



# Cable Modem Termination System

Cable Management System  
Release Notes

Release 1.4

Part Number 10042344







3COM

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Part Number 10042344

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# CMTS CABLE MANAGEMENT VERSION 1.4 RELEASE NOTES

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## About These Release Notes

These Release Notes contain information about the resolved and unresolved issues important to the use of the 3Com Cable Modem Termination System (CMTS) Cable Management System (CMS) Version 1.4.

Use these Release Notes in conjunction with the *Cable Management System User Guide* PN 10040918.

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## Product Compatibility

The CMS v1.4 Graphical User Interface (GUI) supports 3Com cable data products associated with CMTS Releases 2.6.1 and 2.6.2. It is important to note that CMS works in conjunction with any Data-Over-Cable Service Interface Specification (DOCSIS)-compliant cable modems. In addition, please note that CMS v1.4 works only with the DOCSIS specified Cable Device 4 MIB. CMS v1.4 will not work with cable modems that use a newer version of the MIB (as defined in RFC 2669).



**NOTE:** CMS 1.4 supports a 3Com CMTS running SR 2.6.2 or earlier.

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## Resolved Issues

Table 1 describes the service issues resolved by CMS v1.4.

**Table 1** CMS v1.4 Resolved Issues

Issue	Description of Resolution
CMS sees only a few cable modems.	<b>Resolution</b> — CMS version 1.4 has been fixed to allow the user to view all connected CMs. <b>Procedure</b> — None. The fix is transparent to the user.
Monitor - CMS is unable to allocate memory in the SNMP API.	<b>Resolution</b> — Memory allocation is no longer an issue in CMS. <b>Procedure</b> — None. The fix is transparent to the user.

<b>Issue</b>	<b>Description of Resolution</b>
CMS crashes when CFE is used to enter 11 CPE MAC addresses.	<p><b>Resolution</b> — The maximum number of MAC addresses that the user can enter is 16. If the user tries to enter more than 16 MAC addresses, a dialog box appears and informs the user that he cannot add any more MAC addresses.</p> <p><b>Procedure</b> — Use the same procedure as before to enter the MAC addresses. The only difference is when the maximum allowed MAC addresses is exceeded, an informational dialog box appears which must be acknowledged by the user pressing OK.</p>
When moving chassis view from default, opening the chassis causes a C++ error.	<p><b>Resolution</b> — The user may move the chassis view to any part of the screen and he will not get any errors.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
CMS supports only 250 cable modems.	<p><b>Resolution</b> — There is no longer a limit on how many cable modems the CMS can support.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
CMS does not work with non-3Com cable modems.	<p><b>Resolution</b> — CMS now works with any DOCSIS compliant cable modem.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
Debug Assertion failed in CMS.	<p><b>Resolution</b> — CMS will no longer get debug assertion failure during CAR download.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
Downloading CAR code (3.61.44) through CMS intermittently stops before finishing.	<p><b>Resolution</b> — CAR code download through the CMS will now complete.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
Modem performance graphs do not work.	<p><b>Resolution</b> — Modem performance graphs have been fixed.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
Restoring CAR Configuration and Save CAR Configuration do not work properly.	<p><b>Resolution</b> — Restoring saved CAR configuration will correctly restore the saved file.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
Upgrading one CAR and two UMCs at the same time causes problems.	<p><b>Resolution</b> — Upgrading CAR and UMC will correctly upgrade both types of cards.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
BPI GraceTime and LifeTime ranges are different from those in the CLI.	<p><b>Resolution</b> — The CLI and CMS agree on the values for BPI GraceTime and LifeTime.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>



<b>Issue</b>	<b>Description of Resolution</b>
SNMP error occurred while downloading software to cable modem.	<p><b>Resolution</b> — Downloading software to cable modem works correctly.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
HELP FILE BUGS	<p><b>Resolution</b> — Help files have been updated.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
CMS V1.3 does NOT display u/s symbol rate in "Upstream Channel 3Com ext. Details."	<p><b>Resolution</b> — This has been fixed.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
CMS V1.3 does NOT support negative UMC input power levels.	<p><b>Resolution</b> — This has been corrected.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>
User detail does not show up in Modem view screen.	<p><b>Resolution</b> — Customer information now shows up in the Modem view screen.</p> <p><b>Procedure</b> — Procedure for entering the customer information has not changed, but two new buttons have been added to this screen to ease use.</p> <p>A <b>delete</b> button allows deletion of obsolete customer records.</p> <p>A <b>search by MAC address button</b> allows searching for any existing customer records.</p>
InsertionInterval is displayed incorrectly.	<p><b>Resolution</b> — Insertion Interval now displays correctly.</p> <p><b>Procedure</b> — None. The fix is transparent to the user.</p>

## Unresolved Issues

Table 2 describes the issues that remain unresolved with this release.

**Table 2** CMS v1.4 Unresolved Issues

Log Number	Description
CQMRS00009922	<b>Issue User Station Request Messages to the Cable Modems</b> does not work. Connected modems cannot be viewed on the set window.
CQMRS00009930	CMS is missing <b>TRGIADDR</b> and <b>AgentInfoOption</b> fields on the DHCP configuration settings.
CQMRS00011524	In the SNMP Host view, on the <b>Create</b> window, CMS has only two options for the access: <i>read only</i> and <i>read/write</i> . The <i>adm</i> option is missing.
CQMRS00007400	During code upgrade to one CAR (036360) and three UMC (04.06.04), all CAR and all UMC were checked. The CAR and two of the UMC were upgraded successfully but one of the UMC was downgraded to code 03.00.20. This code number is unknown.
CQMRS00011497	<p>Debug Assertion failed.</p> <p>While viewing the <b>System Information</b> on CMS, the <b>Microsoft Visual C++ Debug Library</b> window pops up, saying <i>Debug Assertion Failed</i>. There are 3 buttons in the window: Abort, Retry, and Ignore. If the Abort or Retry button is selected, the CMS crashes.</p> <p>Additional information:</p> <p>This problem is only seen when using an Intellimouse 3-button mouse with the wheel in the middle. The error message pops up when scrolling down or up using the wheel only on the following views:</p> <ul style="list-style-type: none"> <li>- System Information</li> <li>- Downstream SNR</li> <li>- NTP</li> <li>- Performance View (CM)</li> <li>- Default Gateway</li> </ul> <p>To reproduce this problem, go to any of the above-mentioned views and scroll up or down using the wheel on the mouse.</p>
CQMRS00011513	<p>CMS gets <b>CAMGR</b> error when viewing 2 CARs in the same chassis.</p> <p>Additional information:</p> <p>CMS 1.2.6 is open and viewing 2 CARs in the same chassis. Over a random period of time, CMS gets a <b>CAMGR</b> error and closes out. This does not appear to happen when viewing only 1 CAR in the chassis.</p>

**Table 2** CMS v1.4 Unresolved Issues

<b>Log Number</b>	<b>Description</b>
CQMRS00009491	The <b>First Occurrence</b> column in the Event log is listing garbage characters.
CQMRS00009493	<p>While viewing the modem's performance, a message pops up on the screen indicating <i>Low System Resource</i>. At this time, the CMS has difficulty accessing information and when repeatedly attempting to view other options, an <b>SNMP API Error</b> message eventually appears.</p> <p>The problem reappears even after resetting (closing and reopening) CMS. At some point, the CMS was not able to connect to the CMTS system until the PC was rebooted. This problem was observed on both the domestic and the european systems.</p>
CQMRS00009499	<p>After restoring the CAR configuration, it only reboots one UMC, even if <b>Reboot All</b> is enabled.</p> <p>After restoring the configuration from a file, a reboot screen pops up. If reboot all UMC and all CAR are selected, only one of the UMC is actually rebooted.</p> <p>This problem is seen on a system with 3 UMC and 1 CAR system.</p>
CQMRS00009544	<p>Scrollbar required on <b>Close Chassis View</b> window.</p> <p>The existing <b>Close Chassis View</b> window is too small and user is unable to see the whole path. Scrollbar should be added to view the whole path.</p>
CQMRS00009545	<p><b>Reboot CMTS</b> does not work properly.</p> <p>When rebooting the CMTS using the Reboot CMTS button and checking both <b>All CAR</b> and <b>All UMC</b>, only the UMC closest to the CAR reboots after the reboot execution. This was also observed when just the <b>All UMC</b> button is checked.</p>
CQMRS00009547	<p>CLI and CMS data do not match. CMS displays <i>16</i> while CLI displays <i>Manage</i>.</p> <p>Go to <b>Global/Users/Type</b>. Under the <b>Type</b> column, CMS displays <i>16</i> while it should be <i>Manage</i>, as displayed on CLI.</p>
CQMRS00009548	<p>CMS is unable to display SNMP Hosts.</p> <p>On the CAR view, under <b>Hosts/SNMP Hosts</b>, the CMS cannot display SNMP settings set on CLI, or add or edit SNMP community through CMS.</p>
CQMRS00009549	Error message pops up after clicking the <b>Issue Set Command</b> button if changes were made on the Ethernet IP Network.

**Table 2** CMS v1.4 Unresolved Issues

<b>Log Number</b>	<b>Description</b>
CQMRS00009550	When issuing a reboot command on multiple modems, the CMS message indicates <i>Operation timed out</i> on Com21 and Samsung modems only, even if the operation is successfully executed.
CQMRS00009551	No indication of channel change is displayed under <b>Channel Change Status</b> column. When moving modems to another channel, there is no indication of the operation displayed under the <b>Channel Change Status</b> column.
CQMRS00009552	Refresh button does not work properly on CM view. The refresh command fails to refresh the CM IP address and customer information.





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Part Number 10042344

