



Readme for Common Services 3.0.4 on Windows

This Readme is about Common Services 3.0.4 (CS 3.0.4) on Windows and contains the following sections:

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Description

Each Service Pack includes:

- Solutions for critical issues that severely impact your production environment.
- Selective upgrade support for important third-party applications and operating system environments.
- Generic point patches.

Each Service Pack release sustains an existing major or minor release (version X.0 or X.y). It also addresses critical field issues related to quality, vulnerability, and obsolescence.

**Note**

Common Services 3.0.3 (CS 3.0.3) is the prerequisite for Common Services 3.0.4 (CS 3.0.4). CS 3.0.3 is a part of the LMS 2.5 Dec 2005 Update. You can download LMS 2.5 Dec 2005 Update from <http://www.cisco.com/cgi-bin/tablebuild.pl/lms25>. CS 3.0.3 is also a part of the LMS 2.5.1 CD.

What's New in CS 3.0.4

The following are the new features in CS 3.0.4:

- Support for Java Plug-in version 1.4.2_10.
- Deletion of specific event logs from Software Center.
- List of operating system-specific updates in Software Center.
- Filter mechanism in Software Center.
- Addition of New Operators (Starts With and Ends With) to Grouping Services attributes.
- Support for MDF 1.9.

See the Online help for more details.

Hardware and Software Requirements

CiscoWorks Common Services 3.0.3 must be installed on your system.

Hardware and software requirements for CS 3.0.4 are similar to those needed for Common Services 3.0.3 installation.

To check the hardware and software requirements, see the Prerequisites chapter of [Installation and Setup Guide for CiscoWorks Common Services 3.0.3 \(Includes CiscoView\) on Windows \(With LMS 2.5.1\)](#)

To get the detailed documentation on CiscoWorks Common Services 3.0.3, go to: http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html

Downloading CS 3.0.4

You can download CS 3.0.4 either from Cisco.com or as a Software Update from **Common Services > Software Center > Software Update**.

- [Downloading From Cisco.com](#)
- [Downloading From Software Center](#)

Downloading From Cisco.com

CS 3.0.4 is available on Cisco.com. To download CS 3.0.4:

-
- Step 1** Click <http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-cd-one>
 - Step 2** Enter your user name and password.
 - Step 3** Locate the file Common Services 3.0.4.
 - Step 4** Download the file into a temporary directory on your system.
-

Downloading From Software Center

You can use the Software Update function in Common Services Software Center to download CS 3.0.4.

To download CS 3.0.4 from Software Center:

-
- Step 1** From the CiscoWorks Homepage, select **Common Services > Software Center > Software Updates**.
- The Software Updates page appears.
- Step 2** In the Products Installed table, select the check box corresponding to CiscoWorks Common Services.
- Step 3** Click either:
- **Download Updates**
 - Or
 - **Select Updates**
-

To download CS 3.0.4 using the Download Updates option:

-
- Step 1** Click **Download Updates** in the Software Updates page.
- The Cisco.com and Proxy Server Credentials dialog box appears.
- Step 2** Enter your Cisco.com username and password. Both are mandatory.
- Enter the Proxy server username and password only if you have configured proxy settings under **Common Services > Server > Security > Cisco.com Connection Management > Proxy Server Setup**.
- Step 3** Click **Next**.
- The Destination Location page appears. The destination location should not be the location where CiscoWorks is installed. The default download directory is *System Directory:\psu_download*.
- Software Center does not support downloading device or software updates in the same directory where you have installed CiscoWorks Common Services, or any of its sub directories. Also, you cannot download device or software updates under System directories.

- Step 4** Enter the location, or browse to the location using the Browse tab.
The destination location must have casuser write-permissions.
 - Step 5** Click **Next**.
The Summary page appears with a summary of your inputs.
 - Step 6** Click **Finish** to confirm the download operation.
-

To download CS 3.0.4 using the Select Updates option:

- Step 1** Click **Select Updates** in the Software Updates page.
The Cisco.com and Proxy Server Credentials dialog box appears.
 - Step 2** Enter your Cisco.com username and password. Both are mandatory.
Enter the Proxy server username and password only if you have configured proxy settings under **Common Services > Server > Security > Cisco.com Connection Management > Proxy Server Setup**.
The available Image page appears.
 - Step 3** Select cwcs3_0_4_win.zip file.
 - Step 4** Click **Next**.
The Destination Location page appears. The destination location should not be the location where CiscoWorks is installed. The default download directory is *System Directory:\psu_download*.
Software Center does not support downloading device or software updates in the same directory where you have installed CiscoWorks Common Services, or any of its sub- directories. Also, you cannot download device or software updates under System directories.
 - Step 5** Enter the location, or browse to the location using the Browse tab.
The destination location must have casuser write-permissions.
 - Step 6** Click **Next**.
The Summary page appears with a summary of your inputs.
 - Step 7** Click **Finish** to confirm the download operation.
-

Installing CS 3.0.4

This section provides information on installing CS 3.0.4 on a Windows platform.

You must download the installable image either from Cisco.com or from Common Services Software Center. You must install CS 3.0.4 on a server that has CS 3.0.3 installed.

To install CS 3.0.4:

Step 1 Unzip the cwcs3_0_4_win.zip file.

The contents of the zip file are extracted to the directory where you have downloaded the zip file.

The following files are listed:

- cwcs3_0_4_win

The following files are listed under cwcs3_0_4_win:

- cwcs3_0_4_win.readme.pdf
- cwcs3_0_4_win.exe

- \com\cisco\...\PkgDescr.class

Step 2 Change the directory from the downloaded directory to cwcs3_0_4_win by entering:

```
cd Downloaded Directory \cwcs3_0_4_win
```

Step 3 Double-click the cwcs3_0_4_win.exe file.

A dialog box appears with the following message:

```
Do you really want to install CiscoWorks Common Services 3.0.4
```

Step 4 Click **Yes** to continue installation.

The Welcome screen appears.

Step 5 Click **Next** to continue.

The Software License Agreement dialog box appears.

Step 6 Click **Accept** to accept the license agreement and proceed with the installation.

Step 7 Click **Next**.

The installation program checks the system configuration and required space.

Step 8 Click **Next**.

The Daemons Restart Option window appears with the following message:

```
Do you want to restart CiscoWorks Daemons at the end of this
installation?
```

Step 9 Click **Yes** to restart the daemons at the end of the installation.

The installation program verifies the settings.

Step 10 Click **Yes** to continue with the installation.

The installation program installs CS 3.0.4 in the same directory where you have installed CS 3.0.3.

Step 11 Click **Finish** to complete the installation.

Uninstalling CS 3.0.4

This section provides information on uninstalling CS 3.0.4 on a Windows platform.

You can uninstall CS 3.0.4 alone. The installation program backs up the files that will be modified and deleted during the installation of CS 3.0.4. This backup is done during CS 3.0.4 installation, before the installation of the packages.

The backup is stored as a tar file under *NMSROOT*\backup\rollback\cdone. *NMSROOT* is the directory where you have installed CiscoWorks Common Services.

To uninstall CS 3.0.4:

Step 1 At the command prompt, enter:

```
cd NMSROOT\bin
```

Step 2 Enter:

```
NMSROOT\bin\perl sp_rollback.pl
```

A message appears:

```
Starting CiscoWorks ServicePack Uninstallation
You can find the messages logged in
%SYSTEMDRIVE%\Ciscoworks_uninstall_YYYYMMDD_hhmmss.log
INFO: You have selected Ciscoworks Common services, for service pack
uninstallation.
```

```
Do you really want to uninstall service Pack (Y/N) Y
```

Step 3 Enter **y** to continue uninstallation.

The uninstallation completes and the following message appears:

```
CiscoWorks service pack uninstallation completed.
```

Step 4 Check the `Ciscoworks_uninstall_YYYYMMDD_hhmmss.log` for possible messages during uninstallation.

Notes on Uninstallation

- The uninstall log file will be generated using time stamp with the YYYYMMDD_hhmmss format.
- You cannot uninstall CS 3.0.4 if any of your CiscoWorks applications depends on CS 3.0.4.
- The Metadata Framework (MDF) package version 1.9 that is installed as part of CS 3.0.4 will not be uninstalled.

Known Problems in CS 3.0.4

Table 1 lists the Known problems in CS 3.0.4:

Table 1 *Known Problems in CS 3.0.4*

Problem	Description	Explanation
CSCsd28610	The display names already in place get overwritten when new names are given.	<p>This happens when you:</p> <ol style="list-style-type: none"> 1. Create a link for an application from a server with some display name. 2. Create a link for another application (using Import From Other Servers) from the same server with some other display name. <p>In the homepage both display names are changed to the recently updated one.</p> <p>This was partially addressed by the fix for the bug CSCsb11444.</p> <p>Import From Other Servers only imports the templates from the desired server, not the display names.</p> <p>You cannot track the imported and registered templates while using the following options alternately:</p> <ul style="list-style-type: none"> • Register From Templates • Import from Other Servers <p>Workaround: None.</p>
CSCeh37390	While registering applications, if you used * in the server name, there will be problems during unregistration.	<p>The character * is a valid server name in some remote cases so it cannot be filtered out like the other special characters.</p> <p>Workaround: None.</p>

Table 1 Known Problems in CS 3.0.4 (continued)

Problem	Description	Explanation
CSCsd87480	<p>Proxy server setup does not accept host name although it is mentioned that you can enter either the hostname or the IP address.</p>	<p>This happens when you enter a valid host name that has some special characters in it (while setting proxy server through Server > Security > Cisco.com Connection Management >Proxy Server Setup.)</p> <p>An error message <code>IpAddress has Special Characters</code> appears if the host name contains any of these special characters: <code>!@#%&*()+=-[]\ ';/{} \"<>?</code></p> <p>Workaround: Enter the IP address instead of the hostname.</p>
CSCsd97403	<p>The following problems appear after you install CS 3.0.4:</p> <ul style="list-style-type: none"> • You cannot schedule a DCR Import job for a bulk import of devices if you use the Local and Remote NMS options in the DCR GUI interface. An error message appears, <code>File does not exist</code>. • If you had scheduled DCR Import jobs in CS 3.0.3, CS 3.0.2, CS 3.0.1 or CS 3.0, they fail after you upgrade to CS 3.0.4. • The DCR Device Import Status Report for the DCR Bulk Import operation that took place before upgrading to CS 3.0.4 does not appear. 	<p>These problems occur when you upgrade to CS 3.0.4.</p> <p>Workaround:</p> <ul style="list-style-type: none"> • Enter a valid Import FileName using the Import from File option and then schedule the bulk import of devices for Local and Remote NMS. • Reschedule all the import jobs after you upgrade to CS 3.0.4. • None. However, the DCR Import Status Report will appear for the new Bulk Import Device operations.

Resolved Problems in CS 3.0.4

Table 2 lists the problems in CS 3.0 that are resolved in CS 3.0.4.

Table 2 Resolved Problems in CS 3.0.4

Problem	Description	Explanation
Admin Related Resolved Problems		
CSCsb76750	Server > Admin > Processes was not sorted by Process Name by default.	This problem is resolved. The processes are sorted by Process Name by default.
CSCsb78602	When you clicked on the Update button under Server > Admin > Licensing, the size of the pop-up was huge.	This problem is resolved. The pop-up launches in the correct size.
CSCsb09015	You could delete your username while you were logged in.	This problem is resolved. In CiscoWorks local mode, the logged-in users cannot delete their usernames. In ACS mode, usernames can be deleted from CiscoWorks but the ACS session remains active.
CSCsb95655	While downloading the peer server certificate, the pop-up was blank till the certificate appeared.	This problem is resolved. Now a progress bar appears on the screen.

Table 2 *Resolved Problems in CS 3.0.4 (continued)*

Problem	Description	Explanation
CSCsc69758	<p>If you changed the login mode to Non-ACS Pluggable Authentication Modules (PAM) after restoring from CS 3.0, an Internal Server Error appeared.</p> <p>This error appeared when you:</p> <ul style="list-style-type: none"> • Restored from a CS Non-ACS 3.0 machine to a CS 3.0 machine. • Changed the Login Mode to Non-ACS PAMs. <p>Any subsequent upgrade or restore from this machine to a CS 3.0.3 machine caused the same error.</p>	<p>This problem is resolved.</p> <p>The Internal Server Error does not appear. This error was caused by some Core Client Registry entries that were missing.</p> <p>If you restore the data from an earlier backup it does not cause an error.</p>
CSCsb74249	The user names stored in Local User Setup were not sorted in alphabetical order. When you created new user names, they went inserted among the existing user names.	<p>This problem is resolved.</p> <p>The user names in Local User Setup are now in alphabetical order when you launch the Local User Setup page or when you create a new user.</p>
CSCsb74255	Pop-up was larger than the text area in Peer Server Setup.	<p>This problem is resolved.</p> <p>Pop-up size has been corrected.</p>
CSCsb78596	Pop-ups for Add, Edit, and Modify buttons in Local User Setup were incorrectly sized.	<p>This problem is resolved.</p> <p>The pop-ups are launched in the correct size.</p>
CSCsb38791	Older versions of plug-ins were there under htdocs.	<p>This problem is resolved.</p> <p>The older plug-ins are removed during installation and only the current version is available.</p>
CSCsb12476	Collect Server Information buttons were not displayed properly in Netscape.	<p>This problem is resolved.</p> <p>The buttons are displayed correctly.</p>

Backup and Restore Related Resolved Problems

Table 2 Resolved Problems in CS 3.0.4 (continued)

Problem	Description	Explanation
CSCsa94344	Backup was done successfully even when you specified the directory alone.	This problem is resolved. If you specify only the backup directory without giving the path, an error message appears asking you to enter the full path.
CSCsc09493	Server > Admin > Backup page did not have a file selector. To select the backup directory, you needed to type the entire path.	This problem is resolved. Directories can be selected through the Directory Browser.
CSCsd02913	Restore of PSU map files created multiple copies of the backup directory.	This problem is resolved. Only one backup directory is created.
DCR Related Resolved Problems		
CSCsb75935	Pop-ups were resizing under DCR > Device Management > Edit > Select.	This problem is resolved. The pop-ups are correctly sized.
CSCsb75967	When you clicked DCR Bulk Import, a large pop-up was launched. This pop-up got resized later.	This problem is resolved. The pop-up is correctly sized and does not get resized.
CSCsb90144	Importing devices from ACS failed, if the ACS server HTTP protocol in AAA mode setup was different from the ACS server used for import.	This problem is resolved. In the Import dialog box, a field is provided for you to enter the HTTP option. This helps you to communicate with ACS.
CSCsc21183	In DCRCLI, when DCRCLIFILE environment variable was set, it used the username and password from the file. However, it still prompted for the password. Also, the username entered for the -u option was not validated.	This problem is resolved. If the username entered for the -u option matches with the DCRCLI file, you are not prompted for the password. Otherwise, you are prompted to enter it.
CSCsa65027	After selecting CNS Server device for editing, you could change the device type to Unknown or to Other.	This problem is resolved. Now you cannot change the device type to Unknown or Other types.

Table 2 Resolved Problems in CS 3.0.4 (continued)

Problem	Description	Explanation
CSCsa71151	After adding CNS cluster, DSBU device, and AUS type devices to DCR and exporting them, two entries appeared in the export file for one export.	This problem is resolved. Only one entry appears now.
CSCsb10893	When the directory name contained more than one space, for example: <code>c:\Program dir\export.csv</code> device export and import failed.	This problem is resolved. Even if the directory name contains multiple spaces, device export and import are successful.
CSCsb12353	Consider this scenario: If DCR had an attribute (with value X, for a given device) and you imported that device without specifying the value for the attribute, DCR reported it under "Conflicting Devices (DCA changed section)". This happened even if the value was not changed.	This problem can be considered as resolved since the functionality is not affected.
CSCsb62534	Exclude file was not copied to the CiscoWorks directory and there was no option to revert.	This problem is resolved. The file to be excluded is copied to <i>NMSROOT/lib/classpath/com/cisco/nm/dcr</i> under the name <i>exclude_file</i> . An option is provided in the Exclude dialog to delete the exclude file.
CSCsb85995	DCRCLI help contained abbreviations like <i>ot</i> , <i>il</i> , <i>un</i> , etc which were difficult to interpret. Also, the help for each command did not give the command syntax. It listed the options alone.	This problem is resolved. Help explains all the options. To see help for Import, enter <code>dcrccli > impFile -help</code> .

Table 2 Resolved Problems in CS 3.0.4 (continued)

Problem	Description	Explanation
CSCsb92838	When ACS communication failed, DCR displayed wrong data, instead of displaying a message to the user.	This problem is resolved. A warning message is shown above the Devices Not Configured in ACS Report.
CSCsd07149	Import from CSV 2.0 did not populate or have provision for entering dcr_device_type values. This happened only while migrating from CWCS 2.2 to CS 3.0.	This problem is resolved. Devices in CSV 2.0 format are assumed to be standard. So, dcr_device_type attribute value for these devices is set to 0 while storing in DCR. Hence, Import did not populate or have provision for entering dcr_device_type values.

Device Center Related Resolved Problems

CSCsc39061	The display name of a device could not be in dotted decimal format. This occurred when you: <ol style="list-style-type: none"> 1. Changed the display name of a device to a dotted decimal formatted name such as 49St.MDF.1760.1 under Device Management. 2. Selected the device under Device Center > Device Troubleshooting. CiscoWorks accepted the display name as an IP address, and returned Invalid IP Address. Please check the IP address entered.	This problem is resolved. You do not get an error.
CSCsc43026	SNMP Set operation did not populate SNMPv3 credentials properly.	This problem is resolved. Credentials are getting populated correctly.

General Resolved Problems

Table 2 Resolved Problems in CS 3.0.4 (continued)

Problem	Description	Explanation
CSCsb57201	<p>If you tried to enable SSL while it was already in the enabled state, an incorrect error message, <i>Settings applied, please restart Daemon Manager</i> appeared.</p> <p>This error message should have been <i>Browser-Server Security Mode is already enabled</i>.</p>	<p>This problem is resolved.</p> <p>The correct error message appears.</p>
CSCsb83760	<p>Who is Logged On report showed offline users as well. Their status was displayed as Offline and their log in and log out times, as N/A.</p>	<p>This problem is resolved.</p> <p>Who is Logged On report shows only online users.</p>
CSCsa65674	<p>Following issues occur when you refresh the parent homepage after performing application registration/unregistration:</p> <ol style="list-style-type: none"> 1. Closed the parent home page while unregistering the application. 2. Confirmed the unregistration. <p>A javascript error appeared.</p>	<p>This problem is resolved.</p> <p>The homepage gets refreshed after unregistering and even if the page is closed, an error does not appear.</p>
CSCsa77994	<p>In Link Registration, two different URLs could be registered with the same link name. Such as:</p> <p>Link name -Test URL -http://mail.yahoo.com Link name -Test URL -http://www.cisco.com.</p> <p>Both names (Test) are displayed in the Third Party link under Resources.</p>	<p>This problem is resolved.</p> <p>The link name is unique within third party and custom tools.</p>
CSCsa95678	<p>The home page did not get refreshed after you registered the application.</p>	<p>This problem is resolved.</p> <p>The homepage is refreshed if it is open.</p>

Table 2 Resolved Problems in CS 3.0.4 (continued)

Problem	Description	Explanation
CSCsb11444	<p>In the home page, display names were being overwritten without any warning if you created:</p> <ol style="list-style-type: none"> 1. A link for an application from a server with some display name. 2. Another link for another application from the same server with some other display name. <p>In the homepage both display names were changed to the recently created one.</p>	<p>This problem is resolved.</p> <p>An alert message appears when the second application is registered for the same server.</p>
CSCsb87492	Maximum size limit of syslog.log was much less than needed.	<p>This problem is resolved.</p> <p>Syslog file size has been increased.</p>
CSCsb83675	When the ACS user was deleted, a message was displayed that the JRM server is down or inaccessible. This message was not clear.	<p>This problem is resolved.</p> <p>Message has been changed to</p> <p><code>JRM server is down or inaccessible for this user</code></p>
CSCsc75662	The Java Plug-in had to be upgraded because of a security vulnerability in Sun's implementation of the Plug-in that was being used by CS.	<p>This problem is resolved.</p> <p>The JPI version has been upgraded to 1.4.2_10.</p>

Install Related Resolved Problems

Table 2 Resolved Problems in CS 3.0.4 (continued)

Problem	Description	Explanation
CSCsa92777	Install and uninstall logs were displayed with only index values. There was no indication whether it was an install log or an uninstall log.	<p>This problem is resolved.</p> <p>Now the install and uninstall logs are shown with timestamps. It is also indicated whether it is an install log or an uninstall log instead of representing them with just index values.</p> <p>For example, the install log will be stored as:</p> <pre>Ciscoworks_install_yyyymmdd_HHMMSS.log</pre> <p>and the uninstall log will be stored as:</p> <pre>Ciscoworks_uninstall_yyyymmdd_HHMMSS.log</pre>
CSCsa22592	md.properties, or any other property file, did not have the FQDN of the cw2k server.	<p>This problem is resolved.</p> <p>The domain name is taken from the Dhcpdomain entry. If it is not available, the domain name is taken from the Domain entry.</p> <p>With these conditions, a PX_FQDN entry is formed for md.properties.</p>
Software Center Related Resolved Problems		
CSCsa30274	<p>During uninstallation, Software Center deleted packages not intended for uninstallation.</p> <p>This happened only when, under the CLI option, multiple products were selected and the same device package name existed in different products.</p>	<p>This problem is resolved.</p> <p>If the same package name exists in multiple products, a warning message is shown when you try to uninstall that package.</p> <p>After the warning message appears, if there are other packages to be uninstalled, Software Center continues to uninstall those packages. Otherwise, the program exits.</p>

Table 2 *Resolved Problems in CS 3.0.4 (continued)*

Problem	Description	Explanation
CSCsb19545	While downloading device updates for all the products (RME, CMF, DFM, IPM, CM, CVW/CWW), folders were created for all products. This happened even if there were no updates for some products.	This problem is resolved. Folders are created only when there is an update.
CSCsb24793	There was no Filter or Search textbox needed for SysOid to Devicetype mapping table screen under Device Updates.	This problem is resolved. Search textbox has been added.
CSCsb75902	Product Name was not sortable under Software Center > Software Update > Products Installed.	This problem is resolved. Product Name column is sortable.
CSCsb75923	Under Software Center > Device Update > Delete Packages, the Installed Version column was not sortable. (For instance, the Package Name and Product Name columns.)	This problem is resolved. The packages are sorted by the version number.
CSCsb75932	Software Center > Activity Log > Event Log was not sortable by status field.	This problem is resolved. Sorting is enabled.
CSCsa39814	When downloading a package, all the dependent packages were also downloaded. However, the Event Log listed only the user-specified package.	This problem is resolved. The Event Log also lists the dependent packages.
CSCsa43627	While scheduling a job, if you selected a time that had already passed, an error message was not displayed.	This problem is resolved. Validation of user-selected time is done.

Table 2 *Resolved Problems in CS 3.0.4 (continued)*

Problem	Description	Explanation
CSCsb36646	Maximise option in Scheduled Device Download pop-up was not needed. When you selected the Maximise option, the pop-up occupied the full-screen.	This problem is resolved. Maximise option is not supported.
CSCsb68249	When you scheduled a second job, the Cisco.com password got appended again.	This problem is resolved. The Cisco.com credentials that you enter, are stored for further operations.
CSCsb68421	When Immediate Device Update was triggered from different browsers, two pop-ups were displayed. One pop-up displayed the progress of the triggered download and the other displayed the Scheduled Device Download page.	This problem is resolved. Only one pop-up appears, stating that a PSU process is already in progress.
CSCsb77002	If you had scheduled to download packages from Cisco.com and if a particular package was not on Cisco.com, you were not informed.	This problem is resolved. List of packages that are not downloaded appears in the Result window as well as in the Event Log window.
CSCsb83414	The Proxy Settings field did not validate the IP address. It accepted invalid IP addresses and did not check whether the proxy server was valid.	This problem is resolved. An error message appears, if the IP address entered is invalid.
CSCsc10627	The Scheduled Device Package Download allows you to send a mail when a job is created or completed. In both cases the mail did not contain the server name.	This problem is resolved. The server name is obtained from md.properties and is appended to the mail message.
CSCsc43429	Could not install add-on application adapters separately.	This problem is resolved. The adapter can be installed separately.

Table 2 *Resolved Problems in CS 3.0.4 (continued)*

Problem	Description	Explanation
CSCsc60245	<p>Software updates listed both Windows and Solaris operating system updates.</p> <p>For example, when you click Select Updates in Software Center > Software Updates, it showed both Solaris and Windows SP packages.</p> <p>It should list the update based on the OS of the CiscoWorks Server.</p>	<p>This problem is resolved.</p> <p>Software Center lists only CiscoWorks server -specific OS updates.</p>
CSCsc60252	<p>Could not delete single entries in Software Center.</p>	<p>This problem is resolved.</p> <p>Individual checkboxes have been added to each log. This allows you to delete single entries in the Activity Log and the Scheduled Event Log.</p>
CSCsc66462	<p>Installing device packages displayed errors when the minimum MDF version was not met.</p> <p>The Event Log displayed device package installation failure as an error, without giving the cause.</p>	<p>This problem is resolved.</p> <p>The Event Log displays device package installation failure with the reason that minimum MDF version was not met.</p>
CSCsc72951	<p>Device package install did not differentiate between software and device packages. Both packages got installed.</p>	<p>This problem is resolved.</p> <p>Only device packages are installed.</p>
CSCsc84366	<p>If you entered an unregistered product as the second parameter in the -p option, an error message did not appear and the application did not terminate.</p> <p>Error was displayed only while checking for the installed repository.</p>	<p>This problem is resolved.</p> <p>If you enter an unregistered product name in the -p option, an error message appears and the operation exits.</p>

Table 2 Resolved Problems in CS 3.0.4 (continued)

Problem	Description	Explanation
CSCsc91114	<p>When an immediate device package download was triggered from the GUI to a custom location, an extra / was appended to the download location in the summary window.</p> <p>For example, a similar message appeared:</p> <p>Successfully downloaded package(s) Mdf from CCO to /opt/mydir//cmf</p>	<p>This problem is resolved.</p> <p>The extra slash is removed.</p>
CSCsc95008	<p>In software and device package download, if you entered a folder name without the relative path or with <i>NMSROOT</i> as the path, the folder was created under <i>NMSROOT/MDC/tomcat</i>.</p>	<p>This problem is resolved.</p> <p>The directory is not created under <i>NMSROOT/MDC/tomcat</i>.</p>
CSCsd09403	<p>The Event Log window was displayed as a small pop-up and you had to scroll to see the entire report.</p>	<p>This problem is resolved.</p> <p>The pop-up is correctly sized.</p>
CSCsd13050	<p>The package name did not appear properly in the Scheduled Device Download mail.</p> <p>When a notification mail was sent after a job completed, the list of packages downloaded appeared without a header.</p>	<p>This problem is resolved.</p> <p>The list of packages downloaded has a header.</p>

Table 2 *Resolved Problems in CS 3.0.4 (continued)*

Problem	Description	Explanation
CSCsd09024	The process of installing or uninstalling Software Center packages stopped all the CiscoWorks processes, without notifying online users.	<p>This problem is resolved.</p> <p>Online users are notified before stopping the processes.</p> <p>However, they are not notified if the CiscoWorks home page Urgent Message Polling Interval is disabled or if the Urgent Message Polling Interval is set to more than one minute.</p>
CSCsd11665	Software Center screens had filter mechanisms only for the Package Name and SysObjectID columns.	<p>This problem is resolved.</p> <p>Filters are also enabled for the other columns.</p>

General Guidelines for Using CS 3.0.4

This section describes the general guidelines related to the following tasks, while using CS 3.0.4:

- [Backup and Restore](#)
- [Multi-server Deployment](#)
- [DCR Import and Export](#)

Backup and Restore

You can restore the data backed up from a server that has CS 3.0 and CS 3.0.x or CWCS 2.x installed, on a server that has CS 3.0.4 installed.

You must not restore the data backed up from a CS 3.0.4 server, on a server that has CS 3.0 installed. The database changes in CS 3.0.4, for Device and Credential Repository (DCR), may cause discrepancies.

For more details on backing up and restoring data, see the [Backing Up Data](#) section in the *User Guide for CiscoWorks Common Services 3.0.3*.

Multi-server Deployment

You must upgrade all the servers that are part of Device and Credential Repository (DCR), and Single Sign-On (SSO) domains to CS 3.0.4.

DCR master-slave setup is not supported with a mix of CS 3.0, CS 3.0 SP1/SP2, CS 3.0.3 and CS 3.0.4 servers.

For more information on Multi-server deployment and SSO see the following sections in the *User Guide for CiscoWorks Common Services 3.0.3*.

- [DCR Architecture](#)
- [Administering Device and Credential Repository](#)
- [Master-Slave Configuration Prerequisites](#)
- [Managing Security in Multi-Server Mode](#)
- [Enabling Single Sign-On](#)

DCR Import and Export

You can export devices and credentials from a CS 3.x server and import them into a CS 3.0.4 server. You can also export devices and credentials from a CS 3.0.4 server and import them into another CS 3.0.4 server.

You must not import devices and credentials from a CS 3.0.4 sever into a CS 3.0 server. The changes in CS 3.0.4, for Device and Credential Repository (DCR), may cause discrepancies.

For more information on importing and exporting devices and credentials see the following sections in the *User Guide for CiscoWorks Common Services 3.0.3*.

- [Importing Devices and Credentials](#)
- [Exporting Devices and Credentials](#)

Documentation Addendum

This section describes support for MDF Package 1.9.

Meta Data Framework (MDF) Package defines device types in a uniform way across CiscoWorks applications. MDF Package allows you to add new device types to the existing set of device types defined in Common Services 3.0.3.

The MDF Version 1.9 is a cumulative package that includes the new device types added after the Common Services 3.0.3 release.

**Note**

Addition of new device types through MDF Package does not guarantee support for these device types in all the CiscoWorks applications. Device support has to be provided by individual applications such as DFM, RME, and Campus Manager. For a list of supported device types, see the relevant product documentation.

The MDF package version 1.9 contains the following new device type definitions and icons:

Devices Supported:

- Cisco 12816 Router (1.3.6.1.4.1.9.1.477)
- Cisco Catalyst 3750-24FS Switch (1.3.6.1.4.1.9.1.656)
- Cisco Catalyst 3750-24PS Switch (1.3.6.1.4.1.9.1.536)
- Cisco Catalyst 3750-24TS Switch (1.3.6.1.4.1.9.1.513)
- Cisco Catalyst 3750-48PS Switch (1.3.6.1.4.1.9.1.535)
- Cisco Catalyst 3750G-16TD Switch (1.3.6.1.4.1.9.1.591)
- Cisco Catalyst 3750G-48TS Switch (1.3.6.1.4.1.9.1.604)
- Catalyst Blade Switch 3030 for Dell (1.3.6.1.4.1.9.1.749)