



# Release Notes for Cisco Prime Network Control System, Release 1.0.1.4

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**August 2011**

These release notes describe the requirements, features, limitations, restrictions (caveats), and related information for the Cisco Prime Network Control System, Release 1.0.1.4 which is a part of the Cisco Unified Network Solution. These release notes supplement the Cisco NCS documentation that is included with the product hardware and software release. The Cisco Prime Network Control System hereafter is referred to as *NCS*.

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# Introduction

NCS is the next generation network management platform for managing both wired and wireless access networks. NCS delivers converged user, access and Identity management, with complete visibility into endpoint connectivity regardless of the device, network, or location. NCS speeds up the troubleshooting of network problems related to client devices which is one of the most reported customer pain points. NCS also provides monitoring of identity security policy through integration with Cisco Identity Services Engine (ISE) to deliver visibility into compliance based on real-time contextual information from the network, users, and devices across the entire wired and wireless access network.

NCS is a scalable platform that meets the needs of small, mid-sized, and large-scale wired and wireless LANs across local, remote, national, and international locations. NCS gives IT managers immediate access to the tools they need, when they need them, so that they can more efficiently implement and maintain secure wireless LANs, monitor wired and wireless LANs, and view users and endpoints across both networks all from a centralized location.

Operational costs are significantly reduced through the platform's workflow-oriented, simplified, and intuitive user experience, as well as built-in tools that improve IT efficiency, lower IT training costs, and minimize IT staffing requirements, even as the network grows. Unlike overlay management tools, NCS incorporates the full breadth of management requirements from radio frequency, to controllers, switches, endpoints, and users on wired and wireless networks, and to mobility and identity services to deliver a scalable and unified platform.

Key benefits of NCS 1.0.1.4 include the following:

- **Ease of Use**—Simple, intuitive user interface designed with focus on workflow management. It supports user-defined customization to display only the most relevant information.
- **Scalability**—Manages complete lifecycle management of hundreds of Cisco wireless LAN controllers and 15,000 of Cisco Aironet lightweight access points from a centralized location. Additionally, NCS can also manage up to 5000 autonomous Cisco Aironet access points.
- **Wired Management**—Comprehensive monitoring and troubleshooting support for maximum of 5000 Cisco Catalyst switches, which allows visibility into critical performance metrics for interfaces, ports, endpoints, users, and basic switch inventory.
- **WLAN Lifecycle Management**—Comprehensive wireless LAN lifecycle management includes a full range of planning, deployment, monitoring, troubleshooting, remediation, and optimization capabilities.
- **Planning and deployment**—Built-in planning and design tools simplify defining access point placement and coverage. Information from third-party site survey tools can be easily imported and integrated into NCS to aid in WLAN design and deployment. A broad array of integrated controller, access point, and command-line interface (CLI) configuration templates deliver quick and cost-effective deployment.
- **Delivery Modes**—Delivered as a physical or a virtual appliance allowing deployment scalability to help customers meet various deployment models.

In addition to these, NCS 1.0.1.4 supports non-English characters and provides greater stability.

## Requirements

This section contains the following topics:

- [Supported Hardware, page 3](#)
- [Supported Browsers, page 4](#)

- [Supported Devices, page 5](#)
- [Supported Versions, page 6](#)

## Supported Hardware

NCS software is packaged with your physical appliance, or can be downloaded as an image for installation, or can be downloaded as a software image to run as a virtual appliance on a customer-supplied server. The NCS virtual appliance can be deployed on any of the platforms listed in [Table 1](#).

**Table 1**      **Supported Hardware**

Hardware Platform	Configuration
Cisco Prime NCS High-End Appliance (physical/virtual appliance)	<ul style="list-style-type: none"> <li>• Supports up to 15000 Cisco Aironet lightweight access points, 5000 autonomous access points, 5000 switches and 1200 Cisco wireless LAN controllers.</li> <li>• Processors: 8, at 2.93 GHz or better.</li> <li>• Minimum RAM: 16 GB.</li> <li>• Minimum Hard disk space allocation: 400 GB.</li> </ul>
Cisco Prime NCS Standard Virtual Appliance	<ul style="list-style-type: none"> <li>• Supports up to 7500 Cisco Aironet lightweight access points, 2500 autonomous access points, 2500 Switches and 600 Cisco wireless LAN controllers.</li> <li>• Processors: 4, at 2.93 GHz or better.</li> <li>• Minimum RAM: 12 GB.</li> <li>• Minimum Hard disk space allocation: 300 GB.</li> </ul>
Cisco Prime NCS Low-End Virtual Appliance	<ul style="list-style-type: none"> <li>• Supports up to 3000 Cisco Aironet lightweight access points, 1000 autonomous access points, 1000 Switches and 240 Cisco wireless LAN controllers.</li> <li>• Processors: 2, at 2.93 GHz or better.</li> <li>• Minimum RAM: 8 GB.</li> <li>• Minimum Hard disk space allocation: 200 GB.</li> </ul>
VMware ESX and ESXi Versions (Virtual Appliance on a Customer-Supplied Server)	<ul style="list-style-type: none"> <li>• If deploying NCS as a virtual appliance on a customer-supplied server, one of the following versions of VMware ESX or ESXi may be used: <ul style="list-style-type: none"> <li>– VMware ESX or VMware ESXi version 4.0</li> <li>– VMware ESX or VMware ESXi version 4.1</li> </ul> </li> </ul>

**Note**

If you want to use a Cisco UCS Server to deploy a virtual appliance for NCS, you can use the UCS C-Series or B-Series. Make sure the server you pick matches to the Processor, RAM and Hard Disk requirements specified in [“Supported Hardware” section on page 3](#) section on page 2-2 deployment.

**Note**

Non-English characters are supported in *Cisco Prime Network Control System, Release 1.0.1.4*.

## Supported Browsers

The NCS user interface requires Mozilla Firefox 3.6 or later and Internet Explorer 8.0 or later with the Chrome plugin releases or Google Chrome 12.0.742.x. Internet Explorer 6.0 is not supported. The client running the browser must have a minimum of 1 GB of RAM and a 2-GHz processor. The client device should not be running any CPU or memory-intensive applications.

## Supported Devices

Table 2 lists the NCS supported devices for controller, access point images, Identity Services Engine (ISE), and mobility services engines (MSE).

**Table 2**      **Supported Device Matrix**

Supported Switches	Supported Controllers	Supported MSE Devices <sup>1</sup>	Supported ISE Devices	Supported Lightweight APs	Supported Autonomous APs
Cisco Catalyst 2960, 2975 Switches [IOS12.2(50) SE], Cisco Catalyst 3560 Switches [IOS12.2(50) SE], Cisco Catalyst 3750 Switches [IOS12.2(50) SE], Cisco Catalyst 4500 Switches [IOS12.2(50) SG], Cisco Catalyst 6500 Switches [IOS12.2(33) SXI].	Cisco 2100 Series Cisco 2500 Series Cisco 4400 Series Cisco 5500 Series Cisco Flex 7500 Series Wireless LAN Controllers Cisco Catalyst 3750G Series Integrated Wireless LAN Controllers Cisco Catalyst 6500 Series Wireless Services Modules (WiSM/WiSM2) Cisco Wireless LAN Controller Module on SRE Cisco Wireless LAN Controller Module (WLCM and WLCM-E) for Integrated Services Routers;	Cisco MSE 3300 Series	Cisco ISE 3300 Series	Cisco 600 Series, Cisco 1000 AP, Cisco 1040 AP, Cisco 1100 AP, Cisco 1130 AP, Cisco 1140 AP, Cisco 1200 AP, Cisco 1230 AP, Cisco 1240 AP, Cisco 1250 AP, Cisco 1260 AP, Cisco 1500 AP, Cisco 1524 AP, Cisco 3500i AP, Cisco 3500e AP, Cisco 3500p AP	Cisco 801 AP, Cisco 1100 AP, Cisco 1130 AP, Cisco 1200 AP, Cisco 1240 AP, Cisco 1250 AP, Cisco 1260 AP, Cisco 1141 AP, Cisco 1142 AP, Cisco 1800 and Cisco 800 ISR Series. Cisco Aironet 1310 and 1410 Bridges

1. NCS does not support Cisco 2700 or 2710 Location Appliance.

## Supported Versions

Table 3 lists the NCS supported versions of controller, access point images, Identity Services Engine (ISE), and mobility services engines (MSE).

**Table 3**      **Supported Version Matrix**

NCS Version	Supported Controller Version	Supported MSE Version <sup>1</sup>	Supported ISE Version	Supported switch IOS Version	Operating System Requirements
NCS 1.0.1.4	7.0.116.0, 7.0.98.218, 7.0.98.0, 6.0.202.0, 6.0.199.4, 6.0.196.0, 6.0.188.0, 6.0.182.0, 6.0.108.0, 4.2.209.0, 4.2.207.0, 4.2.205.0, 4.2.176.0, 4.2.173.0, 4.2.130.0, 4.2.112.0, 4.2.99.0, 4.2.61.0	7.0.201.204, 6.0.202.0, 6.0.103.0, 6.0.105.0 (LBS).	ISE 1.0	IOS12.2(50)SE, IOS12.2(50)SG, IOS12.2(33)SXI	VMWare ESX or VMWare ESXi version 4.0  VMWare ESX or VMWare ESXi version 4.1
NCS 1.0.0.96	7.0.116.0, 7.0.98.218, 7.0.98.0, 6.0.202.0, 6.0.199.4, 6.0.196.0, 6.0.188.0, 6.0.182.0, 6.0.108.0, 4.2.209.0, 4.2.207.0, 4.2.205.0, 4.2.176.0, 4.2.173.0, 4.2.130.0, 4.2.112.0, 4.2.99.0, 4.2.61.0	7.0.201.204, 6.0.202.0, 6.0.103.0, 6.0.105.0 (LBS).	ISE 1.0	IOS12.2(50)SE, IOS12.2(50)SG, IOS12.2(33)SXI	VMWare ESX or VMWare ESXi version 4.0  VMWare ESX or VMWare ESXi version 4.1

1. NCS does not support Cisco 2700 or 2710 Location Appliance.

# Installing NCS Software

The following steps summarize how to install new NCS 1.0.1.4 software on supported hardware platforms (see the “[Supported Hardware](#)” section on page 3 for support details).

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- Step 1** Click **Cisco Download Software** at <http://www.cisco.com/cisco/software/navigator.html?a=a&i=rpm>. You might be required to provide your Cisco.com login credentials.
  - Step 2** Choose **Products > Wireless > Wireless LAN Management > Unified Wireless LAN Management > Cisco Prime Network Control System**.
  - Step 3** Download the appropriate NCS software version .OVA image (for example, NCS-VA-1.0.0.X-large/small/medium.ova) and deploy the OVA template.
  - Step 4** Reboot the virtual appliance to initiate the NCS installation process.

- Step 5** Perform NCS initial configuration according to the instructions in the *Cisco Prime Network Control System Configuration Guide, Release 1.0*. Before you run the setup program, ensure that you know the configuration parameters listed in [Table 4](#).

**Table 4** Initial Configuration Parameters

Parameter	Description
Hostname	Must not exceed 19 characters. Valid characters include alphanumeric (A-Z, a-z, 0-9), hyphen (-), with a requirement that the first character must be an alphabetic character.  <b>Note</b> We do not recommend using mixed case and hyphens in the hostname.
IP address	Must be a valid IPv4 address for the eth0 Ethernet interface.
Netmask	Must be a valid IPv4 address for the netmask.
Default gateway	Must be a valid IPv4 address for the default gateway.
DNS domain name	Cannot be an IP address. Valid characters include ASCII characters, any numbers, hyphen (-), and period (.).
Primary name server	Must be a valid IPv4 address for an additional Name server.
Add/Edit another name server	Must be a valid IPv4 address for an additional Name server.
Primary NTP server	Must be a valid NTP domain.
Add/Edit another NTP server	Must be a valid NTP domain.
System Time Zone	Must be a valid time zone. Default value is UTC.
Username	Identifies the administrative username used for access to the NCS system. If you choose not to use the default, you must create a new username, which must be from 3 to 8 characters in length, and be composed of valid alphanumeric characters (A-Z, a-z, or 0-9).
Password	Identifies the administrative password used for access to the NCS system. You must create this password (there is no default), and it must be composed of a minimum of six characters in length, include at least one lowercase letter (a-z), at least one uppercase letter (A-Z), and at least one number (0-9).

This section contains the following topics:

- [NCS License Information, page 9](#)
- [Finding the Software Release, page 9](#)



## NCS License Information

NCS is deployed through physical or virtual appliance. Use the standard License Center Graphical User Interface to add new licenses, which are locked by the standard Cisco Unique Device Identifier (UDI). When NCS is deployed on a virtual appliance, the licensing is similar to physical appliance, except instead of using a UDI, you will use a Virtual Unique Device Identifier (VUDI). The NCS license is recognized by the SKU, which is usually attached to every purchase order to clearly identify which software or package is purchased by a customer.

For more detailed information on license types and obtaining licenses for NCS, see the "NCS and End User License" chapter of the *Cisco Prime Network Control System Configuration Guide, Release 1.0*.

For detailed information and license part numbers available for NCS, including licensing options for new installations as well as migration from an existing Cisco product like Cisco Wireless Control System, see the Cisco Network Control System Ordering Guidelines at

<http://www.cisco.com/web/ordering/root/index.html>.

## Finding the Software Release

If NCS is already installed and connected, verify the software release by choosing **Help > About Cisco NCS**. To find more information on the software release that NCS is running, see the *Cisco Network Control System Configuration Guide, Release 1.0*.

## Migrating WCS to NCS



### Note

You must upgrade your Cisco WCS deployment to Release 7.0.164.3 or 7.0.172.0 before you attempt to perform the migration process to NCS 1.0.1.4.

This section provides instructions for migrating the WCS on either a Windows or Linux server to NCS. The NCS release is a major release to provide for converged management of wired and wireless devices, and increased scalability. The NCS platform is based on Linux 64 bit OS, and the backend database is Oracle DBMS. The existing WCS platforms are either Windows or Linux 32 bit and the backend database is Solid DB.

This section contains the following topics:

- [Exporting WCS Data, page 10](#)
- [Migrating WCS Data to NCS, page 10](#)
- [Non-upgradable Data, page 10](#)



### Note

For steps on migrating NCS in a high availability environment, see Chapter 4, "Performing Maintenance Operations" of the *Cisco Network Control System Configuration Guide, Release 1.0*.

## Exporting WCS Data



**Note** There is no GUI for exporting data from WCS 7.x. A new CLI “export userdata” is available in WCS 7.x which creates the .zip file containing the individual data files. The CLI does not provide any option to customize what can be exported; all non-global user-defined items are exported.

To export WCS data, follow these steps:

- Step 1** Stop the WCS server.
- Step 2** Run the **export** command through the script file and provide the path and export file name when prompted.
- Step 3** For Linux, run `export.sh all /data/wcs.zip`. For Windows, run `export.bat all \data\wcs.zip`.

## Migrating WCS Data to NCS

To migrate WCS data, follow these steps:

- Step 1** Place the WCS export .zip file (for example, `wcs.zip`) in a repository or folder (for example, repositories).
- Step 2** Log in as admin user and stop the NCS server by entering the **ncs stop** command.
- Step 3** Configure the FTP repository on the NCS Appliance by entering the **repository** command:

```
ncs-appliance/admin#configure
ncs-appliance/admin(config)#repository ncs-ftp-repo
ncs-appliance/admin(config-Repository)#url ftp://172.19.28.229//
ncs-appliance/admin(config-Repository)#user ftp-user password plain ftp-user
```



**Note** Make sure the archived file is available using the **show repository repositoryname** command.

- Step 4** Enter the **ncs migrate** command to restore the WCS database.  

```
ncs-appliance/admin# ncs migrate wcs-data wcs.zip repository ncs-ftp-repo
```

By default, no WCS events are migrated.
- Step 5** Enter the **ncs start** command to start the NCS server after the upgrade is completed.
- Step 6** Log in to the NCS user interface using the root login and the root password.

## Non-upgradable Data

The following data are not upgradable from WCS to NCS:

- Certain Reports (Client Count, Client Summary, Client Traffic, PCI Report, PCI Compliance Detailed and Summary reports, Preferred Call Network Summary report, Rogue APs, Adhoc Rogues, New Adhoc Rogues and Security Summary reports).
- Dashboard customization
- Client Station Statistics information will not be populated with old WCS data in clients charts, client details page, dashboards and reports.
- Client historical session information does get upgraded.
- All events from 7.0 are completely dropped and are not migrated to NCS.
- RADIUS/TACACS server IP and credentials are not migrated and need to be readded again after migration is complete.



**Note** Make sure you enable the RADIUS/TACACS server as AAA mode in the **Administration > AAA > AAA Mode Settings** page, and click **Save**.

- Only alarms with Root Virtual Domain are migrated from 7.0 to NCS.



**Note** All Release 7.0 alarms and event data are stored as CSV file along with other data in .zip file during upgrade.

- The root password is not migrated from 7.0.164.3 or 7.0.172.0 to NCS 1.0.1.4 and user needs to change the root password during the installation of the application. Non root users and their credential are migrated during migration.
- Alarm categories and Sub categories are not restored after migration to NCS Alarm Summary.

## Upgrading NCS 1.0 to NCS 1.0.1



### Caution

Ensure that you perform a backup before attempting to upgrade.



### Caution

Disable High Availability before performing the upgrade.



### Note

Shut down NCS before performing the upgrade. To stop NCS, use the following command:

```
ncs stop
```

Use the following command to upgrade from NCS 1.0 to NCS 1.0.1:

```
# application upgrade NCS-upgrade-bundle-1.0.1.4.tar.gz wcs-ftp-repo
```

In the preceding command, `NCS-upgrade-bundle-1.0.1.4.tar.gz` is the upgrade bundle file which is available for download.

The repository used in the example, `wcs-ftp-repo`, can be any valid repository.

The following are a few examples of repository configurations.

**FTP Repository:**

```
# configure
(config)# repository wcs-ftp-repo
(config-Repository)# url ftp://ip-address
(config-Repository)# user ftp-user password plain ftp-user
(config-Repository)# exit
(config)# exit
#
```

**SFTP Repository:**

```
# configure
(config)# repository wcs-sftp-repo
(config-Repository)# url sftp://ip-address
(config-Repository)# user ftp-user password plain ftp-user
(config-Repository)# exit
(config)# exit
#
```

**TFTP Repository:**

```
# configure
(config)# repository wcs-tftp-repo
(config-Repository)# url tftp://ip-address
(config-Repository)# exit
(config)# exit
#
```

## NCS Features

There are no new features in this maintenance release.

## Important Notes

This section describes important information about NCS.

## Physical and Virtual Appliance

NCS is available as a physical or virtual appliance. Both are self-contained, and include the operating system, application, and database. These availability options speed deployments and deliver greater deployment flexibility.

## New License Structure

NCS is deployed through physical or virtual appliances. Use the License Center Graphical User Interface (Choose **Administration** > **License Center** from the NCS home page) to add new licenses, which is locked by the Cisco Unique Device Identifier (UDI). When NCS is deployed on a virtual appliance, the licensing is similar to physical appliance, except instead of using a UDI, you will use a Virtual Unique Device Identifier (VUDI). The NCS License is recognized by the SKU, which is usually attached to

every purchase order to clearly identify which software or package is purchased by a customer. For more information about UDI or VUDI, refer to the *Cisco Prime Network Control System Configuration Guide, Release 1.0*.

## Wired Client Discovery

Wired client discovery depends on the Content Address Memory (CAM) table on the switch and this table is populated with the clients data. When a wired client is not active (not sending traffic) for a certain amount of time, usually five minutes, the corresponding client entry in the CAM table will get timed-out and be removed. In that case, the client will not be discovered in NCS.

## Autonomous AP Migration Analysis

Migration Analysis which used to be run for autonomous AP during discovery can be configured by enabling the **Run Autonomous AP Migration Analysis on discovery** parameter in the Administrator > Settings > CLI Session page. By default this option is disabled.

## Importing Maps

The Aeroscout engine fails to start MSE if the importing map names have special characters such as '&'.

## Old Features Not Supported

The following list of features is not supported in NCS Release 1.0.1.4:

- Monitor RRM Enhancements
- WEB-auth on MAC filter failure
- NAC 802.11 disassociation trap-webauth proxy
- 11-N Mesh support
- NEC Phase III enhancements/Preferred Call
- Voice Diagnostics
- General Video Support

## Caveats

This section lists open and resolved caveats in NCS Release 1.0.1.4. For your convenience in locating caveats in Cisco's Bug Toolkit, the caveat titles listed in this section are taken directly from the Bug Toolkit database. These caveat titles are not intended to be read as complete sentences because the title field length is limited. In the caveat titles, some truncation of wording or punctuation might be necessary to provide the most complete and concise description. The only modifications made to these titles are as follows:

- Commands are in **boldface** type.
- Product names and acronyms may be standardized.

- Spelling errors and typos may be corrected.

**Note**

If you are a registered cisco.com user, view Bug Toolkit on cisco.com at the following website:  
<http://tools.cisco.com/Support/BugToolKit/>

**Note**

To become a registered cisco.com user, go to the following website:  
<https://tools.cisco.com/RPF/register/register.do>

## Open Caveats

### Caveats Associated with Release 1.0.1.4

Table 5 lists the open caveats in NCS Release 1.0.1.4.

**Table 5**      *Open Caveats*

ID Number	Caveat Title
CSCtr57972	<p>The UDI information from CLI and NCS UI does not match.</p> <p><b>Symptom:</b> The UDI information obtained from CLI does not match what appears in the NCS GUI. The CLI value is not correct for licensing or identifying the NCS.</p> <p><b>Conditions:</b> Any CLI command that displays the UDI of the virtual machine is displaying the incorrect value.</p> <p><b>Workaround:</b> Only use the UDI displayed in the GUI for licensing or identifying the NCS.</p>
CSCtr71227	<p>Secondary high availability server could not be upgraded using the application upgrade option.</p> <p><b>Symptom:</b> The NCS server configured as secondary for high availability. After performing an upgrade, the server fails to either start or appears to be running as primary high availability server.</p> <p><b>Conditions:</b> Attempted application upgrade of NCS server configured as a secondary for high availability.</p> <p><b>Workaround:</b> First disable high availability from the primary server before attempting any upgrade or new installation. Then uninstall the previous NCS version first on the secondary server. Then install a new version of NCS on the secondary server. The primary NCS server can be upgrade to the new version and then enable high availability again after both servers have been upgrade.</p>
CSCtr83991	<p>Cannot see all the RX neighbors on the Monitor &gt; AP Radio detail page.</p> <p><b>Symptom:</b> Complete list of neighbors is not shown.</p> <p><b>Conditions:</b> This occurs when the list is longer.</p> <p><b>Workaround:</b> Minimize the charts to see complete list.</p>

**Table 5**      **Open Caveats (continued)**

<b>ID Number</b>	<b>Caveat Title</b>
CSCtr49933	<p>Alarm annotations character encoding issue.</p> <p><b>Symptom:</b> International character is not shown properly.</p> <p><b>Conditions:</b> When annotation is given to alarms.</p> <p><b>Workaround:</b> Do not use international character.</p>
CSCtn70913	<p>The state column in the stranded AP report is incorrect.</p> <p><b>Symptom:</b> Stranded APs do not show proper value in the state column. When ever the mesh APs go stranded, NCS shows the mesh AP in the stranded AP report, but the State column does not show the correct value.</p> <p><b>Conditions:</b> When Mesh controller is added to NCS and associated Mesh APs have gone stranded for some reason.</p> <p><b>Workaround:</b> None.</p>
CSCtq09640	<p>Sometimes Switch Location Configuration Template apply gives error.</p> <p><b>Symptom:</b> Sometimes Switch Location Configuration Template apply gives error</p> <p><b>Conditions:</b> When using the switch location configuration template to apply template to a large number of ports, telnet connection to the switch might time out.</p> <p>When you choose Configure &gt; Switch Location Configuration Template, create a template and apply to switch interface, it shows 'EXCEPTION_THROWN'.</p> <p><b>Workaround:</b> Apply template to a couple of ports at a time.</p>
CSCtq56961	<p>CCXv5 profiles are incorrectly reported for V5 clients.</p> <p><b>Symptom:</b> CCXv5 profiles are shown for some clients although the client does not have any profile associated to it.</p> <p><b>Conditions:</b> Sometimes there is a data discrepancy seen between Controller GUI and NCS UI. NCS reports CCXv5 profiles for some V5 clients which perhaps do not have any associated profiles.</p> <p><b>Workaround:</b> None.</p>
CSCtq71119	<p>Saved Report Templates are missing in Virtual Domain when NCS is upgraded from WCS.</p> <p><b>Symptom:</b> ClientCount, Client Summary, Report BandwidthUtilization report templates are missing in a virtual domain.</p> <p><b>Conditions:</b> This condition happens when database is upgraded from WCS to NCS.</p> <p><b>Workaround:</b> None. These three types of report template settings will not be upgraded from WCS to NCS.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq78026	<p>After upgrade from WCS, root user cannot switch to other allowed Virtual Domains.</p> <p><b>Symptom:</b> Allowed virtual domains for a root user are missing when database is upgraded.</p> <p><b>Conditions:</b> This condition happens when database is upgraded from WCS to NCS.</p> <p><b>Workaround:</b> Assign the missing allowed virtual domains for a root user from the root-domain. The page to be used for setting a user to virtual domains is: Administration &gt; AAA &gt; Users &gt; User Details.</p>
CSCtq78807	<p>Incorrect Rogue Alarms reported from a virtual domain.</p> <p><b>Symptom:</b> Incorrect rogue alarms are reported in a virtual domain.</p> <p><b>Conditions:</b> When user logged into virtual domain, the rogue alarms counts is seen in the detailed alarm summary and the rogue alarms are seen in Monitor &gt; Alarms page. In a virtual domain, NCS reports rogue alarms from controllers that are not part of this virtual domain.</p> <p><b>Workaround:</b> None.</p>
CSCtq84181	<p>Assigning selected devices to a Virtual Domain takes long time.</p> <p><b>Symptom:</b> NCS takes long time to add selected controllers or access points in a virtual domain.</p> <p><b>Conditions:</b> When a large number of controllers or access points are selected to be part of a virtual domain, NCS takes long time (of the order of minutes) to add them in the virtual domain. This slowness is observed when the number of controllers is above 100 or the number of access points is above 1000.</p> <p><b>Workaround:</b> Add small number of controllers or access points to a virtual domain, at a time.</p>
CSCtq84792	<p>DB server cannot start if restore server timestamp is behind backup server.</p> <p><b>Symptom:</b></p> <ol style="list-style-type: none"> <li>1. Take a NCS Server backup from Server running on timestamp-B.</li> <li>2. Now, change the NCS date/time to timestamp-A such that timestamp-A is less than timestamp-B.</li> <li>3. Restore NCS backup taken from step2 on NCS Server running on timestamp-A, NCS fails to start and throws error.</li> </ol> <p><b>Conditions:</b> NCS 1.0 is running behind date/time which is in the DB backup.</p> <p><b>Workaround:</b> Configure and Set the correct date/time on NCS.</p>



**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq87447	<p>Exception when you add autonomous AP once deleted from Virtual Domain.</p> <p><b>Symptom:</b> NCS failed to delete an autonomous AP from a virtual domain.</p> <p><b>Conditions:</b> This happens when an autonomous AP is first added into the root domain and then assigned it to a virtual domain. Later, the user logged into the same virtual domain, deleted the autonomous AP and then re-added it with wrong credentials.</p> <p><b>Workaround:</b> Delete the autonomous AP from the root domain.</p>
CSCtq87805	<p>Sorting ethernet switches by IP address does not work.</p> <p><b>Symptom:</b> Sorting ethernet switches by IP address does not work on <b>Monitor &gt; Switches</b> page.</p> <p><b>Conditions:</b> When user reaches the <b>Monitor &gt; Switches</b> page by clicking on the pie chart on the NCS home page.</p> <p><b>Workaround:</b> Go to the <b>Monitor &gt; Switches</b> page from the top Menu.</p>
CSCtq91517	<p>Audit trail logs are empty for non root users after data migration.</p> <p><b>Symptom:</b> After migrating users from earlier version of WCS to NCS, clicking on Audit trail for non-root users in NCS displays empty records.</p> <p><b>Conditions:</b> Audit trail records are populated for non-root users in earlier version of WCS.</p> <p><b>Workaround:</b> None</p>
CSCtq92214	<p>Delete or Edit Dynamic Interface associated with WLAN Multicast VLAN throws error.</p> <p><b>Symptom:</b> Deleting a dynamic interface which is associated to WLAN Multicast VLAN interface is throwing an unknown error; Similarly editing the same associated dynamic interface throws a SNMP error.</p> <p><b>Conditions:</b> Multicast is enabled on the controller and a dynamic interface is associated to WLAN Multicast VLAN interface.</p> <p><b>Workaround:</b> Remove the association and edit the dynamic interface.</p>
CSCtq92383	<p>PDF Report export for large data set can take from 30 minutes to few hours.</p> <p><b>Symptom:</b> Interactive Save and export operation for report containing large data set can take a long time.</p> <p><b>Conditions:</b> Run Save and Export for a report containing large data set and set the export format to PDF. The operation can take anywhere from few minutes to hours.</p> <p><b>Workaround:</b> The same report can be scheduled instead of doing an interactive report generation through Save and Export.</p> <p><b>Further Problem Description:</b> The amount of time taken for a report generation in PDF format is dependent upon the data set for the report, time taken by data retrieval from db which in turn depends among other things upon how busy the db is and JasperReport generation time.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq94128	<p>Expanded row with detail shown in Event Page is not fixed on the top.</p> <p><b>Symptom:</b> When clicking the row expander to view detail in Event or Alarm page, the expanded row is not highlighted or fixed on the top of the table.</p> <p><b>Conditions:</b> If the total number of events or alarms in the scope changes when user clicks the row, the expanded row may no longer be in focus.</p> <p><b>Workaround:</b> User may need to scroll down the table to find the expanded row with detail shown.</p>
CSCtq94148	<p>Alarm detail view is closed after failure to launch location history.</p> <p><b>Symptom:</b> When user clicks 'Location History' link inside Rogue AP Alarm detail panel, warning dialog may pop up if location page can't be launched. After the 'ok' button in the warning dialog is clicked, alarm detail panel will be closed.</p> <p><b>Conditions:</b> When failure to launch 'Location History' page from Rogue AP Alarm Detail, the alarm detail panel will be closed.</p> <p><b>Workaround:</b> User may need to find and click the row expander to re-open the alarm detail.</p>
CSCtq94153	<p><b>Monitor &gt; Controller:</b> clicking on port link on WLC image throws error.</p> <p><b>Symptom:</b> Click on a controller on the Monitor &gt; Controllers page to view its Controller Details page. On the Controller Details page, clicking on a port in the controller image takes you to a page without the navigation header. Links on this page may not work.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System. This applies to monitoring 7500, 2500, or 2106 Wireless LAN Controller models.</p> <p><b>Workaround:</b> Reach the Port Detail page from the <b>Ports &gt; General</b> menu option on the left-hand side of the Controller Detail page.</p>
CSCtq94229	<p>Adding Switch (SPT mode only) to Virtual Domain throws exception.</p> <p><b>Symptom:</b> Adding Switch (with SPT mode only) to Virtual Domain throws internal exception error.</p> <p><b>Conditions:</b> Whenever we have a Switch added with license level SPT only, associating the Switch to any Virtual Domain throws Internal exception error.</p> <p><b>Workaround:</b> None.</p>
CSCtq94255	<p>Certain links in the security dashboard are not working.</p> <p><b>Symptom:</b></p> <p>issue1: Click Home &gt; Security dashboard and detach Security Index dashlet. The "View All" and "Devices" links are not working.</p> <p>issue2: After acknowledged security issues from "View All" on Home &gt; Security dashboard page under Security Index dashlet, from "Devices" list the security issues counts do not reflect the changes. Ideally the counts should only show unacknowledged issues.</p> <p><b>Conditions:</b> None.</p> <p><b>Workaround:</b> None.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq95461	<p>Time is not properly displayed correctly for Pre Coverage Hole events.</p> <p><b>Symptom:</b> In an Event list, Pre Coverage Hole events have a large number listed for the Time, and no value for the Radio Type. You can view a list of Pre Coverage Hole events by performing an Advanced Search for Events, where the Event Category is "Pre Coverage Hole".</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> Click on the event to view its details. This will show you which radio band the event affects, and a human-readable value for the time at which the Pre Coverage Hole was detected.</p>
CSCtq96037	<p>Added controller is found in switch list page in a NAT setup.</p> <p><b>Symptom:</b> When you restore customer DB backup from NCS, and adding couple of controllers. Both the controllers show up in configure &gt; Switch list page.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> None.</p>
CSCtq96208	<p>User without planning mode permissions is able to launch planning tool.</p> <p><b>Symptom:</b> Users without the Planning Mode permission are able to launch the Planning Tool.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> None.</p>
CSCtq97889	<p>Admin user seeing Access denied for wIPS alarm information display.</p> <p><b>Symptom:</b> The help content related to wIPS alarms in wIPS Profile Configuration page are not getting displayed for Admin or Config Manager users.</p> <p><b>Conditions:</b> Issue seen for Admin or Config Managers users, where in the information for wIPS alarms are not loaded earlier by root/super user.</p> <p><b>Workaround:</b> Using root user, all wIPS alarms are accessed to load the information content; Then login as admin user solves the problem.</p>
CSCtq99699	<p>Changing ethernet bridging VLAN access mode configuration throws error for Mesh APs.</p> <p><b>Symptom:</b> When you change ethernet interface access mode from access to trunk or trunk to access mode, it throws up SNMP exception.</p> <p><b>Conditions:</b> When Mesh APs are added to NCS.</p> <p><b>Workaround:</b> None.</p> <p><b>Further Description:</b> The changes are reflected in the controller.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq99992	<p>The Mesh Alarm page does not display the generated mesh alarms when navigated from mesh dashlet.</p> <p><b>Symptom:</b> In alarm dashlets, you have the number of mesh alarms as a hyperlink. On click of that it takes you to the Mesh alarms page. This link shows there are 'n' number of alarms but when you click on it, it does not show any alarms.</p> <p><b>Conditions:</b> NCS with Mesh controllers added to it, and mesh alarms are generated.</p> <p><b>Workaround:</b> Check the Monitor &gt; Alarms page.</p>
CSCtr00084	<p>Invalid parameter "Dynamic Tx Power Control" in config RRM TPC.</p> <p><b>Symptom:</b> Invalid parameter "Dynamic Tx Power Control" shows up in Config RRM TPC.</p> <p><b>Conditions:</b> All Configure RRM TPC shows this error.</p> <p><b>Workaround:</b> None.</p>
CSCtr00174	<p>DCA Channel Width parameter is not present in RRM templates.</p> <p><b>Symptom:</b> DCA Channel Width parameter is not present in RRM templates.</p> <p><b>Conditions:</b> Choose Configure &gt; Controller Template Launch Pad &gt; 802.11a/n &gt; DCA &gt; Controller Template. The DCA Channel Width is not available for RRM 802.11a template.</p> <p><b>Workaround:</b> Manually go to each Controller page's DCA Section and configure Channel Width.</p>
CSCtr01285	<p>Not able to delete maps in a Virtual Domain.</p> <p><b>Symptom:</b> Floor map or building map cannot be deleted when user logged in a virtual domain.</p> <p><b>Conditions:</b> For floor map delete case, this happens when its parent building-map is also in the same virtual domain.</p> <p>For building map delete case, this happens when its parent campus-map is also in the same virtual domain.</p> <p><b>Workaround:</b> If user in a virtual domain does not need to access all floor maps in a building, do not assign the parent campus and the parent building to the same virtual domain. Assign the allowed floor maps only to this virtual domain.</p>
CSCtj99108	<p>Client computer/physical port name in controller CLI session page shows incorrect value.</p> <p><b>Symptom:</b> Client computer/physical port name in controller CLI session page shows incorrect value.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> Look at the controller page under <b>Management -&gt; User sessions</b> to see the correct value.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtj99119	<p>Last request sent parameter in the DHCP statistics shows incorrect value.</p> <p><b>Symptom:</b> Last request sent parameter in Controller &gt; System &gt; DHCP statistics page shows incorrect value.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> The value can be obtained through the CLI command show dhcp stats in NCS.</p>
CSCtk65012	<p>Guest count does not include wired guest counts in the guest user count dashlet.</p> <p><b>Symptom:</b> Wired Guest count are not included in the home page guest user count dashlet.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> Query for wired guest clients from the Advanced Search tool.</p>
CSCtl77129	<p>User authentication through TACACS+ shows Access denied in dual network.</p> <p><b>Symptom:</b> User authentication via TACACS+ displays Access denied page when used for a particular interface in a Dual NIC NCS and ACS server</p> <p><b>Conditions:</b> Both NCS and ACS servers have Dual NIC support and is reachable to each other.</p> <p>Under Administration &gt; AAA &gt; AAA Mode Settings page, TACACS+ option is selected and "Enable fallback to Local" is checked with default option.</p> <p><b>Workaround:</b> Works well with one of the two interfaces</p> <p><b>Further Problem Description:</b> NCS Box has two interfaces - 10 N/w (10.x.x.x) &amp; 9 N/w IP(9.x.x.x); (With default route on 10 N/w)</p> <p>Similarly ACS server has above two interfaces. In NCS, you can create AAA TACACS+ server selecting 10 N/w interface. AAA user authentication works fine.</p> <p>However when you create AAA TACACS+ server selecting 9 N/w interface, AAA user authentication is failing.</p>
CSCtl97650	<p>Virtual domain count is incorrect in the child partitions for applied templates in the restored setup.</p> <p><b>Symptom:</b> Virtual domain count is incorrect in the child partitions for applied templates in the restored setup.</p> <p><b>Conditions:</b> In a WCS to NCS upgraded setup.</p> <p><b>Workaround:</b> None.</p>
CSCtn16860	<p>No valid error alert seen for North bound API user login through web.</p> <p><b>Symptom:</b> Seeing Invalid username / password alert pop up whenever North bound API user tries to login via web whenever AAA mode set to local. NCS redirects user to Access Denied Page whenever AAA is set for Radius or TACACS+.</p> <p><b>Conditions:</b> Issue seen for North Bound API user login via Web with different AAA mode options.</p> <p><b>Workaround:</b> None</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtn56637	<p>Link to a report in an email goes to the login page instead of report.</p> <p><b>Symptom:</b> NCS EMail report links - do not directly go to the report link if clicked instead it goes to dashboard.</p> <p><b>Conditions:</b> Issue seen when user gets email report link.</p> <p><b>Workaround:</b> As of now user need to manually go to the report launch pad to see the specific category reports.</p>
CSCto16463	<p>Software version column sorting in controller page is incorrect.</p> <p><b>Symptom:</b> Try sorting on Software Version column on Controllers List Page. The sorting happens with digit by digit comparison and not as octets. For example, 7.0.98.1 falls higher than 7.0.114.0 though 98 is less than 114.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> None.</p> <p><b>Further Problem Description:</b></p> <p>Considering versions as 7.0.114.102, 4.2.212.0, 7.0.98.0, 7.0.114.97</p> <p>NCS sorts as</p> <p style="padding-left: 40px;">4.2.212.0</p> <p style="padding-left: 40px;">7.0.114.102</p> <p style="padding-left: 40px;">7.0.114.97</p> <p style="padding-left: 40px;">7.0.98.0</p> <p>The correct sorting should be</p> <p style="padding-left: 40px;">4.2.212.0</p> <p style="padding-left: 40px;">7.0.98.0</p> <p style="padding-left: 40px;">7.0.114.97</p> <p style="padding-left: 40px;">7.0.114.102</p>
CSCto26967	<p>IE8 64 bit flash plugin download URL is incorrectly shown on the charts.</p> <p><b>Symptom:</b> Charts are not seen when using IE8+Chrome 64 bit browser. The same content works ok on Firefox and IE8 32 bit.</p> <p><b>Conditions:</b> The download URL provided for flash plugin is not correct when using IE8 64+ chrome browser.</p> <p><b>Workaround:</b> Use the following URL to download the flash plugin manually:</p> <p><a href="http://helpx.adobe.com/flash-player/kb/flash-player-64-bit-operating.html">http://helpx.adobe.com/flash-player/kb/flash-player-64-bit-operating.html</a></p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCto44918	<p>AAA Radius/TACACS+ servers are not migrated from WCS to NCS.</p> <p><b>Symptom:</b> The Radius/TACACS+ servers created in previous release of WCS are not getting migrated to NCS.</p> <p><b>Conditions:</b> Radius / TACACS+ servers are created in previous releases of WCS, restoring data from these releases onto NCS does not migrate AAA servers.</p> <p><b>Workaround:</b> Create Radius / TACACS+ servers again in NCS and navigate to Administration &gt; AAA &gt; AAA Mode Settings page, reconfirm the Mode set. Save the settings and perform AAA user authentication.</p>
CSCto56706	<p>Not all failed password policies are displayed.</p> <p><b>Symptom:</b> Only one failure reason displayed instead of displaying all password rules which failed to adhere in Add user / change password page.</p> <p><b>Conditions:</b> Under Local password policy, all the password rules are checked or enabled. Whenever the password specified contains username, you can see only one error - User password should not contain the associated user name and the user name reversed, Instead of displaying all password rules which failed to adhere in this case.</p> <p><b>Workaround:</b> You will be able to see Password failure errors one at a time and all together in this particular case when password contains user name.</p>
CSCto60695	<p>Port Detail Alarms link is not filtering alarms.</p> <p><b>Symptom:</b> Click Monitor &gt; Controllers, select a controller, select Ports &gt;General from the left-hand menu, then click on a port to view the Port Details page for a controller's port. If you click on the Alarms link at the top of the page, the resulting list of alarms will not be filtered with alarms specific to that port.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> None.</p>
CSCto78497	<p>CleanAir AP count in inventory report when it is run in a Virtual Domain is displayed incorrectly.</p> <p><b>Symptom:</b> CleanAir AP count in the inventory report is displayed incorrect.</p> <p><b>Conditions:</b> If user is logged into a virtual domain and inventory report is run, the CleanAir AP count shown is wrong.</p> <p><b>Workaround:</b> None.</p>
CSCto96526	<p>User Group Audit trail does not display AAA auth. user operations.</p> <p><b>Symptom:</b> When AAA users belonging to a particular User group login to NCS, the audit trail logs for that particular User group doesn't display any information on these AAA users login / logout operation.</p> <p><b>Conditions:</b> User Group Audit trail missing for AAA authenticated users only.</p> <p><b>Workaround:</b> However the audit trail is displayed from Active Sessions page for the AAA logged in user.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq04302	<p>The Channel Utilization chart should be renamed in the Radio Monitoring Page.</p> <p><b>Symptom:</b> Channel Utilization chart on the Radio Monitoring Page is different from Channel Utilization under Load Statistics. They should not be correlated.</p> <p><b>Conditions:</b> Navigate to Radio Monitoring Page</p> <p><b>Workaround:</b> None.</p>
CSCtq10930	<p>Time period for saved search is not retained after upgrade.</p> <p><b>Symptom:</b> Time period for saved search is lost after upgrade.</p> <p><b>Conditions:</b> None.</p> <p><b>Workaround:</b> None.</p>
CSCtq11177	<p>OfficeExtend AP settings are not retained after upgrade for air quality report.</p> <p><b>Symptom:</b> OfficeExtend AP settings are not retained after upgrade for air quality Vs time report.</p> <p><b>Conditions:</b> Air Quality Vs time report created in WCS 7.0 with settings as All Controllers &gt; All Office Extend APs gets reset to All Controllers &gt; All Access Points when backed up and restored in NCS.</p> <p><b>Workaround:</b> Change the report settings back to All Controllers &gt; All OfficeExtend APs.</p>
CSCtq18725	<p>Advanced search is not showing all RRM CleanAir channel change events.</p> <p><b>Symptom:</b> Advanced search is not showing all RRM CleanAir channel change events.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> Go to the Monitor &gt; RRM page to look at the CleanAir channel change events.</p>
CSCtq24859	<p>Security risk alarm count does not match with the list shown on security tab.</p> <p><b>Symptom:</b> Security risk alarm count obtained by searching alarms does not match with the list shown on security tab. The CleanAir security section in Security tab on homepage shows the incorrect count.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> Use advanced search to find the security risk alarms.</p>
CSCtq29277	<p>Interface Group Template can select quarantine and non-quarantine interfaces.</p> <p><b>Symptom:</b> Able to select mixture of both quarantine and non-quarantine interfaces in Interface Group. Ideally you should not be able to select both mixture of quarantine and non-quarantine interfaces.</p> <p><b>Conditions:</b> This happens while trying to edit the interface group for quarantine state and include quarantine interfaces to the interface group.</p> <p><b>Workaround:</b> Explicitly remove unwanted dynamic interfaces.</p>



**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq31584	<p>Duplication of RRM &gt; TPC configuration parameters in different places.</p> <p><b>Symptom:</b> Duplication of RRM &gt; TPC configuration parameters in different places. The transmit power threshold configuration is present in two different paths in NCS. If one is updated then the other link shows a mismatch.</p> <p><b>Conditions:</b> Appears at 802.11 (a/n and b/g/n) RRM &gt; TPC and 802.11 (a/n and b/g/n) &gt; Parameters.</p> <p><b>Workaround:</b> Just configure RRM TPC Parameters at RRM &gt; TPC page and ignore settings at 802.11 (a/n and b/g/n) &gt; Parameters.</p>
CSCtq31784	<p>Discrepancy in RRM &gt; DCA &gt; Channel Update Interval.</p> <p><b>Symptom:</b> The 'Channel Update Interval' interval is not getting updated on NCS. It always shows the default value of 600 seconds. Audit will not show a mismatch if controller is configured with a different value. Refresh Config from controller is also not updating the DCA update interval on NCS.</p> <p><b>Conditions:</b> When Controller is configured with a different value.</p> <p><b>Workaround:</b> None.</p>
CSCtq32125	<p>Planning mode &gt; Add APs, Override... option includes other services.</p> <p><b>Symptom:</b> While using the Planning Tool to automatically add APs to a floor, if you choose the option "Override Coverage Per AP Per AP Area" all of the options for Data, Voice, etc. are disabled. However, if you checked them prior to checking "Override Coverage Per AP Per AP Area" those options will still be part of the calculation when you click on Calculate.</p> <p><b>Conditions:</b> This applies to version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> Uncheck all of the Services options before selecting Override Coverage Per AP Per AP Area.</p>
CSCtq34227	<p>Invalid trap log message in Monitor &gt; events for signal change.</p> <p><b>Symptom:</b> If an AP changes channel due to signal strength, the Event as it appears in the Monitor &gt; Events list may incorrectly state the reason as "Load or Channel changed by neighboring AP".</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> If you view the trap log on the originating controller, you may see that the reason should actually be:</p> <pre>(your-controller) &gt; show traplog Number of Traps Since Last Reset ..... 1 Number of Traps Since Log Last Displayed .... 1 Log System Time          Trap ----- 0 Tue May 17 06:40:55 2011 Channel changed for Base Radio MAC: aa:bb:cc:dd:ee:ff on 802.11a radio. Old Channel: 1. New Channel: 2. Why: Signal Strength. Energy before/after change: 2/3. Noise before/after change: 4/5. Inter ference before/after change: -56/56.</pre>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq35642	<p>Cannot add Spectrum Expert 4.0 using FireFox in MAC Operating System.</p> <p><b>Symptom:</b> Spectrum Expert 4.0 cannot be added to NCS when using Firefox on MAC Operating System.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Network Control System.</p> <p><b>Workaround:</b> Add using Internet Explorer 8 with Chrome plugin or Firefox on windows Operating System.</p>
CSCtq37807	<p>The RSSI graph of RX Neighbors in the AP Radio page does not show the scale information.</p> <p><b>Symptom:</b> The RSSI graph of RX Neighbors in the AP Radio page does not show any kind of scale.</p> <p><b>Conditions:</b> Monitor &gt; AP - Radio page (On demand RSSI-statistics graph)</p> <p><b>Workaround:</b> None.</p>
CSCtq40098	<p>In the Guest Association report, the same guest user in two different sessions is shown as one entry.</p> <p><b>Symptom:</b> If two or more users use the same Guest User account to log into the network, NCS reports only one of these.</p> <p><b>Conditions:</b> This happens when the client polling cycle has missed to fetch the client information.</p> <p><b>Workaround:</b> None.</p>
CSCtq53132	<p>AP Summary pop-up appears out of bounds.</p> <p><b>Symptom:</b> When you hover your mouse over an object on a floor or outdoor area page, the informational popup appears partially off-screen.</p> <p><b>Conditions:</b> This occurs most frequently when the object is in the lower-right corner of the map.</p> <p><b>Workaround:</b> Use your middle mouse button to scroll with your mouse, and scroll to reveal the rest of the popup. This may also work with a multi-finger drag on certain touchpads.</p>
CSCtq57832	<p>TACACS+ users does not remember the last logged in Virtual Domain.</p> <p><b>Symptom:</b> TACACS+ users does not login into their last active virtual domain unlike Radius users who login correctly into their last active virtual domain.</p> <p><b>Conditions:</b> TACACS+ users who belong to multiple virtual domains.</p> <p><b>Workaround:</b> After login, switch to the desired virtual domain.</p>
CSCtq64164	<p>Mobility groups shows controllers that do not belong to current active Virtual Domain.</p> <p><b>Symptom:</b> When Adding Mobility group members, NCS lists the controllers that do not belong to the current active virtual domain.</p> <p><b>Conditions:</b> Atleast one controllers should be a member of a non root virtual domain.</p> <p><b>Workaround:</b> None.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq67819	<p>Audit in RF group page should open a popup even if there are no mismatches.</p> <p><b>Symptom:</b> Navigate to Configure &gt; Controllers &gt; 802.11a/n &gt; RRM &gt; RF Grouping. If there are no mismatches then a popup should open with the following text "No differences found between NCS and device values".</p> <p><b>Conditions:</b> When there are no mismatches between NCS RF Grouping Config and WLC RF Grouping config, No popup opens to mention the there were no differences.</p> <p><b>Workaround:</b> None</p>
CSCtq70306	<p>Alarm mismatch between Maps Tree view and Floor view.</p> <p><b>Symptom:</b> View the Maps Tree view for a particular floor area. The icon for the floor indicates that there is a Critical alarm present. Similarly, that floor's entry on the map list page may show a critical radio alarm. However, when you view the floor, all of the access point icons show only yellow for Major alarms.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Network Control System. It also affects all versions of the Cisco Wireless Control System.</p> <p><b>Workaround:</b> Use the Floor Settings menu to display the AP status instead of the radio status. Click on the arrow '&gt;' for Access Points to display the Access Points filter, and select AP Status. You can save this preference with the Save Settings button.</p>
CSCtq79221	<p>SPT issues after upgrade.</p> <p><b>Symptom:</b> The following issues seen for the saved SPT results after upgrade from WCS 7.x:</p> <ol style="list-style-type: none"> <li>1. In Annotation, Data or Time is missing.</li> <li>2. Enable/Disable port link doesn't work properly.</li> </ol> <p><b>Conditions:</b> None</p> <p><b>Workaround:</b> Perform another SPT in NCS.</p>
CSCtq79369	<p>Monitor &gt; Spectrum Expert shows different count for alarms on clicking the hyperlink.</p> <p><b>Symptom:</b> Alarms shown on clicking the alarm count link on Monitor &gt; SE page shows all SE alarms and not just the alarms specific to the current SE.</p> <p><b>Conditions:</b> More than one SE connected to WCS.</p> <p><b>Workaround:</b> None.</p>
CSCtq81553	<p>WI-FI invalid category is shown as SuperAG in SE detected interferers.</p> <p><b>Symptom:</b> WI-FI invalid category is shown as SuperAG in Monitor &gt; SE detected interferers.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Network Control System. It shows WI-FI Invalid interferer.</p> <p><b>Workaround:</b> None.</p>

**Table 5**      **Open Caveats (continued)**

<b>ID Number</b>	<b>Caveat Title</b>
CSCtq81833	<p>SE becomes unreachable after some time but alarms keep coming.</p> <p><b>Symptom:</b> Issues with adding SE or after adding SE, connection terminates.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Network Control System.</p> <p><b>Workaround:</b> None.</p>
CSCtr08113	<p>Switches added for SPT shows up under client report filters.</p> <p><b>Symptom:</b> Switches that are added for SPT (Switch Port Tracing) and are not managed by NCS, show up under the client report filters. For these switches, the data is empty and no client related statistics is collected.</p> <p><b>Conditions:</b> When switches are added for SPT but are not managed by NCS.</p> <p><b>Workaround:</b> None. The switches can be ignored or filtered out from the list of selected devices for the reports.</p>
CSCtr04327	<p>Export operations for ClientSessionReport may take from 30 minutes to few hours.</p> <p><b>Symptom:</b> Exporting Client Sessions report in CSV or PDF format might take long time if the network has lot of mobile clients resulting in millions of sessions over a period of time. The interactive export operation might take anywhere from 30 minutes to few hours.</p> <p><b>Conditions:</b></p> <ul style="list-style-type: none"> <li>- Select long period of reporting time (say 4 weeks)</li> <li>- A lot sessions in the database</li> <li>- Data Cleanup task is running or the database is busy</li> </ul> <p><b>Workaround:</b></p> <ul style="list-style-type: none"> <li>- Select shorter period of time to run</li> <li>- Schedule to run the report in less busy time</li> <li>- Schedule to run a few hour before you need the report</li> </ul> <p><b>Further Problem Description:</b> The problem is observed in a database having over 10 million sessions.</p>
CSCto07596	<p>Exception is seen in the log while deleting a controller.</p> <p><b>Symptom:</b> Delete controller fails with exception in the log.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Network Control System.</p> <p><b>Workaround:</b> Try the delete again.</p>
CSCto46112	<p>Virtual Domain tree does not give any indication if there are sub-domain under parent.</p> <p><b>Symptom:</b> There is no visual indication that a virtual domain has children.</p> <p><b>Conditions:</b> This is seen in the virtual domain tree (left hand pane) in Administration &gt; Virtual Domains page.</p> <p><b>Workaround:</b> Click on any Virtual Domain name in the tree to check that it has children.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq00666	<p>Root domain is shown twice on upgraded NCS server.</p> <p><b>Symptom:</b> Root domain is shown twice in virtual domain drop-down list for the root user</p> <p><b>Conditions:</b> This happens when NCS is upgraded from WCS.</p> <p><b>Workaround:</b> Go to the Administration &gt; AAA &gt; Users &gt; User Details page. Remove the additional ROOT-DOMAIN from the selected Virtual Domain section and Save.</p>
CSCtq10886	<p>Not getting results for AP summary report if run by Floor Map in a Virtual Domain.</p> <p><b>Symptom:</b> Not getting results for AP summary report if run by Floor Map in a virtual domain.</p> <p><b>Conditions:</b> This happens when the parent campus-maps and the parent building-maps are not present in the same virtual domain where their children floor-maps are present.</p> <p><b>Workaround:</b> Add the parent campus-maps and the parent building-maps for all the floor-maps that are in a virtual domain.</p>
CSCtq22201	<p><b>Symptom:</b> When NCS is unlicensed, clicking on Advanced search gives error dialog with content "Error while parsing rendering content.....".</p> <p><b>Conditions:</b> NCS is unlicensed.</p> <p><b>Workaround:</b> Add a NCS license.</p>
CSCtq37281	<p>No link to cross launch AP details from AP alarm detail panel.</p> <p><b>Symptom:</b> Unlike previous releases of WCS, there's no hyper link to cross launch AP Details from AP alarm detail panel in Alarm Page.</p> <p><b>Conditions:</b> When view AP alarm detail in Alarm Page, user may not see hyper link to cross launch AP details.</p> <p><b>Workaround:</b> Use AP page launched from other points to view AP details.</p>
CSCtq37963	<p>Idle timeout happens even if it is not enabled.</p> <p><b>Symptom:</b> Session gets timed out even when the idle timeout in user preferences is disabled.</p> <p><b>Conditions:</b></p> <p>This issue happens only for the following condition:</p> <ul style="list-style-type: none"> <li>- idle timeout is enabled and user log out of the session.</li> <li>- after logging back in user disable the idle timeout and save the setting however the session still gets timed out.</li> </ul> <p><b>Workaround:</b> If user logs out again and log back in then the idle timeout setting is correctly persisted.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq39369	<p>Exception is thrown when you add a virtual domain to user in Non-root Virtual Domain.</p> <p><b>Symptom:</b> Cannot assign virtual domain to user in a non-root virtual domain</p> <p><b>Conditions:</b> User logs into a non-root virtual domain, and creates some new virtual domains. Now, when creating a new user and assigning the newly created virtual domain(s) will throw exception error.</p> <p><b>Workaround:</b> Logout and re-login to this virtual domain. Then add a new user and assign the virtual domain(s) that were created previously.</p>
CSCtq53528	<p>SPT is not working in VD environment.</p> <p><b>Symptom:</b> Switch Port Tracing (SPT) does not work properly in a virtual domain.</p> <p><b>Conditions:</b> NCS will use all the switches and APs to perform SPT even though SPT request is issued from a certain virtual domain.</p> <p><b>Workaround:</b> None.</p>
CSCtq55227	<p>Update Device Credential Page does not show the correct values.</p> <p><b>Symptom:</b> UpdateDevice Credential Page does not show the correct values.</p> <p><b>Conditions:</b> In Unknown device page.</p> <p><b>Workaround:</b> Enter the credentials for the device again. Use bulk update to update the credentials for the device.</p>
CSCtq66036	<p>Template Virtual Domain propagation does not happen when it gets applied to a controller.</p> <p><b>Symptom:</b> Applied template to a controller cannot be seen in the relevant virtual domains.</p> <p><b>Conditions:</b> When a template is applied to a controller, this template is not seen in all the virtual domains where this controller is a member.</p> <p><b>Workaround:</b> From the root domain, first remove the controller from all the assigned virtual domains, and then re-add the same controller to these virtual domains.</p>
CSCtq68680	<p>RF Group Summary lacking link to detailed Summary under RRM Dashboard.</p> <p><b>Symptom:</b> There is no way of knowing RF Group summary- only count will be seen like 10. It should be click-able and allows user to further look at summary a/n, bg/n groups with IP address and more information.</p> <p><b>Conditions:</b> Click Monitor &gt; RRM Dashboard.</p> <p><b>Workaround:</b> None.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq76735	<p>Switch and NCS category NB traps is not supported in Netcool.</p> <p><b>Symptom:</b></p> <ul style="list-style-type: none"> <li>• NCS and Switch category traps cannot be processed correctly by Netcool application.</li> <li>• When AP is disassociated, the NB will receive, a AP down critical trap and then Radio clear traps, though radio is not up. When AP comes back up, then AP up clear alarm is received in the NB.</li> </ul> <p><b>Conditions:</b> When NCS generates, NCS and Switch category alarms, corresponding NB traps will be generated. But Netcool will not be able to process these traps correctly. It will be shown as unknown categories.</p> <p><b>Workaround:</b> None.</p> <p><b>Further Problem Description:</b></p> <ol style="list-style-type: none"> <li>1. When NCS generates, NCS and Switch category alarms, corresponding NB traps will be generated, if the user has chosen those categories in the UI. But Netcool will not be able to process these traps correctly. It will be shown as unknown categories as the MIB does not support them yet.</li> <li>2. When AP is disassociated, the NB will receive, a AP down critical trap and then Radio clear traps, though radio is not up. When AP comes back up, then AP up clear alarm is received in the NB. This is a side effect of the radio alarm suppression logic in NCS.</li> </ol>
CSCtq76770	<p>Unresponsive script warning in selecting AP's for Virtual Domain.</p> <p><b>Symptom:</b> Unresponsive script warning in selecting AP's for adding them into a virtual domain.</p> <p><b>Conditions:</b> This happens when total number of controllers, access points, switches and maps that are managed by the NCS becomes high (when the total number is greater than 7K).</p> <p><b>Workaround:</b> Click to continue wait (may take couple of minutes to complete).</p>
CSCtr16514	<p>Unacknowledged tasks are accessible to all users on alarm detail page.</p> <p><b>Symptom:</b> Unacknowledged task is accessible to all users on alarm detail page irrespective of acknowledge/unacknowledge rights.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Network Control System.</p> <p><b>Workaround:</b> None.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtr00667	<p>All columns are not sortable in Monitor &gt; Clients &gt; Clients by MSE.</p> <p><b>Symptom:</b> Some of the sort columns are not sortable in the client list for clients detected by MSE.</p> <p><b>Conditions:</b> This happens when the user is trying to sort based on columns which are not present on the MSE.</p> <p>The following is the columns which are not sortable:</p> <ol style="list-style-type: none"> <li>1. Posture Status</li> <li>2. Speed</li> <li>3. Traffic</li> <li>4. Throughput</li> <li>5. RSSI</li> <li>6. SNR</li> <li>7. Auth Policy</li> <li>8. HREAP Auth</li> <li>9. AP Name</li> <li>10. AP IP</li> <li>11. Switch Name</li> <li>12. Hostname</li> <li>13. AP type</li> <li>14. Auth time stamp</li> <li>15. Authorized by</li> <li>16. Bytes received</li> <li>17. Bytes sent</li> <li>18. Vendor</li> <li>19. ISE Name</li> </ol> <p><b>Workaround:</b> None</p> <p><b>Further Problem Description:</b> Sorting on unsupported columns leads to a default sort by mac address.</p>
CSCtq53283	<p>Inspect Location Quality tool page scrolling issue when using Firefox.</p> <p><b>Symptom:</b> Using Firefox browser, open an 'RF Calibration' page and launch 'Inspect Location Quality'. Select a data point and hover over it. All details for the point should be shown and additional detail is obtained by scrolling to the bottom of the screen.</p> <p><b>Conditions:</b> Scrolling is not successful in the normal page view mode.</p> <p><b>Workaround:</b> Select 'Full View' from the firefox browser tool window. This will bring the full page and data can be seen this way.</p>



**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtq30464	<p>MSE installer file size preventing download.</p> <p><b>Symptom:</b> When you try to download an MSE software image from NCS to the MSE using the GUI; it fails when the chosen file is the image with database bundled in it. This is a tar file posted on CCO along with the regular binary installer.</p> <p><b>Conditions:</b> The failure occurs because the size of this tar file is &gt; 2GB. NCS has a check which limits the maximum size to 2GB for downloads.</p> <p><b>Workaround:</b> Manually FTP OR SCP this file to the MSE and place it under /opt/installers folder.</p>
CSCtr16460	<p>Charts are not visible on chrome browser for Monitor &gt; radio details.</p> <p><b>Symptom:</b> On the Radio Details page for a radio interface, the charts on the General tab do not appear.</p> <p><b>Conditions:</b> This affects users of the Chrome browser and Chrome Frame plug-in. This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> Use Mozilla Firefox browser version 3.6 or later to access the Radio Details page.</p>
CSCtr04897	<p>SPT switches information not visible after upgrade.</p> <p><b>Symptom:</b> For Switches upgraded from WCS 7.x will not have model name, description, software version, and so on in the Inventory Reports and the reachability status is missing as well.</p> <p>Inventory reports does not show all the information for SPT switches. Shows only "Device Name and IP Address". It has to show all other information like: model name, description, software version, and so on.</p> <p><b>Conditions:</b> Upgrade switches from WCS 7.x to NCS.</p> <p><b>Workaround:</b> Perform a manual switch sync from NCS will trigger the switch reachability status update.</p>
CSCtr05965	<p>'Logged in Guest User' Dashlet do not show all guest clients sometimes.</p> <p><b>Symptom:</b> Logged in Guest Dashlet does not show the Apple client information.</p> <p><b>Conditions:</b> This affects version 1.0 of the Cisco Prime Network Control System.</p> <p><b>Workaround:</b> The Monitor client list shows the client successfully.</p>

**Table 5**      **Open Caveats (continued)**

ID Number	Caveat Title
CSCtr08968	<p>Running Profiles on disassociated CCXv5Client leads to Unknown exception.</p> <p><b>Symptom:</b> Running profiles on disassociated CCXv5 clients leads to Unknown Exception in NCS.</p> <p><b>Conditions:</b> Profile information not available for CCXv5 client in a disassociated state. The application is not presenting a meaningful error message to the end user.</p> <p><b>Workaround:</b> There is no workaround for this issue. Users can retrieve profile information for associated clients. Since the application go to the WLC directly to fetch this information, the data cannot be viewed for disassociated clients.</p>
CSCtr09048	<p>NCS displays error message if the ACL has 64 ACL rules.</p> <p><b>Symptom:</b> When you create an ACL template with 64 rules and try to apply to the controller. NCS shows an error that the ACL has maximum limit.</p> <p><b>Conditions:</b> While creating a rule, configure DSCP value as any, and apply to the controller. For example, Go to configuration page of applied ACL, select DSCP value as specified. NCS shows 256, but the value range is between 0 to 63. If you check on controller, it shows specified value and default as 0.</p> <p><b>Workaround:</b> None.</p>

## Resolved Caveats

Table 6 lists caveats resolved in NCS 1.0.1.4.

**Table 6**      **Resolved Caveats**

ID Number	Caveat Title
CSCtq88498	Only English characters are supported.
CSCtr65838	NCS is crashing on demo servers.
CSCtq88454	Cannot use MBCS text for Login Disclaimer.
CSCtr02068	The Data Clean task take a long time, if APs are deleted.
CSCtr09038	Failure in migration certain models of Autonomous AP.
CSCtr13005	The Interferer Location History page does not show the icon and enlarge option.
CSCtr13833	Switch Inventory and Autonomous AP task execution history are missing.
CSCtr19220	Cleared alarms cannot be deleted by the data cleanup background task.
CSCtr19310	UDI gets removed from the secondary configuration file.
CSCtr19389	Database server does not start after a failover.
CSCtq62836	Delete device does not remove domain-membership from child domains.
CSCtq89941	Manufacturing Requested "write erase".
CSCtq94285	NCS CLI: ncs db reinitdb command support.
CSCtr08693	Pruning logic should use partition instead of chunk deletion.
CSCtr16309	Provide option in the backup UI to limit the number of saved backups.

**Table 6**      **Resolved Caveats (continued)**

ID Number	Caveat Title
CSCtr16314	Application upgrade CLI need to be supported.
CSCtr52192	Heap dump store in local disk.

## If You Need More Information

If you need information about a specific caveat that does not appear in these release notes, you can use the Cisco Bug Toolkit to find caveats of any severity. Click this URL to browse to the Bug Toolkit:

<http://tools.cisco.com/Support/BugToolKit/>

(If you request a defect that cannot be displayed, the defect number might not exist, the defect might not yet have a customer-visible description, or the defect might be marked Cisco Confidential.)

## Troubleshooting

For the most up-to-date, detailed troubleshooting information, see the Cisco TAC website:

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

Click **Wireless** and **Wireless LAN Management** and then choose **Network Control System**.

## Related Documentation

For information on the Cisco Unified Network Solution and for instructions on how to configure and use the Cisco Network, see the *Cisco Network Control System Configuration Guide* and the *Cisco Wireless LAN Controller Configuration Guide*.

[Table 7](#) provides a list of the documentation for NCS 1.0.1.4.

**Table 7**      **NCS Documentation List**

Documentation Title	URL
<i>Cisco Prime Network Control System Configuration Guide, Release 1.0</i>	<a href="http://www.cisco.com/en/US/docs/wireless/ncs/1.0/configuration/guide/NCS10cg.html">http://www.cisco.com/en/US/docs/wireless/ncs/1.0/configuration/guide/NCS10cg.html</a>
<i>Cisco Prime Network Control System Command Reference Guide, Release 1.0</i>	<a href="http://www.cisco.com/en/US/docs/wireless/ncs/1.0/command/reference/cli_pref.html">http://www.cisco.com/en/US/docs/wireless/ncs/1.0/command/reference/cli_pref.html</a>
<i>Cisco Prime Network Control System Appliance Getting Started Guide, Release 1.0</i>	<a href="http://www.cisco.com/en/US/docs/wireless/ncs/appliance/install/guide/primencs_qsg.html">http://www.cisco.com/en/US/docs/wireless/ncs/appliance/install/guide/primencs_qsg.html</a>

# Obtaining Documentation and Submitting a Service Request

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:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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