears when the configured proxy server require authentication:</p> <pre>"ERROR: Invalid Proxy User name or Password. Please specify valid Proxy credentials".</pre> <p>This occurs when you provide the proxy credentials with "No" option, while downloading device updates for any module using CLI.</p> <p>Workaround:</p> <p>None</p>
CSCtq56916	Schedule and immediate device package download fails.	<p>Device package download will fail, when you download the device packages through immediate job and schedule job. This is due to cisco.com connection issue.</p> <p>This occurs if you try to download the device packages when device packages posting is going on.</p> <p>Workaround:</p> <p>Reschedule the job to different time or try to download the device packages after some time.</p>
CSCtr56243	PSU schedule jobs are crashing after upgrading to LMS 4.1.	<p>Upgrade from LMS 4.0/4.0.1 to LMs 4.1 will cause PSU scheduled jobs to crash.</p> <p>Workaround:</p> <p>Schedule new PSU jobs after upgradation process.</p>

**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr05342	PSU Package and Device Maps gets corrupted	<p>The Product Support Updater (PSU) package and device map files get corrupted. This corruption leads to Java exceptions while trying to view package information from <b>Common Services &gt; Software Center &gt; Device Update</b>.</p> <p>One possible exception is:</p> <pre>java.util.NoSuchElementException at java.util.StringTokenizer.nextToken(StringTokenizer.j ava:259) at com.cisco.nm.xml.psu.ui.gui.model.action.DevUpdate .getPackageMap(Unknown Source) at com.cisco.nm.xml.psu.ui.gui.model.action.DevUpdate .perform(Unknown Source)</pre> <p>The following error is seen in NMSROOT\log\psu.log:</p> <pre>[ &lt;date time &gt; ] ERROR [CreateMaps : removeDupEntries] :String index out of range: -1</pre> <p>Finally the issue also may be a possible cause of devices not properly being recognized as supported in multiple applications within LMS and other Common Services based products.</p> <p>This occurs if multiple PSU jobs are started before a job completes.</p> <p>Workaround:</p> <p>Before executing any other PSU jobs, wait for the Cisco Prime daemons to recycle, and fully restart. This can be verified by using the pdshow command (or pdshow -brief in later versions of Common Services) to show all processes in normal statuses.</p> <p>Additionally, there should be no files under NMSROOT\objects\dmgt\ready when all daemons are properly initialized.</p> <p>If the maps become corrupt, the following procedure can be used to regenerate the files.</p>

**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr05342 (continued)		<p><b>For Windows</b></p> <ol style="list-style-type: none"> <li>1. Stop the daemons using the command <code>net stop crmdmgt</code>.</li> <li>2. Delete all non-zero sized map files under <code>NMSROOT\www\classpath\com\cisco\nm\xms\psu\maps</code></li> <li>3. Run the following commands to generate the maps (each CreateMaps command is on ONE LINE): <pre> set NMSROOT=%CWMIBDIR%\..\..\.. %NMSROOT%\lib\jre\bin\java -classpath %NMSROOT%\lib\jre\lib;%NMSROOT%\lib\classpath; %NMSROOT%\objects\log4j\1.1.3\log4j.jar;%NMSRO OT%\MDC\tomcat\shared\lib\MICE.jar;%NMSROOT%\M DC\tomcat\shared\lib\NATIVE.jar;%NMSROOT%\MDC\ tomcat\shared\lib\jdom.jar;%NMSROOT%\www\class path;%NMSROOT%\lib\classpath\servlet.jar;%NMSR OOT%\MDC\tomcat\webapps\cwhp\WEB-INF\classes com.cisco.nm.xms.psu.packagemgmt.map.CreateMap s &lt;map&gt;  The possible values for &lt;map&gt; that need to be substituted for an individual run of the command (i.e. you must generate each map with a separate command)  %NMSROOT%\www\classpath\com\cisco\nm\xms\ psu\pkgs\cm %NMSROOT%\www\classpath\com\cisco\nm\xms\ psu\pkgs\cmf %NMSROOT%\www\classpath\com\cisco\nm\xms\ psu\pkgs\cvw %NMSROOT%\www\classpath\com\cisco\nm\xms\ psu\pkgs\dfm %NMSROOT%\www\classpath\com\cisco\nm\xms\ psu\pkgs\rme </pre> </li> <li>4. Start the daemons using the command <code>net start crmdmgt</code>.</li> </ol>

**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr05342 (continued)		<p><b>For Solaris</b></p> <ol style="list-style-type: none"> <li>1. Stop the daemons using the command  <code>/etc/init.d/dmgttd stop crmdmgttd.</code></li> <li>2. Delete all the non-zero sized map files under  <code>/opt/CSCOpX/www/classpath/com/cisco/nm/xms/psu/maps</code></li> <li>3. Run the following commands to generate the maps (each CreateMaps command is on ONE LINE):  <pre>env LD_LIBRARY_PATH=/opt/CSCOpX/lib:/opt/CSCOpX/MDC/lib /opt/CSCOpX/lib/jre/bin/java -classpath /opt/CSCOpX/lib/jre/lib:/opt/CSCOpX/lib/classpath:/opt/CSCOpX/objects/log4j/1.1.3/log4j.jar:/opt/CSCOpX/MDC/tomcat/shared/lib/MICE.jar:/opt/CSCOpX/MDC/tomcat/shared/lib/NATIVE.jar:/opt/CSCOpX/MDC/tomcat/shared/lib/jdom.jar:/opt/CSCOpX/www/classpath:/opt/CSCOpX/lib/classpath/servlet.jar:/opt/CSCOpX/MDC/tomcat/webapps/cwhp/WEB-INF/classes com.cisco.nm.xms.psu.packagemgmt.map.CreateMaps &lt;map&gt;</pre> <p>The possible values for &lt;map&gt; that need to be substituted for an individual run of the command are (i.e. You must generate each map with a separate command)</p> <pre>/opt/CSCOpX/www/classpath/com/cisco/nm/xms/psu/pkgs/cm /opt/CSCOpX/www/classpath/com/cisco/nm/xms/psu/pkgs/cmfm /opt/CSCOpX/www/classpath/com/cisco/nm/xms/psu/pkgs/cvw /opt/CSCOpX/www/classpath/com/cisco/nm/xms/psu/pkgs/dfm /opt/CSCOpX/www/classpath/com/cisco/nm/xms/psu/pkgs/rme</pre> </li> <li>4. Start the daemons using the command  <code>/etc/init.d/dmgttd start</code></li> </ol>
CSCtn39110	Add role page shows blank task tree selector content.	<p>When <b>Add</b> button is clicked immediately after adding role in Role Management page, then add popup throws an blank space in tree area.</p> <p>This is due to clearing an host tree selector takes time to clear it selection and refresh the tree.</p> <p>Workaround:</p> <p>Give some time delay in consecutive addition of roles.</p>

**Table 2**      ***Open Bugs Related to Administration in LMS 4.1 (continued)***

<b>Identifier</b>	<b>Summary</b>	<b>Explanation</b>
CSCtn64779	Selection is not retained if the task names are same in different hierarchy.	Selection will not be retained if the task names are same in different hierarchy.  This issue is due to the limitation of HOS tree.  Workaround:  None
CSCtn92479	Search result order is not same as in All tab.	Order of the search result is not maintained as shown in the All tab.  This is due to the current design and the component used right now.  Workaround:  None
CSCtj88629	SNMP packet size requests from LMS is too large.	LMS sends more than 512 SNMP requests to the FWSM, so it rejects the requests.  This occurs with FWSM and ASA's.  Workaround:  None

**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCte29226	Login page is not displayed in Windows 2003 and 2008.	<p>Login page will not be displayed with new installation of LMS 3.2 or 4.0 in Windows 2003 or Windows 2008.</p> <ol style="list-style-type: none"> <li>1. When Windows 2003/2008 is running in protected mode, it throws the redirection error.</li> <li>2. When different security polices are applied to the LMS server it disables cookies.</li> </ol> <p>Workaround:</p> <p>Workaround 1:</p> <p>The following procedure will remove IE Hardening (IE Protected Mode) for members of the Administrators and Users group, all these steps require Administrator privilege:</p> <ol style="list-style-type: none"> <li>1. Set the following registry values:</li> </ol> <pre>[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Active Setup\Installed Components\{A509B1A7-37EF-4b3f-8CFC-4F3A74704073}] "IsInstalled"=dword:00000000</pre> <pre>[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Active Setup\Installed Components\{A509B1A8-37EF-4b3f-8CFC-4F3A74704073}] "IsInstalled"=dword:00000000</pre> <ol style="list-style-type: none"> <li>2. Run the following command from an elevated command line window:</li> </ol> <pre>Rundll32 iesetup.dll, IEHardenLMSettings Rundll32 iesetup.dll, IEHardenUser Rundll32 iesetup.dll, IEHardenAdmin</pre> <ol style="list-style-type: none"> <li>3. Delete the following registry keys:</li> </ol> <pre>[-HKEY_CURRENT_USER\SOFTWARE\Microsoft\Active Setup\Installed Components\{A509B1A7-37EF-4b3f-8CFC-4F3A74704073}] [-HKEY_CURRENT_USER\SOFTWARE\Microsoft\Active Setup\Installed Components\{A509B1A8-37EF-4b3f-8CFC-4F3A74704073}]</pre> <p><b>Note</b>    The minus (-) at the start of the key path is the format for a .reg file to delete a key.</p> <p>Workaround 2:</p> <p>Set Apache web service to log on as the Local Administrator, rather than Local System in services and restart DM.</p>



**Table 2**      **Open Bugs Related to Administration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr21972	Inconsistency in LMS 4.0 snmpv3 password length.	<p>SNMPWalk fails for a snmpv3 credentials configured device in device center with the following error message:</p> <p>Read password should have a minimum length of 8 characters</p> <p>This occurs when snmpv3 read credentials that are configured in DCR is less than 8 characters.</p> <p>Workaround:</p> <p>None.</p>
CSCtr62073	Filtering issue for few supported technologies with more than one word.	<p>Quick/Advanced filter does not work properly for some supported technologies with more than one word.</p> <p>Workaround:</p> <p>Searching with keywords (case insensitive) will list the exact match. Partial keyword name can also be used. For example use the word "dynamic" or "ut" for "DYNAMIC_UT" user.</p> <p>The below list shows the internal keywords used:</p> <ul style="list-style-type: none"> <li>• ASP - Auto Smartports</li> <li>• VIDEO_CONFERENCING - Video Conferencing</li> <li>• VIDEO_TRANSCODING - Video Transcoding</li> <li>• PASSIVE_MONITORING - Performance Monitoring</li> <li>• IPSLA - IPSLA VO</li> <li>• DYNAMIC_UT - Dynamic UT</li> </ul>

## Open Bugs Related to Backup and Restore in LMS 4.1

Table 3 lists the open bugs related to backup and restore in LMS 4.1.

**Table 3** *Open Bugs Related to Backup and Restore in LMS 4.1*

Identifier	Summary	Explanation
CSCtq59268	Error occurs while doing selective backup in LMS 4.1.	<p>This is a communication error which got triggered when attempting to start up the database.</p> <p>You can see the following error messages in backup log.</p> <pre>Error: Database cannot be started -- Unknown error (11) Database cannot be started -- Unknown error (11) Database server shutdown due to startup error Database server stopped at Tue May 24 2011 20:17 SQL Anywhere Command File Hiding Utility Version 10.0.1.4157 Communication Error SQL Anywhere Command File Hiding Utility Version 10.0.1.4157</pre> <p>This occurs while doing selective backup.</p> <p>Workaround:</p> <p>None</p>

**Table 3**      **Open Bugs Related to Backup and Restore in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCto62714	Default Config templates are missing while doing selective backup from LMS 4.0 to 4.1.	<p>The following issues occur when you do selective backup from LMS 4.0 to 4.1:</p> <ul style="list-style-type: none"> <li>• Default Config templates will be missing in deploy and manage flow grid.</li> <li>• Unable to import a template.</li> <li>• SaveAs will not work.</li> </ul> <p>This occurs only during selective backup from LMS 4.0 to LMS 4.1.</p> <p>Workaround:</p> <p>You can upgrade to LMS 4.0.1 at free of cost and then do a selective backup.</p>
CSCtq71444	Unable to migrate Destination IP from 4.0 in Inventory and Config collection notification.	<p>Settings applied in <b>Admin &gt; System Preferences &gt; Collection Failure Notification</b> will not get preserved as part of backup. If a restore is performed, then settings will not be retained.</p> <p>This occurs in lower versions of LMS 4.1.</p> <p>Workaround:</p> <p>Do the following:</p> <ol style="list-style-type: none"> <li>1. Go to the folder NMSROOT\backup\manifest\rmeng\rmutil</li> <li>2. Update the datafiles.txt by adding a new entry as shown below at the end of file and then save the changes:  NMSROOT\MDC\tomcat\webapps\rme\WEB-INF\classes\com\cisco\nm\rmeng\util\env.properties</li> <li>3. Take a backup.</li> </ol>

## Open Bugs Related to Configuration in LMS 4.1

Table 4 lists the open bugs related to Configuration in LMS 4.1.

**Table 4** *Open Bugs Related to Configuration in LMS 4.1*

Identifier	Summary	Explanation
CSCth28815	Analyze output is not working for EW and ASP jobs.	Analyze output will not working for EW and ASP jobs. Server: Windows 2008 Enterprise Server (64-bit) Client: Windows XP Browser: FF 3.6.3 Workaround: None
CSCtl76351	'More' command found in the latest archived running configuration for GSS device.	'More' command will be seen in the latest archived running configuration for the GSS device. This occurs after configuring the GSS device with terminal width as 10, scheduling a Config fetch job and successful completion of job. Workaround: None
CSCtr00142	Config collection is not happening for some devices.	Config collection will not happen for some devices. This occurs after adding devices into server. It displays the status as "Not Available" in Device Manageability Status report. Workaround: None
CSCtr45455	Core file is created in backup directory while restoring.	While restoring the same version backup, core file and tempdevicelog file will be created under the backup directory even though the restore operation was successful. If the backup file location is /backup/0, then core file and tempdevicelog file will be created under /backup. This occurs only for same version backup restore and is observed only in solaris and Soft Appliance servers. Workaround: None

**Table 4**      **Open Bugs Related to Configuration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr25369	Incorrect Inventory, Config and Image Management Change Audit Usernames, Host Names and Connection Modes.	<p>Inventory, Config and Image Management Change Audit Usernames, Host Names and Connection Modes in Change Audit Reports may be either incorrect or very misleading.</p> <p>This issue affects all current versions of LMS.</p> <p>Workaround:</p> <p>There is no complete workaround.</p> <p>The effect can be minimized by:</p> <ul style="list-style-type: none"> <li>• Upgrading to LMS 3.2.1 or LMS 4.x</li> </ul> <p>Ensuring Syslog Automated Actions are enabled and devices are correctly sending Configuration Change Syslogs to RME</p> <ul style="list-style-type: none"> <li>• Enabling the VLAN-RUNNING Change Audit filter.</li> </ul>
CSCtr45223	Issue with the QoS and Performance Monitoring templates CLI.	<p><b>Qos Template Issue</b></p> <p>Navigate to Configuration Center Deploy flow, and select the QoS templates, select all the types of device category available and deploy the template. The job will fail for some of the device category such as 3560, 3750X and 3750E switches.</p> <p>Workaround:</p> <p>Do not select 3560, 3750X and 3750E switches while deploying the job.</p> <p><b>Performance Template Issue</b></p> <p>In all the performance monitoring templates, when you apply the policy map it will show the following warning message in UI and warning message alignment will not be proper:</p> <p>Warning: QoS is disabled.Enable QoS to make sw-ch1-vidmon(policy name) effective.</p> <p>This occurs when QoS is not enabled in the device.</p> <p>Workaround:</p> <p>Execute the command "mls qos" in global configuration mode.</p>

**Table 4**      **Open Bugs Related to Configuration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCti37235	User Based Role Issues in LMS.	<p>When you create a role apart from the default roles available in the LMS, create a user for that role and assign only some modules like SWIM, Inventory to the user 1, you will notice that the TOC is missing for the SWIM module while doing image import and Image distribution. And also all the links for the entire SWIM Module are missing.</p> <p>Same can be found in Templatecenter, Compliance, Configuration, SWIM, Netconfig modules as well.</p> <p>Workaround:</p> <p>None</p>
CSCto25011	Issue with the Report publish path in all the Inventory, Config and Image Management reports.	<p>In all the Inventory, Config and Image Management report generator pages, a checkbox is provided for local publish path. The generated report is saved in the server, even if you uncheck the checkbox.</p> <p>In other application pages the report publish path option is mandatory for all the scheduled jobs.</p> <p>Workaround:</p> <p>None</p>
CSCtl08883	Firefox hangs while uploading the CSV file with bulk data.	<p>In the template center page deploy flow, for port based templates, while uploading the CSV file with large content the page is getting hanged until a response from rest call is received. This issue occurs only in Firefox</p> <p>Workaround:</p> <p>You can either upload the CSV file using IE8 or you have to wait till you get the response from rest call.</p>
CSCtq53879	Cache issue in OOTB Port related template on Preview CLI command.	<p>In OOTB deploy page (<b>Configuration &gt; Tools &gt; Template Center &gt; Deploy</b>), if you select two ports and navigate upto preview CLI pane and again go back and select one more port and navigate to the preview CLI pane, CLI commands are generated only for the first selected two ports.</p> <p>Workaround:</p> <p>None</p>

**Table 4**      **Open Bugs Related to Configuration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtq60298	Device Selector is blank in OOTB flow.	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Create two users (Network Administrator and Super Admin) with device level authorization.</li> <li>2. Login as Network Administrator. The OOTB deploy flow device selector is displayed.</li> <li>3. Log out.</li> <li>4. Login as Super Admin. The template Center deploy page is launched with the previous login user id (Network Administrator). Here OOTB device selector is blank. This occurs only in Firefox.</li> </ol> <p>Workaround: None</p>
CSCtr37756	Error occurs while deploying the PM template in switches.	<p>This following error occurs while deploying the performance monitoring template in switches:</p> <pre>%ERROR: output direction policy not supported</pre> <p>However, the created job is successful and rest of the commands are deployed properly. This issue is not seen in routers. The reason is PM policies are supported on both directions (Input/Output) on routers whereas on Cat switches PM policies are supported only on the Input direction.</p> <p>Workaround: Do the following:</p> <ol style="list-style-type: none"> <li>1. Export the existing performance monitoring template and then remove the below line: "service-policy type performance-monitor output \${policy-map-name} "</li> <li>2. Import the updated template.</li> <li>3. Deploy the imported template in switches.</li> </ol> <p><b>Note</b> This workaround is applicable only for switches.</p>
CSCtn98466	Options merge in Scheduler of Work Centers.	<p>In all the Schedule Deployment pages launched from Work Centers, if you change the scheduler from one radio button to another, the contents of individual options merge.</p> <p>Workaround: None</p>

**Table 4**      **Open Bugs Related to Configuration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtg51646	Contract Connection does not work with large number of devices.	<p>Inventory, Config and Image Management contract connection report will fail due to large number of devices.</p> <p>This occurs when you submit devices exceeding 25 device types/models. In some cases, several hundred devices can be submitted successfully at a time, in some cases submission of 30 to 50 devices at a time may fail.</p> <p>This occurs for all current releases of Inventory, Config and Image Management, including Inventory, Config and Image Management 4.3.1 in LMS 3.2 and Inventory, Config and Image Management 5.0 in LMS 4.0.</p> <p>Workaround:</p> <p>Run 25 types of devices or less at a time in the Contract Connection Report.</p>
CSCsx47363	PMC group does not work properly if you edit/delete the parent device group.	<p>Port and module groups does not work correctly if the parent device group is modified.</p> <p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Create a port or module group by selecting the Group Selector.</li> <li>2. Either: <ul style="list-style-type: none"> <li>– Modify the parent device group name</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>– Delete the parent device group.</li> </ul> </li> <li>3. Create a netconfig job based on port or module by selecting the created port or module group.</li> </ol> <p>An HTTP 500 error appears in the Add task page of the Netconfig job flow.</p> <p>Workaround:</p> <p>None.</p>



**Table 4**      **Open Bugs Related to Configuration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtc44598	SWIM Image Recommendation does not work.	<p>In RME 4.2 and 4.3, when you use SWIM to deploy a new image, the list of images to select from is not filtered according to the 'Image Recommendation' settings (<b>RME &gt; Admin &gt; Software Management &gt; View/Edit Preferences</b>)</p> <p>Filtering will not occur and all images will be available for selection when:</p> <ul style="list-style-type: none"> <li>• "Include same image feature subset as running image. " is selected.</li> <li>• "Include General deployment images" is selected</li> </ul> <p>Workaround:</p> <p>None</p>
CSCti16034	Image distribution through SCP fails in Mixedstack.	<p>Image distribution through SCP will fail in Mixedstack</p> <p>This occurs when you try image distribution through SCP protocol.</p> <p>Workaround:</p> <p>None</p>
CSCti27828	Distribution in mixed stack hangs when there is no space in master switch.	<p>This occurs when you schedule a distribution job in mixed stack device when 3750 switch is set as master with insufficient space in flash.</p> <p>Workaround:</p> <p>None</p>
CSCtr08200	Upgrade Analysis does not show hyperlink for 3560-CG.	<p>This occurs when using 3560-CG with LMS 4.0.</p> <p>Workaround:</p> <p>None</p>
CSCtr10934	Picklist for software versions should include IOS information for the ASR.	<p>Currently, when viewing the picklist for software images, the ASR line only shows the IOS XE version information versus the resulting IOS Release information.</p> <p>Workaround:</p> <p>Research the IOS XE to IOS version information to select the correct software update path.</p>
CSCti77485	Software update page link is missing in RSAC server.	<p>Link for software update page is missing in the RSAC server.</p> <p>Workaround:</p> <p>None</p>

**Table 4**      **Open Bugs Related to Configuration in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCto61508	Power ethernet mib tree issue in Template Creation page.	<p>The mib tree will not be displayed completely for the mib CISCO-POWER-ETHERNET-EXT-MIB-V1SMI in Template Creation page.</p> <p>This occurs while trying to create a user defined template after loading the mib CISCO-POWER-ETHERNET-EXT-MIB-V1SMI.</p> <p>Workaround:</p> <p>None</p>
CSCtw51607	Device under NAT environment is not collected in EnergyWise	<p>The device maintained under NAT environment and managed with public IP is shown in all the technology workcenter except EnergyWise. In LMS, EnergyWise needs subnet details of a device, which is done through MIB polling. Hence, if the device is managed with NATed IP address then EnergyWise collection fails.</p> <p>Workaround:</p> <p>None.</p>

## Open Bugs Related to Dashboard and Portlets in LMS 4.1

[Table 5](#) lists the open bugs related to Dashboards and Portlets in LMS 4.1.

**Table 5**      **Open Bugs Related to Dashboard and Portlets in LMS 4.1**

Identifier	Summary	Explanation
CSCto52631	Time display issue in EnergyWise savings trend and power consumption graph portlet.	<p>The EnergyWise savings trend graph and power consumption graph portlets will show future date in grid and Chart view.</p> <p>When the client machine is in different timezone for e.g. IST whereas the LMS server timezone is in PDT, the EnergyWise savings trend graph and power consumption graph portlets in EnergyWise dashboard pages will show future date and time will be calculated from client machine's timezone instead of server's timezone.</p> <p>Workaround:</p> <p>Set same timezone in both client and LMS server so that all the polled date/time will be shown in current server date/time in EnergyWise savings trend graph and power consumption graph portlets.</p>

## Open Bugs Related to Discovery, Device Management and Grouping Services in LMS 4.1

Table 6 lists the open bugs related to Discovery, Device Management and Grouping Services in LMS 4.1.

**Table 6** *Open Bugs Related to Discovery, Device Management and Grouping Services in LMS 4.1*

Identifier	Summary	Explanation
CSCto10598	Invalid IP Address can be imported and entered into seed device list.	<p>Allows you to do the following:</p> <ul style="list-style-type: none"> <li>• Import wrong IP Address in seed devices.</li> <li>• Add and import same IP address (seed device) several times.</li> <li>• Import unlimited characters for example more than 255 characters.</li> </ul> <p>This occurs when you import the file having the above symptoms.</p> <p>Workaround:</p> <p>This can be resolved by passing correct IPAddress or HostName.</p>
CSCto24719	Starting Discovery should refresh the Discovery Summary page for the first time.	<p>The Discovery Summary page does not get refreshed, when you click Start Discovery, after configuring the discovery settings.</p> <p>Workaround:</p> <p>Refresh the Discovery Summary Screen after starting the Discovery to get the latest update.</p>
CSCto55841	Seed device textbox is showing same entry for LLDP and CDP, BGP and OSPF.	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Select CDP module.</li> <li>2. Enter seed device details in seed device page.</li> <li>3. Select LLDP module.</li> <li>4. Navigate to LLDP seed device settings page, you will notice that the devices that was specified as seed for CDP will be shown as seed for LLDP module.</li> </ol> <p>The same issue occurs for BGP and OSPF modules.</p> <p>Workaround:</p> <p>Select a particular module and update the seed devices.</p>

**Table 6** *Open Bugs Related to Discovery, Device Management and Grouping Services in LMS 4.1 (continued)*

Identifier	Summary	Explanation
CSCto65034	SNMPV3 Select All checkbox in not working in Discovery.	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Create more than one SNMPV3 configurations in Discovery settings.</li> <li>2. Select any one of the configuration and click <b>Next</b> button.</li> <li>3. Click <b>Back</b> button to navigate to the previous page.</li> <li>4. Select all the checkboxes.</li> </ol> <p>This will not select all the SNMPV3 configurations.</p> <p>The <b>Edit</b> button will still be enabled, even if checkbox is not selected.</p> <p>If you click the <b>Delete</b> button, the selected configurations will not be deleted.</p> <p>The <b>Select All</b> checkbox will not work properly when you click the checkbox.</p> <p>Workaround:</p> <p>The <b>Select All</b> checkbox will work properly if you click the checkbox again and <b>Edit</b> button will also function properly, after navigating to the previous page.</p>
CSCto45077	Daemons should not be restarted when DC is in running state.	<p>DC and UT are running for all the 5K devices but the device count shows as 3 devices in the collection summary portlet.</p> <p>As per ANI architecture, data collected from the device during data collection are kept it in ANI in-memory as well as in PO DB tables. If daemon is restarted when Data Collection is in progress, ANI in-memory data might not be persisted to PO DB tables and hence will result in data instability.</p> <p>Workaround:</p> <p>None</p>
CSCtq75400	ICMP get hanged for IPv6 devices when the server is not configured with IPv6.	<p>Device Polling hangs in appliance server.</p> <p>This occurs when IPv6 devices are added to DCR without properly configuring IPv6 in the appliance.</p> <p>Workaround:</p> <p>Properly configure the IPv6 in the appliance.</p>

**Table 6** *Open Bugs Related to Discovery, Device Management and Grouping Services in LMS 4.1 (continued)*

Identifier	Summary	Explanation
CSCtl83686	DCR export job is extremely slow.	DCR Export job will take hours to complete, while exporting a very large DCR.  Workaround:  Manually create the file you wish to use as the export container. Verify whether casuser owns and has full control of the file. Then choose the file to be exported from the GUI.  Or  You can download the .csv to a location with few to no sub-directories.
CSCti67125	Groups imported in master do not appear in slave and members not updated.	The events will not be sent to the slave server. So the groups imported in master do not appear in slave.  This occurs when importing groups in DCR master server.  Workaround:  Restart the CMFOGSServer in slave server. After restarting the server, the slave server syncs with the master server and fetches the imported groups from master and adds the groups to slave.

## Open Bugs Related to Installation in LMS 4.1

Table 7 lists the open bugs related to Installation in LMS 4.1.

**Table 7** *Open Bugs Related to Installation in LMS 4.1*

Identifier	Summary	Explanation
CSCte69340	Error messages appear in install.log	CMIC related errors appear in the install log.  Workaround:  None
CSCtq91605	An error message is shown while deploying OVA in same ESX server.	This error occurs because OVA is deployed in the same ESX server.  Workaround:  None
CSCto88135	Error appears while installing LMS 4.1.	An error will appear at the time of installation.  This occurs only when the previous uninstallation is improper.  Workaround:  None

**Table 7**      **Open Bugs Related to Installation in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtq56218	Custom installation of LMS gets stuck on choosing folder with Japanese character.	<p>Custom installation of LMS will get stuck if you choose an install folder with Japanese characters.</p> <p><b>System Specification</b></p> <p>Server: Japanese OS-Windows Server 2008 Enterprise R2 (64-bit)</p> <p>Client: Japanese OS-Windows 7 (32-bit)</p> <p>Browser: IE 8.0</p> <p>Workaround:</p> <p>Choose a path with English alphanumeric characters.</p>
CSCtr66880	Provision of Name server input becomes mandatory during Soft Appliance installation.	<p>During Soft Appliance installation process, you have to provide the "Name Server" input mandatorily.</p> <p>This occurs while providing the inputs for server setup configuration.</p> <p>Workaround:</p> <p>Provide some dummy value for the "Name server" input and proceed with the installation. At the later point, it will check the reachability of the Name server and fails with the following error message:</p> <p>ERROR: Name server ping failed. Retry?Y/N:</p> <p>Proceed with the installation by entering the value "N".</p>

## Open Bugs Related to Monitoring and Troubleshooting in LMS 4.1

Table 8 lists the open bugs related to Monitoring and Troubleshooting in LMS 4.1.

**Table 8**      **Open Bugs Related to Monitoring and Troubleshooting in LMS 4.1**

Identifier	Summary	Explanation
CSCtn68353	Annotatation Last updated time does not change in Faults view table.	<p>In FM Event table, "Last updated time" will not change for Annotate action where as for Ownit and other actions "Last updated time" changes.</p> <p>Workaround:</p> <p>None</p>
CSCtn74225	Unable to filter Questioned state devices in All devices tree.	<p>Questioned state devices will not get filtered in All devices tree, if the device type is "Questioned".</p> <p>The questioned state devices usually will be shown in red text. But here it appears as normal text.</p> <p>This occurs if Questioned state device type is selected in All device tree.</p> <p>Workaround:</p> <p>None</p>

**Table 8**      **Open Bugs Related to Monitoring and Troubleshooting in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtq16692	UDM managed device are not shown in Fault Management side.	<p>All the UDM managed device will not be displayed in the Rediscovery Device page and in Event Monitor page whereas in other applications such as IPSLA Performance Management and Device Performance Management UDM managed device will be displayed.</p> <p>Fault Management and CS are maintaining different Alias Device list which is the root cause for this issue, CS does not list some of the Alias device as Non Alias device but Fault Management consider those Devices as Alias Device so the Alarm Bar fetches data from EPM table where dcrd is getting queried but events shown in Fault monitor depends on Deviceid which results in Fault Count Mismatch.</p> <p>Workaround:</p> <p>If you remove the Alias device from DCR then all the UDM managed devices will be available in Fault Management space.</p>
CSCua14145	IPSLA Monitoring graph will not be displayed correctly in IE8.	<p>Under Monitor &gt; Performance Settings &gt; IPSLA &gt; Collectors when choosing the collector and click on monitor, the graph will be displayed, but when scrolling the graph will not be displayed correctly.</p> <p>Workaround:</p> <p>You can use Firefox 8.</p>

**Table 8**      **Open Bugs Related to Monitoring and Troubleshooting in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtq61052	Issues in Fault Event Summary Portlet.	<p>The following are the issues in Fault Event Summary Portlet:</p> <ol style="list-style-type: none"> <li>1. In Monitoring dashboard on clicking the device link from Fault Event Summary portlet, the Events are listed in the Fault View tab irrespective of the severity level, Critical, Informational and Warning events. This should not be the case, it should list only the critical events.</li> <li>2. In IE 8 browser cross launching to FM page from portlet header (Fault Event Summary Portlet, High Severity Portlet), the column alignment of Device Fault Tab, Fault for Device tab and Fault view tab are not proper.</li> <li>3. In FM page, while hovering on Less Tool and More Tool in Device, mouse hover Hand symbol is not shown.</li> <li>4. Mail notification for resumed and suspended events are not sent to the recipient.</li> <li>5. Bulk data in Annotation look and feel is not good in IE 8.</li> <li>6. Inclusion of space for own it and clear text box allows less than 30 characters.</li> <li>7. In Clear and own it, Annotate accepts only 254 characters.</li> <li>8. Bulk data in Annotation can be wrapped and shown instead of providing scroll bar in the Annotation.</li> <li>9. The cleared option in EM filter window shows All Auto cleared and User cleared events but in FM filter window cleared option will list only Auto cleared events so this need to be taken in EM also.</li> </ol>



**Table 8**      **Open Bugs Related to Monitoring and Troubleshooting in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtg61052 (continued)		<p>Workaround:</p> <p>The following are the workaround for the above listed issues.</p> <ol style="list-style-type: none"> <li>1. None</li> <li>2. In the cross launch to Fault view tab expand the column size, then the details in the grid are seen properly.</li> <li>3. None</li> <li>4. None</li> <li>5. In Firefox, the Annotation quick view look and feel will be fine.</li> <li>6. None</li> <li>7. None</li> <li>8. Enter minimal details in Annotation and in Firefox it will be shown properly</li> <li>9. None</li> </ol>

**Table 8**      **Open Bugs Related to Monitoring and Troubleshooting in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr00200	Issues in FM and EM page	<p>The following are the issues in FM and EM page:</p> <ol style="list-style-type: none"> <li>1. In Fault monitor page, sort by Owned by column, then launch the FM page from Mega menu, the Fault monitor page will not be shown properly. Script Error "'layout.eventsTable[...]' is null or not an object" is found in both the browsers.</li> <li>2. The sorting order of owned by column is different in FM and EM pages. In one page words stating with capital letters are sorted first followed by words starting with small letters (A,B,C....a,b,c...). In another capital and small letter starting words are sorted alternately (A,a,B,b,C,c.....). This needs to be consistent.</li> <li>3. In fault monitor page copyright should be 2011 for the exported report from device and Fault content export option.</li> <li>4. Help button is not appearing in eventmonitor when trying to generate Pdf format.</li> <li>5. In Event monitor, "filter by customized event name" does not return any output.</li> <li>6. In the filter window the selection of customized event name is not retained when re-filtering the events. Applicable for Fault monitor and Event monitor page.</li> <li>7. After launching EM, loading progress bar is not shown inside the grid. It displays "No data available" and then pulls the data into EM grid.</li> <li>8. Lengthy scroll bar exists even though there is no records in Syslogs tabs.</li> <li>9. When mouse hovering the Close icon, the hand symbol is not shown exactly on Close icon.</li> <li>10. In the filter window, for Time interval, Between option should be aligned in same row or else From and To can be given before Date field.</li> </ol>

**Table 8**      **Open Bugs Related to Monitoring and Troubleshooting in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr00200 (continued)		<p>Workaround:</p> <p>The following are the workaround for the issues listed above:</p> <ol style="list-style-type: none"> <li>1. Clear the cache and then login to LMS.</li> <li>2. None</li> <li>3. None</li> <li>4. None</li> <li>5. None</li> <li>6. None</li> <li>7. None</li> <li>8. None</li> <li>9. Place the cursor slightly away from close icon. At one particular point you can see the hand symbol.</li> <li>10. None</li> </ol>
CSCtn28880	Rediscovery jobs should not appear after the job is executed successfully.	<p>Fault Management Default rediscovery schedule jobs should not appear after job executes successfully. After running the default job schedule, it should schedule again weekly job for the next week exactly.</p> <p>In Fault Management Rediscovery Schedule page for user defined periodic jobs the next scheduled date does not change even after one instance of the job is successful.</p> <p>Schedule time in Fault Management Rediscovery page is not getting updated for default rediscovery job and User defined rediscovery job, it shows the job creation date instead of job scheduled date.</p> <p>Workaround:</p> <p>None</p>
CSCto47356	Imported DFM groups are not synchronizing with CS Group admin page.	<p>Imported DFM UDGs will not synchronize and will be listed under CS group admin page when you import DFM groups through CS Group admin. Even in EM these groups will not be seen, but you can see those DFM groups in DFM group selectors like NOS and Fault groups page.</p> <p>This occurs when you import DFM groups through CS Group admin.</p> <p>Workaround:</p> <p>You can see the newly imported groups in CS Group admin and DCR Pages, after restarting the DFMOGSServer.</p>

**Table 8**      **Open Bugs Related to Monitoring and Troubleshooting in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtq56640	Issue in ifdescription in live and histo graph it portlets.	<p>In live graph it and histo graph it portlets, on choosing interface related templates, if description will not be shown sometimes.</p> <p>This occurs due to SNMP API timeout while fetching the ifdescription values.</p> <p>Workaround:</p> <p>None</p>
CSCtn68202	Issue in Device Performance Management when entPhysicalDescr names are same for different instance.	<p>When you try to poll for EnergyWise port power usage and cpu utilization templates in poller screen, it will display the same instance names and in Live graph and histo graph it portlets it displays HTTP 500 error.</p> <p>This occurs only when entPhysicalDescr name is same for many instances.</p> <p>Workaround:</p> <p>None</p>
CSCtn86919	User defined command sets does not have special characters in TOC.	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Click on the job id of the NetShow Job Browser. A new window will be created with successful devices in the TOC.</li> <li>2. Click on the status Success. A new window appears with the commands that are matching with user defined command sets. The commands that are being displayed is not showing the pipe symbol ( ) that is a part of the command, but able to fetch the commands that were deployed in the device correctly.</li> </ol> <p>Workaround:</p> <p>None</p>
CSCtq24189	hprof files are created for show tech command in netshow job.	<p>hprof files will be created due to Netshow job for show tech command.</p> <p>This occurs if the show tech output is in huge size (in 3750 device, show tech output has 5364 lines).</p> <p>Workaround:</p> <p>None</p>

## Open Bugs Related to Network Topology, Layer 2 Services and User Tracking in LMS 4.1

Table 9 lists the open bugs related to Network Topology, Layer 2 Services and User Tracking in LMS 4.1.

**Table 9** *Open Bugs Related to Network Topology, Layer 2 Services and User Tracking in LMS 4.1*

Identifier	Summary	Explanation
CSCtl96069	Cloud color is not updated when Topology receives an add event.	<p>Cloud color will not be updated when add event is received by topology.</p> <p>When you add a device to LMS either using Device Management (DCR) or using groups, the corresponding user-defined groups do not appear in the Topology and also the color of the group is incorrect.</p> <p>Workaround:</p> <p>Restart the Topology.</p>
CSCtn42049	Unable to delete user-defined groups from Topology Services.	<p>The Topology cloud does not become red even if any device in this group goes down. Also, if the device is unmanaged in UDM, the Topology cloud does not become green.</p> <p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Create a user-defined group.</li> <li>2. Delete the user-defined group.</li> <li>3. Create a new user-defined group.</li> <li>4. Launch the Topology Services.</li> </ol> <p>You can view the deleted user-defined group in the Topology cloud.</p> <p>Workaround:</p> <p>None</p>

**Table 9**      **Open Bugs Related to Network Topology, Layer 2 Services and User Tracking in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtq45382	Dual Link does not appear after device rediscovery.	<p>Rediscover the devices A and B from Topo. After rediscovery, Topo is updated with single link between device A and B instead of dual link.</p> <p>Workaround:</p> <p>Close and relaunch the Topo.</p>
CSCto47618	All subnets of a device marked with same timestamp though wait interval is configured.	<p>Run UT with the following settings,</p> <p>Ping Sweep on all subnets= Enabled</p> <p>Wait timer =x sec.</p> <p>During UT, all subnets that belong to a device is marked with same time stamp as "pinged earlier time" though there is a wait timer configured. Subnets should be marked with the time stamp at which it pingswept (by considering the wait interval such as <math>S1=T, S2=T+8, S3=T+16</math> etc). Without this during arp fetch, subnets would be pingswept before pingsweep timeout expired.</p> <p>This occurs if you configure the wait interval value from default to some value.</p> <p>Workaround:</p> <p>None</p>

## Open Bugs Related to Smart Interactions in LMS 4.1

Table 10 lists the open bugs related to Smart Interactions in LMS 4.1.

**Table 10** *Open Bugs Related to Smart Interactions in LMS 4.1*

Identifier	Summary	Explanation
CSCtq83628	Issue in wow when session is timed out in LMS.	<p>The data in the Search forum, TAC case creation and edition flow will not be displayed properly, if session is timed out in LMS.</p> <p>After launching the WOW pages such as search forum, TAC listing and creation pages, make the session idle such that LMS session is getting timed out. Now search for a keyword in search forum it displays 401-unauthorized message. In TAC listing window it will display loading message, when you perform any action in that widget.</p> <p>Workaround:</p> <p>Close the browser and launch the LMS page in a new tab/window.</p>
CSCtr16242	Error does not appear when no keyword is provided in the search forum.	<p>When no keyword is provided in the Cisco search forum, error will not appear in the UI.</p> <p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Navigate to the Search forum from any cross launch of device mouse hovers using global search/dashboard/FM page.</li> </ol> <p>It will display the search results for the selected device type.</p> <ol style="list-style-type: none"> <li>2. Remove the keyword and click <b>GO</b> button or Refresh icon.</li> </ol> <p>The previous search results will be shown and error message does not appear.</p> <p>Workaround:</p> <p>None</p>
CSCtr17774	LastUpdatedtime is not reflected with latest in TAC listing window.	<p>This occurs while viewing the TAC case from TAC listing window after update.</p> <p>Workaround:</p> <p>None</p>
CSCtr47482	Stuck at loading when trying to access forums for new devices.	<p>Search forum will keep on loading when you try with the keywords which has only single row of results.</p> <p>This occurs when you launch search forum from device mouse hover for the device in which search result is having single result of data.</p> <p>Workaround:</p> <p>Refine the search.</p>

**Table 10**      **Open Bugs Related to Smart Interactions in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr18036	Tooltip is not displayed properly in Firefox update window.	<p>Tool tip is not displayed properly when you mouse hover the attach file option in Update TAC request in FF3.6.x. Even after releasing the mouse, tool tip is not getting hidden.</p> <p>Workaround:</p> <p>None.</p>
CSCtr19861	Issue in filter options in TAC listing window.	<p>The following are the issues in filter options available in TAC listing window:</p> <ol style="list-style-type: none"> <li>1. In TAC listing window, quick filter and advanced filter options will not function properly.</li> <li>2. The filtering parameters such as Is greater than, Is less than, Is greater than or equal to and Is less than or equal to, are not applicable for Title, Cisco Owner, Party and Status.</li> <li>3. The filtering parameters such as Is greater than, Is less than, Is greater than or equal to and Is less than or equal to, will consider only the first two digits for contract number and case number. Is greater than is behaving as Is greater than or equal to in date created and last updated.</li> </ol> <p>This occurs while filtering TAC case from the list by using various filter options.</p> <p>Workaround:</p> <p>Refine filter criteria.</p>
CSCtr20212	SMTP server configuration error appears on submitting TAC request.	<p>SMTP server configuration error message will appear only after submitting TAC request.</p> <p>This occurs if you update TAC request when SMTP server is not configured properly.</p> <p>Workaround:</p> <p>Configure SMTP before updating TAC request.</p>
CSCtr30764	Enter key is not working properly in SS cco login page in IE 8.	<p>In IE 8, enter key will not work as expected in smart services cco login page.</p> <p>This occurs when you use Enter key in SS login page in IE 8.</p> <p>Workaround:</p> <p>Click login button by using mouse after entering username and password.</p>



**Table 10**      **Open Bugs Related to Smart Interactions in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr39751	502 Cannot Connect Error in TAC Service Request/listing Window	<p>The following error message will appear, while launching open TAC service request from device mousehover/TAC listing tool:</p> <p>There was an error while fetching the list of TAC Service Requests: 502-Cannot Connec</p> <p>This occurs while Launching create TAC Service Request/Listing window when smart service URLs are not resolved by hostname.</p> <p>Workaround:</p> <p>Add the hostname - ip address mapping in the following locations:</p> <p>/etc/hosts file - Solaris/Soft Appliance</p> <p>C:\WINDOWS\system32\drivers\etc\hosts file - Windows</p>
CSCtr39775	Search results does not match with Cisco forum.	<p>Search result output will not match with the Cisco support forum results.</p> <p>This occurs when you launch the search result window.</p> <p>Workaround:</p> <p>Refine the search string.</p>
CSCtr39836	Login is prompted when moving across multiple web applications.	<p>Login will be prompted when moving across multiple web applications.</p> <p>This occurs when you launch smart service applications (create TAC request/TAC listing/supportfom) from different LMS web applications.</p> <p>Workaround:</p> <p>Login again.</p>

## Open Bugs Related to UI in LMS 4.1

Table 11 lists the open bugs related to UI in LMS 4.1.

**Table 11**      *Open Bugs Related to UI in LMS 4.1*

Identifier	Summary	Explanation
CSCtn89281	Inconsistent behavior for radio button in add SI group.	<p>If you click anywhere near to the border of the radio button, the radio button will not get selected.</p> <p>Workaround:</p> <p>Click in the center of the radio button.</p>
CSCtn89456	Issue in tab behavior.	<p>In Troubleshooting, if you open multiple tabs, there is no forward or backward buttons to traverse through the tabs as in 4.0 or 4.0.1.</p> <p>This occurs when you open multiple tabs in Troubleshooting.</p> <p>Workaround:</p> <p>None.</p>
CSCto86626	UI distorted and Filter issue in Table\Grid.	<p>When doing filter in grids, sometimes the previous filter results are retained and displayed in the grid.</p> <p>When you click on filter and the search query is typed, the filter for the first time displays the correct results. However during the second time when the records are more than 24, the new query filter displays previous results too when scrolling down.</p> <p>Workaround:</p> <p>When the grid is displayed inside the popup, and if filter results are not as expected, close the popup and launch it again. On clicking the filter, the correct results will be displayed.</p>

**Table 11**      **Open Bugs Related to UII in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCts52912	Issue while unzipping LMS41 SEVT image	<p>While unzipping the LMS41 images 'lms-4.1-Sol-eval.zip' and 'sevt-fcs-lms-4.1-sol-K9.zip' following question will popup in cli.</p> <pre>replace /&lt;DIRECTORY&gt;/install/packages/CSCOcwhp/reloc/CS COPx/MDC/tomcat/webapps/cwhp/js/dojocw-1.0.0/ dojocw/themes/reboot2/images/toolbar/Annotate.png? [y]es, [N]o. [A]ll, [N]one, [r]ename:</pre> <p>Workaround:</p> <p>Proceed the extraction using option N (No).</p> <p>After the installation you will see the following errors logged in install log which is ignorable. There is no functionality loss due to this.</p> <pre>pkgadd: ERROR: unable to open &lt;/LMS41_SOL/install/packages/CSCOcwhp/reloc/CS COPx/MDC/tomcat/webapps/cwhp/js/dojocw-1.0.0/do jocw/themes/reboot2/images/toolbar/Annotate.png&gt; for reading: (2) No such file or directory  ERROR: attribute verification of &lt;/opt/CSCOPx/MDC/tomcat/webapps/cwhp/js/dojocw -1.0.0/dojocw/themes/reboot2/images/toolbar/Annotat e.png&gt; failed</pre>
CSCtz00509	When right-clicking the Help using Open in New Tab option, appropriate help page is not launched.	<p>In the LMS application, when you right-click on the Help in the top-right corner, the following issues are identified:</p> <ul style="list-style-type: none"> <li>• Open in New Tab option will be hidden for some pages.</li> <li>• For few pages, the Open in New Tab option will be available but a blank help page may appear.</li> <li>• For some pages, the Default Dashboard will be launched.</li> </ul> <p>Workaround:</p> <p>Launch the help page by directly clicking on the Help instead of using Open in New Tab option.</p>

## Open Bugs Related to Work Center in LMS 4.1

Table 12 lists the open bugs related to Work Center in LMS 4.1.

**Table 12**      *Open Bugs Related to Work Center in LMS 4.1*

Identifier	Summary	Explanation
CSCti63675	Rollback does not work properly in some of the ASP jobs.	<p>Rollback will not work properly in some of the ASP jobs.</p> <ul style="list-style-type: none"> <li>rollback command will not have CDP, if ASP is enabled with CDP fallback.</li> <li>no macro auto execute &lt;event&gt; builtin &lt;macro&gt; command fails on the device.</li> <li>rollback command for mac based group command fails on the device.</li> </ul> <p>This occurs while scheduling ASP job with rollback option.</p> <p>Workaround:</p> <p>None</p>
CSCtn92794	Issue with User-defined Macro in ASP.	<p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Select <b>Work Centers &gt; Auto Smartports &gt; Manage Templates Flow</b></li> <li>1. Create new ASP template while adding new event with User-Defined Macro.</li> <li>2. Click <b>Browse</b> to select Configuration Macro from file.</li> </ol> <p>It accepts any type of file (Example: .jpg, .pdf, .doc, .exe and so on.) and shows it in an un-readable text format.</p> <p>Workaround:</p> <p>None</p>

**Table 12**      **Open Bugs Related to Work Center in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtn96068	Issue with 'Enter' key's default action in Auto Smartports HOT3.	<p>Enter key will not work in Auto Smartports window.</p> <p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. When you press enter after typing any text in the 'matches' text box in the Filter option available in <b>Work Centers &gt; Auto Smartports &gt; Manage Templates Flow</b>, unexpected "ADD" popup appears,</li> <li>2. When you press enter after typing any text in the 'matches' text box in the Filter option available in <b>Work Centers &gt; Auto Smartports &gt; Jobs flow</b>, the user control goes to "Global Search" drop-down list in the same page.</li> </ol> <p>Workaround: None</p>
CSCto04284	Displays incorrect Event - Macro Mapping in the Manage ASP flow.	<p>UI will not display the appropriate the Event - Macro Mapping in the Manage ASP flow.</p> <p>This issue occurs when the system defined event is forcibly mapped to different system defined macro, and a value is given for the macro.</p> <p>Workaround: None</p>
CSCto02320	Enhancement in base version of Smart Install.	<p>In Smart Install 12.2.55, SI image CLI points to the image name directly for external tftp director option. The director creates the image list and puts it in the tftp server. So LMS should point to the image name instead of the .txt file.</p> <p>Smart Install base version was 12.2.55. Now, it is changed to 12.2.58.</p> <p>Workaround: None</p>

**Table 12**      **Open Bugs Related to Work Center in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtr56700	Usability issue in Identity Getting Started page link.	<p>From the Identity Getting started page (<b>Work Centers &gt; Identity &gt; Getting Started</b>) Assistance link, when you click <b>Enable Interfaces</b> link, the Enable Interfaces for Identity page will be displayed at the bottom of the screen and only white space will be seen at the top. You have to scroll down to view the page.</p> <p>This occurs only when you launch the page from the Identity Getting Started assistance link.</p> <p>Workaround:</p> <p>Launch the page from megamenu (<b>Work Centers &gt; Identity &gt; Configure &gt; Enable Interfaces</b>)</p> <p>The page appears properly from mega menu links and Readiness report.</p>
CSCto36724	Rollback commands fails due to IOS issue.	<p>While doing rollback in Device profiling, configlets from the device running configuration, displays the delimiter in wrong place as shown below:</p> <p>macro auto trigger</p> <p>DPER1 profile Y1</p> <p>macro auto sticky!</p> <p>It occurs in the device side and it is an IOS issue.</p> <p>Workaround:</p> <p>None</p>
CSCtq45497	Issue with same version backup restore for LMS 4.1 in ASP and OOTB flow.	<p>In backup server, all the periodic jobs are in successful state where as in restored server, same jobs are in Failed state.</p> <p>This occurs while verifying the data in backup-restore servers for Auto Smart Ports.</p> <p>Workaround:</p> <p>None</p>
CSCtr40737	ASP Templates are not loading for the first time in the server.	<p>Navigate to Medianet &gt; Configure ASP flow, after fresh install, the templates are not loaded for the first time.</p> <p>This issue is inconsistent. It occurs only once in the fresh installed server.</p> <p>Workaround:</p> <p>Refresh the page.</p>

**Table 12**      **Open Bugs Related to Work Center in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCtq42192	Incorrect non-compliant entity count.	<p>Non-complaint entity count will not match with data shown in the details page.</p> <p>For example, it shows the count as 3 but clicking on the link shows the details of 2 endpoints.</p> <p>Also blank window will open when clicking on the count.</p> <p>This occurs when you:</p> <ol style="list-style-type: none"> <li>1. Add new endpoints to the group and trigger compliance check job, count gets updated and shows wrong number.</li> <li>2. Delete devices corresponding endpoint entries get removed. If the endpoint is shown under NC entity count, the count is not showing correct value.</li> </ol> <p>Workaround:</p> <p>None</p>
CSCtr11921	EnergyWise process creates core.	<p>EnergyWise process will be down. This occurs when some collection is triggered.</p> <p>Core gets created on some UII operation which is specific to solaris server and it is inconsistent also.</p> <p>Workaround:</p> <p>Delete the core and restart the EnergyWise process by <code>./pdexec &lt;pid&gt;</code>.</p>
CSCtr30331	EnergyWise inconsistent issue due to toolkit.	<p>The following are the EnergyWise issues:</p> <ol style="list-style-type: none"> <li>1. EnergyWise Endpoint collection summary will show success with partially failed collection.</li> <li>2. Policy deploy will not be appropriate.</li> <li>3. Endpoint details will show wrong endpoint.</li> </ol> <p>When certain device is not reachable and the first contacted device is collection successful then the entire collection will be successful.</p> <p>Toolkit sometimes contact a device which is not appropriate due to actual device reachability.</p> <p>Workaround:</p> <p>This issue happens inconsistently so collecting or deploying again after sometime solves this issue.</p>

**Table 12**      **Open Bugs Related to Work Center in LMS 4.1 (continued)**

Identifier	Summary	Explanation
CSCto47054	EnergyWise monitoring issue when the secrets are changed for a domain.	<p>When the endpoint, management secrets are incorrect for a domain, after managing the device in LMS and creating Endpoint groups using the entities in the device, the power usage table has zero entries for the EPG. This is same when the domain name is changed after sometime of polling.</p> <p>This occurs when secrets are incorrect in the DB.</p> <p>Workaround:</p> <p>Edit the secrets for the domain or delete and add the device again in DCR.</p>
CSCti65195	Rollback does not work properly in some of the Identity jobs.	<p>In Identity, certain functionality rollback will not work.</p> <p>This occurs while changing the security mode of an interface and disabling RADIUS in Manage Identityflow.</p> <p>Workaround:</p> <p>None</p>



## Resolved Bugs in Cisco Prime LAN Management Solution 4.1

Table 13 contains the bugs resolved in LMS 4.1.

Refer [Using Bug Toolkit](#) for querying and searching bug details.

**Table 13** *Bugs Resolved in Cisco Prime LMS 4.1*

Identifier	Headline
<b>Administration</b>	
CSCtl71426	Wrong option appears for the pdcmd command.
CSCsk35018	CS - Sybase SQL Anywhere listening on UDP broadcast
CSCth21594	Missing hourly data collection observed for some Echo-based Collectors.
CSCti02289	Device polling gets stuck.
CSCti80788	Unable to launch help for troubleshooting pages from portlets.
CSCtl82703	Password policy non-compliance error appears when you edit a user.
CSCti99511	Data does not appear properly when troubleshooting IPphone with MAC/IPaddress.
<b>Backup Restore</b>	
CSCtl79509	Unable to delete tmpDeviceLicense after a selective backup and restore.
<b>CiscoView</b>	
CSCtq26493	CiscoView graphs do not auto refresh on IE 8.
CSCtq58871	CiscoView challenges for credentials when only host names are in DCR.
<b>Configuration</b>	
CSCtg80037	Reset button does not work properly in the bug summary report.
CSCti92983	CDA results for ASA devices are misleading.
CSCtq36578	In RME 4.x, scheduled CDA Purge Jobs are not working.
CSCtq14451	Config editor quick deploy job throws null email id popup.
CSCtj74999	Failed to config archive after baseline compliance check and deploy.
CSCtn45397	Baseline compliance jobs fail for devices lacking a prerequisite
CSCto64144	CWCLI passes the filename to device instead of the file contents.
CSCtn86410	API creation
CSCti83166	OOTB Templates are not shown after restore with same version selective backup.
CSCtl73432	OOTB related exceptions in the install log.
CSCti96501	Inventory, Config and Image Management application names appear in the panel while installing LMS 4.0.1
CSCto76542	Unable to migrate destination IP in Inventory and Config collection notification.
CSCtn31371	Inventory, Config and Image Management change audit shows a change in the serial number.
CSCti39064	Issues in the device group admin attributes for tech attributes

**Table 13** *Bugs Resolved in Cisco Prime LMS 4.1 (continued)*

Identifier	Headline
CSCtn52032	Access ports are missing under PMC groups and also other workflow.
CSCti64706	Wrong help content in each flows of remote staging.
CSCtl20142	Template Center and ASP job creation takes a long time.
CSCtl22188	Issue in Work Center Role Management.
CSCtl73350	hostnamechange script is too aggressive when changing the hostname.
CSCtq17436	ConfigUtilityService runs out of memory due to excessive Flash DB record.
CSCtq41505	Unable to delete/edit from exclude commands list after initial change.
CSCti56796	OOTB statements appear in Install log.
CSCti98732	Template deployment goes into infinite loop if isGlobal parameter is false.
CSCti99317	Template parameter help is not sensitive to the parameter type.
CSCti99356	Template job status and device status within the job are different.
CSCtj31929	Multi-line command support is required for config templates.
CSCtj46960	Password field value appears as plain text in UDA table.
CSCtj83925	Command generation fails for CLI with global and unique parameter.
CSCtl21501	Cancel button confirmation message does not appear for Edit and Clone options
CSCtl79285	Bug for TCE development checkin.
CSCtn22066	In Template Center, unique parameters are not deployed in some instances.
CSCtq26047	Some sentence corrections in OOTB flow.
CSCth24321	ETSGJ-CH Config Editor - Diff Viewer need resizing.
CSCtj14077	Inventory and Config debugging options are out of order.
CSCto47156	Help page in Assign template flow in OOTB is pointing to wrong page.
CSCtq82611	Two pop-up windows appear in search archive export device.
CSCtq83625	RME 4.3.1 SWIM - c3750e stack reboot takes longer than 10 mins.
CSCsr93354	Add more arguments to ChangeAudit Automated Action scripts.
CSCtl84351	Software EoX Report incorrectly reports WAAS s/w as PIXOS and ALTIGAOS.
CSCtn21348	EoS/EoL Software Report shows Nexus under wrong device type.
CSCti45138	Inventory Job Scheduling Date is not shown completely.
CSCtk07649	Unnecessary logs in IC_Server log file.
CSCtk12271	Nexus5K shows all FEX ports to have a "New" Manufacturer Name.
CSCtn25074	Inventory and Config per-device attribute edit interface is missing.
CSCtn86347	Inventory collection fails for Nexus devices.
CSCtq24236	Inventory, Config and Image Management device selector functions does not work properly.
CSCtr11975	Scheduled Inventory Collection Purge Jobs are not working.

**Table 13** *Bugs Resolved in Cisco Prime LMS 4.1 (continued)*

Identifier	Headline
CSCti61713	NPE is thrown on clicking the export device list to device selector in failed Archive/succeeded inventory report.
CSCtk31216	LMS 4.0.1: Not able to create custom inventory legacy report
CSCtk37492	Deactive "Use Location Publish Path:" option in Group Selector.
CSCtq36091	In RME reports, same type of device has multiple headers.
CSCtn40388	Message Filters do not support descriptions with dashes.
CSCtq08530	Syslog report shows a timestamp 7 hours behind the syslog.log timestamp.
CSCtn53705	Unable to push smartport macro commands in RME.
CSCto35058	RME netconfig does not send the password as an interactive response.
CSCto64115	Changing Enable password using parameters in Netconfig fails.
CSCsy61314	PMC related commands get logged in ICServerUI.log.
CSCta46739	String out of bound Exception while creating/editing PMC groups.
CSCti35379	Swim Image import shows invalid files as GSS Swtype.
CSCti54351	ISSU job succeeds though Image upgrade fails
CSCti71902	Import Network flow support error for ASA.
CSCtn76536	SWIM does not work for 3750 stacked switches.
CSCtq13578	SWIM not able to upgrade standby supervisors.
CSCtq78318	SWIM job shows bootflash as default under storage options.
CSCtq96245	Syslog report Timestamp is different from SyslogMessagesPortlet.
<b>Dashboards and Portlets</b>	
CSCtk97948	Last N connected Medianet Portlet through Remote Portlet goes on loading.
CSCti80562	Unable to save few configuration Data in 3 Portlets.
<b>Fault Management</b>	
CSCtf47441	DFM 3.2 does not poll ENTITY-SENSOR-MIB for ACE 4710.
CSCtn02370	Problems in show events filter of Event monitor.
<b>Getting Started</b>	
CSCti80845	NPE thrown while modifying my profile with different authentication mode.
<b>Help</b>	
CSCti32851	No Proper Document/Online help to list the ip-phone registration in LMS.
CSCti95031	Issue in supported image version for Smart Install.
CSCtn55295	EnergyWise OLH discrepancy due to text clean up.
CSCtl92939	Wrong copyright appears in some help pages.
<b>Monitoring and Troubleshooting</b>	
CSCti65644	Ampersand character in Collector name results in "Invalid XML data".
CSCti48096	Blank Page issues in CV-crosslaunch applications.
CSCtl93304	Unable to load SNMPv2-TC-v1 MIB.

**Table 13** *Bugs Resolved in Cisco Prime LMS 4.1 (continued)*

Identifier	Headline
CSCtl82624	Improper sorting in NAM Configuration page and NAM TOP-N Statistics portlet.
CSCti31113	Incorrect ETSGJ-CH Netshow Job Edit - Date is displayed.
CSCto67353	RME Netshow job browser does not show job details.
CSCsz77669	Device Selection doesn't appear in NOS Group once while editing
CSCti77773	"EntPhysicalDescr" is getting null value for some of the CPU interfaces.
CSCsv88040	Device Performance Management functionality breaks when multiple interfaces are having same name.
<b>Network Topology, Layer 2 Services and User Tracking</b>	
CSCtn32077	No devices in Medianet Endpoint Connected Devices group in topology.
CSCth07400	After creating VLANs, the device selector in the Modify Trunk Attributes.
CSCtn46604	Steps to download the User Tracking Utility are wrong.
CSCti71890	VRF-Lite purge job fails when you modify the purge policy.
<b>UII</b>	
CSCtl08282	Problems in Global Search Results for Jobs Search.
CSCtl10689	Problems in Global Search.
CSCtn80406	OOTB page reload issue in IE 8.
CSCtn80421	Smart Install alignment issue.
CSCtq37356	Buttons are hidden in Apply EnergyWise Policies flow.
CSCti77722	Error in communicating with IPMProcess and daily report out of order.
<b>Work Center</b>	
CSCtg87052	Cosmetic issues in EW Job browser.
CSCth62196	Use inline import component provided with UII Grid.
CSCth71665	EnergyWise Keyword display issue in Endpoint group creation.
CSCti32459	Issue in EPG display in selective backup.
CSCti67520	Prompt/Error message for endpoint group name should be changed.
CSCti74377	Unable to save EnergyWise setting in FF.
CSCtk14066	Passwords are not encrypted for EnergyWise CLI.
CSCtl23465	Energywise Shared keys are visible in clear text format in Config Editor.
CSCto52361	IOS will not accept a space in the EW keyword string.
CSCto57768	EnergyWise Attributes are not populated for Routers.
CSCto57774	EnergyWise Attribute-keyword should not accept space.
CSCtq60270	Unable to save EW domain with EW operations in sync with NTP server.
CSCti72089	Minus zero is displayed in ew cost savings report and total savings portlet.
CSCti77576	In Identity, after sorting the ports, it fails to deploy the identity configuration to selected ports.
CSCtj59437	Button label is confusing when editing identity device interface.

**Table 13**      **Bugs Resolved in Cisco Prime LMS 4.1 (continued)**

Identifier	Headline
CSCtj69365	Configure RADIUS does not generate VSA for accounting and authentication.
CSCtj75995	Devices take long time to show up after adding them.
CSCtl76231	Non Identity-capable device appear in device selector on selecting IPv6 device.
CSCto44322	RADIUS configuration overwrites existing aaa commands.
CSCtq48971	Tooltip message issues in Identity.
CSCti83649	Issue in label alignment in all work centers job browser pages.
CSCtk53977	SI readiness report issue
CSCtn42396	Issue in SI when there is a space in device display name.
CSCto02267	Enhancement in external tftp image and config files validation.
CSCto02277	Enhancement in supported product family in 12.2(55) version.
CSCto02295	Issue in built-in group-12.2(55) image.
CSCto02304	Issue in hostname field.
CSCtr13999	Issue in file upload for TAC case creation/updation in IE.

## Product Documentation

Table 14 describes the product documentation that is available.

**Table 14**      **Product Documentation**

Document Title	Available Formats
<i>Release Notes for Cisco Prime LAN Management Solution 4.1 (this document)</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/release/notes/lms41rel.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/release/notes/lms41rel.html</a></li> <li>PDF version part of <i>Cisco Prime LMS 4.1</i> Product DVD.</li> </ul>
<i>Context-sensitive online help</i>	Select an option from the navigation tree, then click Help.
<i>Administration of Cisco Prime LAN Management Solution 4.1 (this document)</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/admin/admin.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/admin/admin.html</a></li> <li>PDF version part of <i>Cisco Prime LMS 4.1</i> Product DVD.</li> </ul>

**Table 14**      **Product Documentation (continued)**

Document Title	Available Formats
<i>Getting Started with Cisco Prime LAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/getting_started/lms41_getstart_guide.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/getting_started/lms41_getstart_guide.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>
<i>Configuration Management with Cisco Prime LAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/configuration/config.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/configuration/config.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>
<i>Monitoring and Troubleshooting with Cisco Prime LAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/monitoring_troubleshooting/mnt_ug.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/monitoring_troubleshooting/mnt_ug.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>
<i>Inventory Management with Cisco PrimeLAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/inventory/inventory.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/inventory/inventory.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>
<i>Technology Work Centers in Cisco Prime LAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/workcenters/wcug.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/workcenters/wcug.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>
<i>Reports Management with Cisco PrimeLAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/reports/lms41_reports_guide.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/user/guide/reports/lms41_reports_guide.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>
<i>Installing and Migrating to Cisco Prime LAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/install/guide/install.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverworks_lan_management_solution/4.1/install/guide/install.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>

**Table 14**      **Product Documentation (continued)**

Document Title	Available Formats
<i>Navigation Guide for Cisco Prime LAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/4.1/Navigation/guide/lms41_nav_guide.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/4.1/Navigation/guide/lms41_nav_guide.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>
<i>Open Database Schema Support in Cisco Prime LAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/4.1/database_schema/dbviews_41.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/4.1/database_schema/dbviews_41.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>
<i>Supported Devices Table for Cisco Prime LAN Management Solution 4.1</i>	<ul style="list-style-type: none"> <li>On Cisco.com at <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/4.1/device_support/table/lms41sdt.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/4.1/device_support/table/lms41sdt.html</a></li> <li>PDF version part of <i>Cisco Prime</i> LMS 4.1 Product DVD.</li> </ul>
<i>Documentation Roadmap for Cisco Prime LAN Management Solution 4.1</i>	Printed document part of Software kit

**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.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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