



Release Notes for Cisco License Manager 1.0 on Windows XP

Revised: March 16, 2007, OL-10810-02

Contents

The release notes contain the following information:

- [Description, page 2](#)
- [System Requirements, page 2](#)
- [Downloading Cisco License Manager, page 3](#)
- [Options for Using Cisco License Manager, page 4](#)
- [Minimum Cisco IOS Release, page 4](#)
- [Open Caveats, page 4](#)
- [Troubleshooting, page 6](#)
- [Documentation Updates, page 6](#)
- [Related Documentation, page 7](#)
- [Obtaining Documentation, page 8](#)
- [Documentation Feedback, page 8](#)
- [Cisco Product Security Overview, page 9](#)
- [Product Alerts and Field Notices, page 10](#)
- [Obtaining Technical Assistance, page 10](#)
- [Obtaining Additional Publications and Information, page 12](#)



Description

Cisco License Manager enables you to perform the following tasks:

- Discover network devices—Auto-discover your supported Cisco devices in any part of the network you specify.
- Register—Avoid having to log in to Cisco.com. Cisco License Manager handles registration and interfaces with Cisco.com for you. Make sure you have updated your user profile in order to register.
- Deploy/install—Apply undeployed licenses to devices that are not currently active.
- Update—Receive notifications from devices in the form of alerts, reminding you of necessary license management requirements.
- Resend—Obtain all licenses for a given device from Cisco.com. This is useful if license storage has been corrupted or if you have misplaced the license file.
- Track and report—View license activity or inactivity and plan strategy for efficient usage.

System Requirements

The minimum and tested software and hardware requirements appear in [Table 1](#).

Table 1 *Server Software and Hardware Requirements*

Requirement Type	Minimum Requirement
Processor	Intel Pentium 4, 3.2 GHz
Software	Microsoft Windows XP Professional, Service Pack 2 (SP2) (English and Japanese only) Adobe Reader 6.0 ¹
RAM	1 GB
Disk	10 GB ²

1. Online documentation requires Adobe Reader.

2. The actual amount of hard drive space required depends upon the number of clients you are installing and the number of devices you are managing with the client applications.

If you install only the client package, see [Table 2](#) for details on the minimum and tested software and hardware requirements.

Table 2 *Client Software and Hardware Requirements*

Requirement Type	Minimum Requirement
Processor	Intel Pentium 3, 1.0 GHz
Software	Microsoft Windows XP Professional, Service Pack 2 (SP2) (English and Japanese only)
RAM	500 MB
Disk	10 GB
Network Connectivity	Server must be reachable from the client software

The documentation set is included as Adobe Acrobat PDF files and requires Adobe Acrobat Reader 6.0 or later to view them. (To download the Reader, go to the Adobe website.)

Installation Requirements

For detailed installation requirements, see *Getting Started with Cisco License Manager on Windows XP*.

Device Support

For this release, only the Catalyst 3750-E and 3560-E switches support software licenses and can use Cisco License Manager. The following lists supported Cisco devices. Your device must be running Cisco IOS Software Release 12.2(35)SE2 or later.

- Catalyst 3750E-48PD
- Catalyst 3750E-24PD
- Catalyst 3750E-48TD
- Catalyst 3750E-24TD
- Catalyst 3560E-48PD
- Catalyst 3560E-24PD
- Catalyst 3560E-48TD
- Catalyst 3560E-24TD

For more information, see the *Release Notes for the Catalyst 3750-E and 3560-E Switches, Cisco IOS Release 12.2(35)SE2*.

Other Third-Party Software Included

Cisco License Manager includes JRE 1.5 in both the Server package and the Client package.

Downloading Cisco License Manager

Go to <http://www.cisco.com/go/clm> or to the Software Download area on Cisco.com. You must be a registered Cisco.com user, but you need no other access privileges.

1. Download the ZIP file that contains the Cisco License Manager 1.0 software package to your PC.
2. Unzip the file to your local disk.
3. Double-click the Cisco License Manager 1.0 installer on your local disk to start the installation program.
4. Select an installation directory or use the default directory, C:\Program Files\Cisco Systems\.



Note

500 MB of disk space should be available for the software installation. 10 GB of disk space should be available for maximum data storage.

5. Follow the instructions on the screen. After the installation is complete, click **Finish**.
6. Double-click the Cisco License Manager client icon on the desktop or select from the Start menu to launch the client program.

Options for Using Cisco License Manager

Cisco License Manager has two user interfaces:

- The API, which is accessible from the Cisco License Manager Software Development Kit (SDK) package. For information on the API commands, see the *API Reference Guide for Cisco License Manager on Windows XP* or the product online help. To purchase the API, contact your account team.
- The graphical user interface (GUI), which you access by running Cisco License Manager client, provides access to all license management tasks. For information on using the GUI, see the Cisco License Manager online help or Book Title.

Minimum Cisco IOS Release

Your device must be running Cisco IOS Software Release 12.2(35)SE2 or later and support license management.

Open Caveats

The following caveat exists in this release:

Bug ID	Description
CSCsg79171	Symptom Failure to uninstall Cisco License Manager 1.0 package successfully using \$CLM_HOME\Uninstaller\Uninstall Cisco License Manager.exe. Conditions 1. When using Uninstall Cisco License Manager.exe, no product windows open. 2. The uninstallation executable is launched, but is unresponsive. Workaround 1. Run \$USER_INSTALL_DIR\bin\clm_stop to stop the Cisco License Manager Server and close all command windows. 2. Go to the installation folder and manually remove the folder. 3. Open a command window and run regedit to remove the Cisco License Manager Windows registries. 4. When the Registry Editor window appears, navigate to My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\CLM1.0 and remove the folder. 5. To remove all system environment variables, right-click the My Computer icon on your desktop, select Properties menu and click the Advanced tab. Click Environment Variables and do the following: – In the User variables table, click the PATH variable, then click Edit and remove the Cisco License Manager file paths. – In the System variables table, click CISCO_LM_HOME and CISCL_LM_CLIENT_HOME entries (if applicable), then click Delete. 6. Remove the uninstallation registry XML file (created by Cisco License Manager third-party installation software) at C:\Program files\Zero G Registry, by selecting .com.zerog.registry.xml and deleting it. 7. Restart the system.
CSCsf09294	Symptom When you launch the Cisco License Manager Server or Cisco License Manager Setup program, a window with the title "InstallAnywhere is preparing to install" appears. Conditions When you click the Cisco License Manager Server or Cisco License Manager Setup icon, a launch window displaying the title "InstallAnywhere is preparing to install" appears. This is misleading and seems to imply that Cisco License Manager is being reinstalled; instead, InstallAnywhere is actually preparing to launch the application. Workaround None. The misleading title of the launch window does not affect the functionality of the Cisco License Manager Server or Cisco License Manager Setup program and can be ignored.

Troubleshooting

For installation troubleshooting information, see the troubleshooting appendix in Book Title. For general troubleshooting information, see the frequently asked questions and troubleshooting topics in the online help.

Documentation Updates

The following documentation updates exist:

- [Getting Started Guide, page 6](#)
- [Online Help, page 6](#)
- [API Reference Guide, page 6](#)

Getting Started Guide

The Getting Started Guide PDF file contained in online help contains errors. For an updated version, go to Cisco.com.

Online Help

The following text contained errors in the online help. These topics will be updated during the next release:

Discrepancy License Report—Reports discrepancies between the Cisco License Manager license inventory and the actual licenses deployed in the network. A device is listed in the Discrepancy Report if inventory manager finds any device with a Deploy status of Deployed and an Obtain Status of UNKNOWN.

Redeployable License Report—This report does the following:

- Queries the inventory manager to get a list of all devices from the Cisco License Manager database.
- Gets a list of licensable features and a list of deployed license IDs for each device in the device list.
- Queries the inventory manager to get the license object for each deployed license ID.
- Gets the feature name from the license object and compares it with the licensable features in the device.
- Enables you to redeploy devices that are not marked In Use.

API Reference Guide

The API Reference Guide PDF file on the CD contains minor errors. For an updated version, go to Cisco.com.

Related Documentation

Use the following related documentation links to find helpful information:

- [Hardware Documents, page 7](#)
- [Software Documents, page 7](#)
- [Product Documentation Set, page 7](#)

Hardware Documents

For device-specific questions, see the Catalyst 3750-E and 3560-E software documentation on Cisco.com. Switches running the cryptographic image are referred to as SSL-enabled devices in Cisco License Manager documents.

Software Documents

For software-specific questions, see Cisco IOS documentation for Cisco IOS Software Release 12.2(35)SE2.

Product Documentation Set

[Table 3](#) describes the product documentation that is available.

Table 3 **Product Documentation**

Document Title	Available Formats
<i>Finding Documentation for Cisco License Manager 1.0 on Windows XP</i>	• On Cisco.com. • Shipped with SDK.
<i>Release Notes for Cisco License Manager on Windows XP</i>	• On Cisco.com.
<i>Getting Started with Cisco License Manager on Windows XP</i>	• PDF available in online help. • On Cisco.com.
<i>API Reference Guide for Cisco License Manager on Windows XP</i>	• On SDK CD. • On Cisco.com.
Online Help	In the user interface, click Help to display help in a separate window.



Note

The documentation set is included as Adobe Acrobat PDF files and requires Adobe Acrobat Reader 6.0 to view them. (To download the Reader, go to the Adobe website.)

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

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

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

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

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only — security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies — psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

To register as a Cisco.com user, go to this URL:

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

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Support Website

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/en/US/support/index.html>

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

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



Note

Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.



Tip

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the

Advanced Search link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

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

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

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

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

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

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Internet Protocol Journal* is a quarterly journal published by Cisco for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:

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

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

This document is to be used in conjunction with the documents listed in the [“Related Documentation”](#) section.

CCVP, the Cisco logo, and Welcome to the Human Network are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0711R)

©2007 Cisco Systems, Inc. All rights reserved.

