



# User Guide for CiscoView 6.0

CiscoWorks

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# Preface

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This guide describes CiscoView 6.0 and provides instructions for its configuration and use.

## Audience

This guide is intended to provide descriptions and scenarios for system administrators, network managers, and other users who might or might not be familiar with CiscoView. Many of the tools described are accessible to system administrators only. This guide also assumes a working knowledge of the Microsoft Windows environment.

## Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	<b>boldface font</b>
Variables for which you supply values	<i>italic font</i>
Displayed session and system information	screen font
Information you enter	<b>boldface screen font</b>
Variables you enter	<i>italic screen font</i>

Item	Convention
Menu items and button names	<b>boldface</b> font
Selecting a menu item in paragraphs	<b>Option &gt; Network Preferences</b>
Selecting a menu item in tables	Option > Network Preferences

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

## Product Documentation

**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Table 1 describes the product documentation that is available.

**Table 1**    *Product Documentation*

Document Title	Available Formats
<i>Release Notes for CiscoView 6.0</i>	<ul style="list-style-type: none"> <li>• Printed document that was included with the product.</li> <li>• On Cisco.com: <ul style="list-style-type: none"> <li>a. Log into Cisco.com.</li> <li>b. Select <b>Products &amp; Services &gt; Network Management CiscoWorks &gt; CiscoWorks CiscoView &gt; Technical Documentation &gt; Release Notes</b>.</li> </ul> </li> </ul>
<i>User Guide for CiscoView 6.0</i>	<ul style="list-style-type: none"> <li>• PDF on the product CD-ROM.</li> <li>• On Cisco.com: <ul style="list-style-type: none"> <li>a. Log into Cisco.com.</li> <li>b. Select <b>Products &amp; Services &gt; Network Management CiscoWorks &gt; CiscoWorks CiscoView &gt; Technical Documentation &gt; User Guide Books</b>.</li> </ul> </li> <li>• Printed document available by order (part number DOC-7815605=).<sup>1</sup></li> </ul>
Context-sensitive online help	<ul style="list-style-type: none"> <li>• Select an option from the help navigation tree, then click <b>Help</b>.</li> <li>• Click the Help button in the dialog box.</li> </ul>

1. See the “Obtaining Documentation” section on page xi.

# Related Documentation


**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Table 2 describes the additional documentation that is available.

**Table 2**    **Related Documentation**

Document Title	Available Formats
<i>Installation and Setup Guide for CiscoWorks Small Network Management Solution on Windows</i>	<ul style="list-style-type: none"> <li>• Printed document that was included with the product.</li> <li>• PDF on the product CD-ROM.</li> <li>• On Cisco.com:               <ol style="list-style-type: none"> <li>a. Log into Cisco.com.</li> <li>b. Select <b>Products &amp; Services &gt; Network Management CiscoWorks &gt; CiscoWorks Small Network Management Solution &gt; Technical Documentation &gt; Installation Guide Books.</b></li> </ol> </li> <li>• Printed document available by order (part number DOC-7815715=).<sup>1</sup></li> </ul>
<i>User Guide for CiscoWorks Small Network Management Solution</i>	<ul style="list-style-type: none"> <li>• PDF on the product CD-ROM.</li> <li>• On Cisco.com:               <ol style="list-style-type: none"> <li>a. Log into Cisco.com.</li> <li>b. Select <b>Products &amp; Services &gt; Network Management CiscoWorks &gt; CiscoWorks Small Network Management Solution &gt; Technical Documentation &gt; User Guide Books.</b></li> </ol> </li> <li>• Printed document available by order (part number DOC-7815693=).<sup>1</sup></li> </ul>

1. See the “Obtaining Documentation” section on page xi.

# Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

## Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

[http://www.cisco.com/en/US/partner/ordering/ordering\\_place\\_order\\_ordering\\_tool\\_launch.html](http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html)

All users can order annual or quarterly subscriptions through the online Subscription Store:

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

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:  
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can send your comments in e-mail to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

## Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

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

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

## Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

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

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

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

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

## TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

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

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

[http://www.cisco.com/en/US/products/products\\_catalog\\_links\\_launch.html](http://www.cisco.com/en/US/products/products_catalog_links_launch.html)

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

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

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

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

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

[http://www.cisco.com/en/US/about/ac123/ac147/about\\_cisco\\_the\\_internet\\_protocol\\_journal.html](http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html)

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

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





## **PART 1**

### **About CiscoView**







# Overview

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CiscoView is a graphical SNMP-based device management tool that provides real-time views of networked Cisco Systems devices. These views deliver a continuously updated physical picture of device configuration and performance conditions, with simultaneous views available for multiple device sessions.

The following topics are described in this chapter:

- CiscoView Features, page 1-1
- Device Packages, page 1-2
- CiscoWorks Server, page 1-3

## CiscoView Features

Use CiscoView to:

- View a graphical representation of the device, including component (interface, card, power supply) status.
- Configure parameters for devices, cards, and interfaces.
- Monitor real-time statistics for interfaces, resource utilization, and device performance.
- Set user preferences, start a Telnet session, and send email to the Cisco Technical Assistance Center (TAC).
- Perform device-specific operations as defined in each device package.
- Manage groups of stackable devices.

# Device Packages

Cisco's routers and switches are referred to as network devices. Routers and switches must be physically installed in the appropriate chassis and connected to your network (using each specific device's hardware installation guide). A software update that enables CiscoView to support new features for a particular device is called a device package. CiscoView uses the device package to display a dynamic panel view of the physical device and all its modules, submodules, ports, and the like.

The CiscoView engine controls and manages physically connected devices via Simple Network Management Protocol (SNMP). The SNMP system consists of three parts: SNMP manager, SNMP agent, and MIB. Each installed device's SNMP agent uses sets of MIB variables that you can configure, monitor, and modify (as necessary) using CiscoView and each installed device package's software.

Although CiscoView is designed expressly to manage all devices, in some cases, there are special management requirements that an application can streamline for you, as in the case of stacked devices. StackMaker works within CiscoView to manage stack devices. For more information about StackMaker, refer to Chapter 4, "StackMaker."

## Device Package Updates

CiscoView provides support for a considerable range of devices by installing device packages. Additional device packages can be added to CiscoView anytime after the initial product release or installation. When new device packages become available, they are placed on Cisco.com. Check this site to ensure that you have the latest device release. You can add or update device packages by using Package Support Updater (PSU). See Chapter 3, "Package Support Updater," for more information. Make sure to review the CiscoView Release Notes for each device package because they supply critical information, notes, and cautions about usage.

# CiscoWorks Server

CiscoView works in conjunction with the CiscoWorks Server, which represents a common management foundation. It contains a set of management services shared by multiple management applications. These management services are enabled when a suite is installed and an application that relies on one of these services is opened.

If a particular suite of applications does not use a service, or does not use a service to the fullest extent to which it is available, the service might not appear on the CiscoWorks desktop.

CiscoView uses these CiscoWorks components:

- Desktop
- Security
- Help Engine and Files
- Web Server
- Cisco.com User Accounts

For detailed information, refer to the *User Guide for CiscoWorks Small Network Management Solution*.





## CiscoView 6.0

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CiscoView 6.0 operates in *client-server* mode. In client-server mode, the device package and basic management functionality are centrally located on the CiscoView server.

The following features are new for CiscoView:

- New user interface. See the “Navigating in CiscoView” section on page 2-3 for more information.
- Use of a lightweight, HTML-based client to enhance performance.
- Device import using Resource Manager Essentials (Essentials). CiscoView inherits device credentials (read-write community strings) from the Essentials database. See the Essentials Inventory online help for more information on adding devices and changing device credentials.
- IP address filtering capability.

To ensure that you are set up correctly to use CiscoView and perform basic functions within CiscoView, you must perform certain tasks. For more information about your setup, refer to *Installation and Setup Guide for CiscoWorks Small Network Management Solution*.

The following topics are discussed in this chapter:

- Installing CiscoView, page 2-2
- Starting CiscoView, page 2-2
- Navigating in CiscoView, page 2-3
- Managing Devices, page 2-11

# Installing CiscoView

Before you can display a device's view for configuration and monitoring, you must install CiscoView from the CiscoWorks Small Network Management Solution CD-ROM package. Refer to *Installation and Setup Guide for CiscoWorks Small Network Management Solution on Windows* for detailed installation instructions. During the installation process, all available device packages are installed for you. This eliminates the need to incrementally select device packages to install. Cisco Systems device packages are periodically updated, and should be downloaded from Cisco.com as they become available. Refer to Chapter 3, "Package Support Updater," for information about how to use this utility to download device packages.

## Starting CiscoView

You can start CiscoView from WhatsUp Gold and Device Center.



### Note

CiscoView shows only devices that are managed by Essentials. To add new devices, change SNMP settings, or edit device credentials (read-write community strings), use the Essentials Inventory. After these tasks are performed within Inventory, use the context menu to refresh the CiscoView device list. See the "Using the Context Menu" section on page 2-9 for more information on accessing the context menu.

To start CiscoView from WhatsUp Gold, follow these steps:

### Step 1

From the CiscoWorks desktop, select the **WhatsUp Gold** tab.



### Timesaver

Do one of the following:

- Select CiscoView.
- Open a topology map, and then select CiscoView.

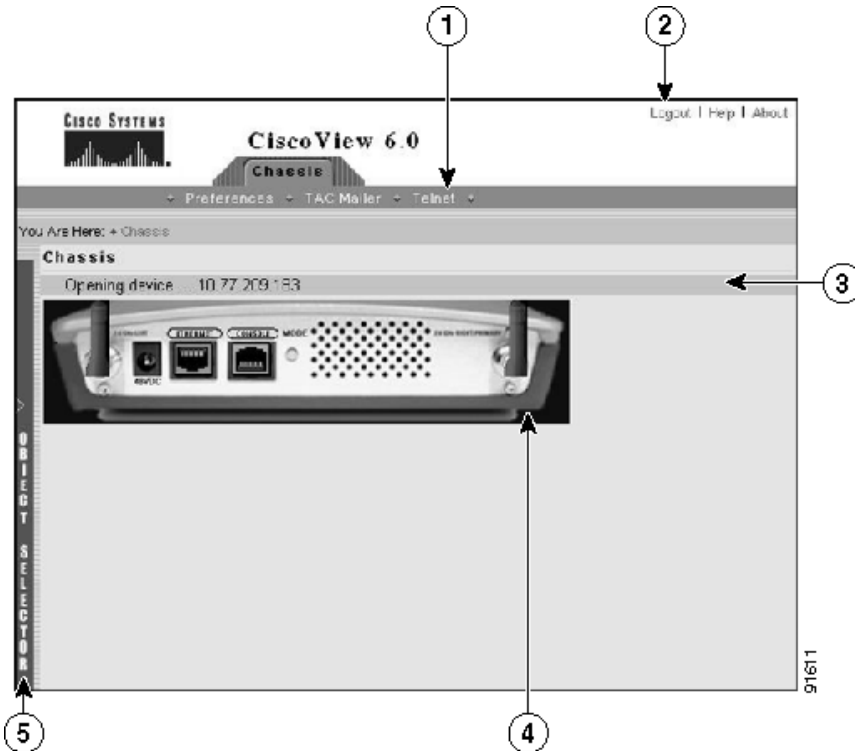
To access CiscoView from Device Center, follow these steps:

- 
- Step 1** From the CiscoWorks desktop, select the **Device Center** tab.
  - Step 2** Select a device from the Device Selector. The device information page displays the **Summary** and **Functions Available** panes.
  - Step 3** Select CiscoView from the Management Tasks pane (located at the bottom of the device information page).
- 

## Navigating in CiscoView

When you start CiscoView, the CiscoView window opens.

Figure 2-1 CiscoView Desktop



1	Options bar	4	Chassis View
2	Tools bar	5	Object Selector handle
3	Activity bar		

Table 2-1 describes each component on the CiscoView desktop.

**Table 2-1 CiscoView Desktop Component Descriptions**

Component	Description
Options bar	Allows you to change preferences, start a Telnet session to the device, and send a message to the Cisco Technical Assistance Center (TAC). See Table 2-2 for a description of each option.
Tools bar	Allows you to log out of a CiscoView session, access online help specific to the selected device, or find out what CiscoView version is installed. See Table 2-3 for a description of each option.
Activity bar	Shows progress and result of device polling, refreshes, and so on. If any error occurs as a result of device polling, the error message will appear in the activity bar.
Chassis view	<p>Displays a graphical representation of the device's back or front panel after you select a device. Device components shown are color-coded according to their status and refreshed according to the polling frequency you have defined. See the "Understanding the Color Legend" section on page 2-8 for more information on color status definitions.</p> <p>If a hot swap is detected, the device is rediscovered and the display redrawn at the next poll.</p>
Object Selector handle	<p>Opens and closes the Object Selector (see the "Using the Object Selector" section on page 2-7):</p> <ul style="list-style-type: none"> <li>• When the Object Selector is closed, click the handle to open it.</li> <li>• When the Object Selector is open, click the handle to close it.</li> </ul>

Table 2-2 describes the options on the Options bar.

**Table 2-2 Options Bar**

Option	Description
Preferences	<p>You can set the following global preferences:</p> <ul style="list-style-type: none"> <li>• Refresh rate of chassis view (how often the device is polled)</li> <li>• MIB label shown in dialog boxes</li> <li>• Refresh rate of graphs within the device monitoring dialog box</li> </ul> <p>The Preferences settings are preserved for all new CiscoView sessions.</p> <p><b>Note</b> To set preferences—for example, to resize or change the chassis view—for a particular device, access the device's context menu. See the “Using the Context Menu” section on page 2-9 for more information.</p>
TAC Mailer	<p>Opens the TAC Mailer dialog box for sending reports to the Cisco TAC. You can describe the problem using the available options and the comment field. When you click Send, your descriptions and information about the runtime device package and operating environment are sent to the specified mail recipients.</p> <p>For more information on the available fields, refer to the online help.</p>
Telnet	Starts a Telnet command-line session to the selected device.

Table 2-3 describes the options on the Tools bar.

**Table 2-3 Tools Bar**

Item	Description
Logout	Terminates the CiscoView session.
Help	Opens a new window that displays context-sensitive help for the displayed page. The window also contains buttons that you use to go to the overall help contents, index, and search tool.
About	<p>Displays the following information:</p> <ul style="list-style-type: none"> <li>• CiscoView release version and copyrights. This information refers to the base application that runs all device packages; for example, CiscoView X.X.</li> <li>• Active device package, if applicable; for example, Cat5000 Package, Version X.X.</li> <li>• All installed device package information (version numbers shown in parentheses).</li> </ul>

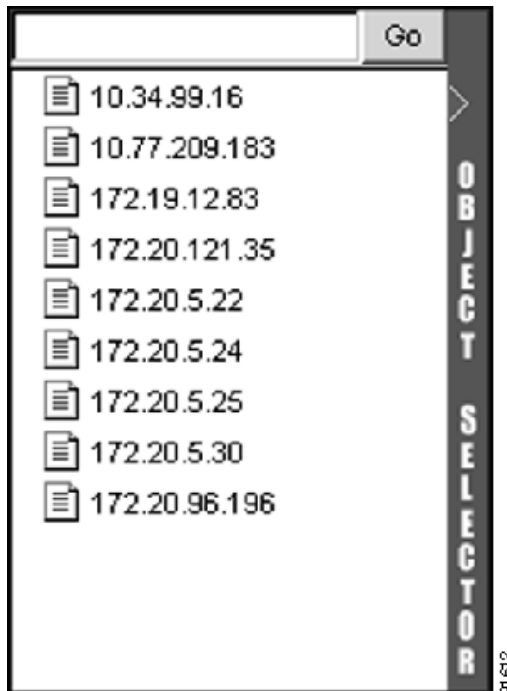
## Using the Object Selector

The Object Selector lists all devices managed by Essentials. The Object Selector is located on the left side of the CiscoView desktop. All devices must be imported into the Essentials database before you can use CiscoView. See the Essentials Inventory online help for information on adding devices and setting device credentials.

To display a device, follow these steps:

- Step 1** Click the Object Selector handle to open (and close) the Object Selector. A list of all devices managed by Essentials appears.

**Figure 2-2** Object Selector



- Step 2** (Optional) Enter a partial IP address in the given field and click **Go**. The list is filtered to show only devices containing the string you entered.
- Step 3** Select a device from the list. A graphical representation of the device chassis appears.
- 

## Understanding the Color Legend

When a device is selected and displayed in the chassis view, all device components are color-coded according to their status. Table 2-4 lists each color and its meaning.

**Table 2-4** Color Legend Descriptions

Color	Meaning	Description
Cyan (blue-green)	Port is dormant	Interface cannot pass packets, but is in a pending state, waiting for some external event to place it in the Up state. Interface could have: <ul style="list-style-type: none"> <li>• Packets to transmit before establishing a connection to a remote system</li> <li>• A remote system establishing a connection to the interface; for example, dialing up to a SLIP server</li> </ul> When the expected event occurs, the interface state changes to Up.
Orange	Port is down	Admin status is up and operational value is down.
Red	Port failed	Hardware failure in the port.
Yellow	Minor failure	Port or interface is down: both admin and operational status are down. This does not necessarily indicate a fault condition. Yellow can also indicate that the port is disabled.
Purple	Port is being tested	Admin status is up, but tests need to be performed on the interface. After testing is completed, the interface state changes to Up, Dormant, or Down as appropriate.
Green	Port is active	Interface is able to send and receive packets.

## Using the Context Menu

When you select a device in CiscoView, a graphical representation of the device is displayed in the chassis view. The context menu appears when you right-click a device or its components. Its contents are context-sensitive and vary according to the device and your selection.

You can view the front or back device panel and select different components (cards, ports, power supply) and menu options to configure and monitor status for the device. To access the context menu, follow these steps:

- 
- Step 1** Select a device from the Object Selector. A graphical representation of the device chassis appears.
  - Step 2** Right-click the device or its components. The context menu appears.
  - Step 3** Select an option to change. The context menu contents vary by device, but typically contains these options:

Option	Description
Configure	Configures device categories, such as Management, Physical, ARP Table, TCP, and so on.
Monitor	Displays a set of dynamic charts for selected device categories.
Front or Rear	Displays either the front or back device panel. A logical view can also be displayed as defined by the device package.
Resize	Reduces the graphical display down to 90%, 80%, 70%, 60% or 50%. You can resize it back up to 100%.
Refresh	Triggers component polling and display update.
System Info	Displays system MIB information (name, description, location, contact, and up-time) for a displayed device.
Device-specific options	Options defined in the device package, such as “Clear All Counters.”

## Selecting a Device or its Components in the Chassis View

You can select the entire device, or one or more Cisco device components to configure and monitor. For example, you can configure multiple ports or multiple cards in a chassis.

- 
- Step 1** Select a device from the Object Selector. A graphical representation of the device chassis appears.
- Step 2** Do one of the following:
- Select the device or a single component.
    - a. Left-click on the device or component to select it. A yellow border appears around the selection. (To select the entire device, point to an area that does not contain a component before clicking.)
    - b. Right-click to display the context menu.
  - Select multiple components.
    - a. Hold down the Ctrl key to select several similar components at once. A yellow border appears around the selected components.
    - b. Right-click while holding down the Ctrl key to display the context menu.

**Note**

---

Components in the group must be defined by the device package as being of the same type.

---

## Managing Devices

CiscoView shows only devices that are managed by Essentials. To add new devices, change SNMP settings, or edit device credentials (read-write community strings), use the Essentials Inventory. After these tasks are performed within Inventory, use the context menu to refresh the CiscoView device list and see the changes. See the “Using the Context Menu” section on page 2-9 for more information on accessing the context menu.

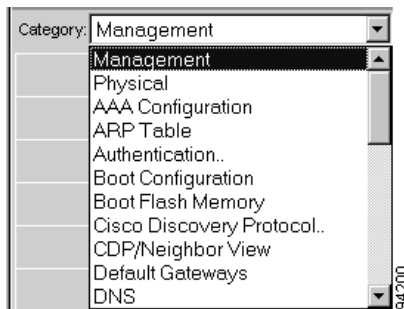
The following topics are described in this section:

- Understanding Categories, page 2-12
- Configuring Devices, page 2-12
- Monitoring Devices, page 2-14

## Understanding Categories

Categories consist of commands and options specific to a selected device. You modify or view categories to configure and monitor a device, card, and port. For example, a Catalyst 6000 device has configuration categories such as Management, Physical, AAA Configuration, ARP Table, Authentication, and so on (see Figure 2-3).

**Figure 2-3** Category Example



### Note

Some devices and components have no categories.

## Configuring Devices

Configure a device to define its characteristics, connections, and components (such as cards and ports). You can configure different categories of information for devices and components, and also change multiple categories at the same time.

- 
- Step 1** Select a device from the Object Selector. A graphical representation of the device chassis appears.
- Step 2** Select the device or components to configure.
- Step 3** Right-click to display the context menu, then select **Configure**. The Configure Device dialog box appears.
- Step 4** From the category list, select the category to configure, and complete any other fields. Categories and fields vary by device.
- As you change the information in fields for different categories, the changes are retained.
- Step 5** When you are done modifying category, click one of the following buttons:

Button	Description
OK	Applies your changes and exits the dialog box.
Apply	Applies your changes. The Configure Device dialog box remains open; you can select more categories to view or configure.
Cancel	Cancels your changes and exits the dialog box.
Refresh	Refreshes the dialog box.
Print	Prints the current category.
Help	Opens online help that is specific to that device and category.

If a table appears, click one of the following buttons:

Button	Description
Create	Opens the Table Row Creation dialog box.
Delete	Deletes the selected rows from the table.

---

## Monitoring Devices

You can monitor real-time statistics for interfaces, resource utilization, and device performance. CiscoView also allows you to simultaneously monitor multiple categories, such as Ethernet Collisions, Management, Physical, and ARP Table.

CiscoView supports pie, strip, x-y, and bar charts. The chart type displayed depends on the selected device and category.

- 
- Step 1** Select a device from the Object Selector. A graphical representation of the device chassis appears.
- Step 2** Select the device or components.
- Step 3** Right-click to display the context menu, then select Monitor. The Monitor Device dialog box appears and displays a summary of performance charts that vary by device.




---

**Note** When a bar graph fills up, it scrolls to the left as polling continues.

---

- Step 4** Select a category from the Category list and a value from the Refresh Rate list. A chart for the selected category appears. It is updated at the selected refresh rate (the rate is preserved across new CiscoView sessions).
- Step 5** **(Optional)** Select another category and refresh rate to open another monitor window. You can monitor multiple categories simultaneously.
- Step 6** Click one of the following buttons:

Button	Description
Start/Stop	Begins or ends the monitoring of device information.
Cancel	Exits the dialog box.
Print	Prints current charts.
Help	Opens online help that is specific to that category and device.

---



## **PART 2**

# **Device Support Applications**







## Package Support Updater

---

Use Package Support Updater (PSU) to:

- Integrate new Cisco device information asynchronously with the CiscoView engine.
- Install or uninstall device packages.
- Update installed device packages.
- View a list of currently installed device packages and their versions.
- View a log of all device package changes.
- Automate device package installations and updates.

PSU operates in one of three modes: web-based interactive mode, Command Line Interface (CLI) mode, and standalone interactive mode.

### Web-Based Interactive Mode

Web-based interactive mode provides a graphical user interface (GUI) to install device packages remotely without requiring the administrator to Telnet to or access the CiscoWorks server console. This mode also allows you to schedule automatic downloads of new device packages from Cisco.com onto the server. The device packages on the client machine can be uploaded onto the server without the use of ftp. For more information on device packages, see the “Device Packages” section on page 1-2

Using PSU in web-based interactive mode, you can perform the tasks listed in Table 3-1.

**Table 3-1 Package Support Updater Tasks**

<b>Task</b>	<b>Description</b>
Starting Package Support Updater (PSU)	To start PSU, log into CiscoWorks Small Network Management Solution (SNMS) 2.0 and click <b>Admin &gt; Device Manager &gt; Package Support Updater</b> .
Viewing Installed Packages	To view installed packages, log into SNMS and click <b>Admin &gt; Device Manager &gt; View Installed Packages</b> .
Installing Device Packages	To install new device packages or update existing packages, start PSU and click <b>Add Packages</b> .
Scheduling Automatic Downloads from Cisco.com	To schedule automatic downloads from Cisco.com, start PSU and click <b>Add Packages &gt; Schedule Downloads</b> .
Installing Device Packages from a Client Machine	To install device packages from a client machine, start PSU and click <b>Add Packages &gt; Hard disk/CD-ROM on this client workstation</b> .
Uninstalling Device Packages	To uninstall device packages from a client machine, start PSU, and click <b>Delete Packages</b> .
Viewing the Device History	To view device package changes, start PSU and click <b>View History</b> .  The log shows up to 50 of the most recent changes.

**Note**

Only one client can add or delete device packages at a time. After adding or deleting device packages, all active users must close their browsers and log back into CiscoWorks.

# CLI and Standalone Interactive Modes

You can run the PSU in two additional modes:

- CLI Mode: Noninteractive standalone mode that is run from the command line
- Standalone Interactive Mode (xpsu)
- The CLI and standalone interactive modes require the administrator to Telnet to the CiscoWorks server and manually install or uninstall device packages. PSU also works with a proxy server, when a direct connection to the Internet is not available.


**Note**

CLI and Standalone interactive modes are supported only on server machines.

## Device Package Installation Messages

Table 3-2 lists the messages you might see during the device package installation process.

**Table 3-2** *Device Package Installation Message Summary*

Sample Message	Message Type	Explanation	Message Location
Path /tmp/dir2/x is invalid.	Error	Specified directory is not a valid directory.	Status bar
Found 2 CiscoView packages in the directory /tmp/dir/.	Info	Specified directory is a valid directory.	Status bar
Package C8500 cannot be downgraded to a lower version.	Error	User selected a package whose superseding version has already been installed.	Status bar

**Table 3-2** *Device Package Installation Message Summary (continued)*

<b>Sample Message</b>	<b>Message Type</b>	<b>Explanation</b>	<b>Message Location</b>
Cannot find base package 'CDPAddlet' for C8500.	Error	Base packages are unavailable for selected package.	Status bar
Package "IOS Addlet has been added to install list due to dependencies."	Info	Installer automatically selected a base package.	Status bar
Cannot proceed with install. Reason: Insufficient disk space.	Error	Not enough disk space.	Dialog box

Refer to the PSU online help for more information.



# StackMaker

---

StackMaker works within CiscoView to allow management of device membership in a CiscoView stack and simplifies the administration of Cisco's NetBeyond devices. When you use StackMaker, CiscoView retrieves the stack name for the devices and displays the individual devices in the StackMaker window.

StackMaker enables you to:

- Enhance device manageability.
- Display a set of individual stackable devices.
- Create a stack containing individual stackable devices.
- Support devices which support StackMaker MIBs.
- Identify conflicts within a stack.
- Display a list of stackable neighbors that can be added to a stack.
- Reconfigure stacks by adding devices, removing devices, clearing all devices, and restoring all devices.

The following topics are discussed in this chapter:

- Starting StackMaker, page 4-2
- Understanding the StackMaker Main Window, page 4-2
- Building the Stack, page 4-4
- Configuring Stacks, page 4-5

For more information on these topics, refer to the online help.

# Starting StackMaker

When you start StackMaker, the StackMaker Main window displays all devices in the stack in the order given in the StackMaker MIB. StackMaker also displays every device and hardware platform for the device. The seed device is highlighted in the list by default. The seed device is the starting point of the stack and is used to locate the stack and all members within the stack.

Once you start StackMaker, you must display a stackable device. A stackable device is a device containing the StackMaker MIB. However, a device cannot be a member of more than one stack at the same time. You *must* remember that you need to have separate IP addresses for each device, and you must preset the SNMP community strings by using the command line interface (CLI) for the device.

Table 4-1 lists tasks you can perform with StackMaker.

**Table 4-1 Starting StackMaker Tasks**

Task	Action
Display a stackable device.	Open a device that supports StackMaker.
Create, access, or change stack information.	Click <b>StackMaker</b> .

# Understanding the StackMaker Main Window

Table 4-2 lists StackMaker Main window components.

**Table 4-2 StackMaker Main Window Components**

Component	Description
Entry Field	Provides the StackMaker application name and the IP address for the seed device in the stack. By default, the seed device is highlighted with an asterisk by the IP address.
Button Fields	Provide access to all StackMaker dialog boxes.
Table Fields	Provide a list of devices by IP address; display the device name and hardware platform type.

StackMaker Main window Configuration buttons as well as StackMaker fields are described in Table 4-3 to Table 4-6.

**Table 4-3 StackMaker Main Window Configuration Buttons**

Button	Description
Add From Neighbors	Adds new members to stack from the Neighbor table.
Add New Device	Adds new devices to a stack. Enter the IP address of the new device in the dialog box.
Remove Device	Removes a device from a stack.
Clear Devices	Clears all devices from a stack.
Restore Original Stack	Restores all removed and cleared devices to a stack. If you make changes after removing or clearing devices by clicking <b>Apply Stack</b> , those devices cannot be restored to a stack.

**Table 4-4 Stack Table Fields**

Field	Description
Stack Name	Displays the name of the stack
Stack Members	Lists each device (by IP address) in a stack
Device Name	Provides the host name for the device
Hardware Platform	Displays the Cisco model name and number
Device Description	Describes the device

**Table 4-5 Neighbor Table Fields**

Field	Description
Neighbor Address	Lists each device by IP address in Neighbor table
Neighbor Name	Displays the name of the device

**Table 4-5 Neighbor Table Fields (continued)**

Field	Description
Neighbor Platform	Displays the type of hardware platform for the device
Refresh Neighbors	Views the Neighbor devices of a particular stack member

**Table 4-6 Action Buttons**

Button	Description
StackView	Opens all the devices in the CiscoView stack.
Apply Stack	Stack buttons in the previous row of the StackMaker window modify the stack in memory only. To write to the modified stack devices, click this button.
Cancel	Cancels the last action.
Help	Accesses online help for StackMaker.

## Building the Stack

A device containing the StackMaker MIB can be added to the stack as a stack member. However, a device cannot be a member of more than one stack at a time.

Each device you add to the stack must have an IP address, and you must preset the SNMP community strings by using the device CLI. When you click **Apply Stack**, StackMaker looks for each stack member. If StackMaker cannot find one of the stack members, the MIB information in that stack member does not change when you click **Apply Stack**. StackMaker updates all other stack members it finds.



### Caution

Make sure that *all* other stack members are updated. Unless all stack members are updated, conflicts within the stack can occur.

If CiscoView is not integrated with an SNMP Manager platform, all members of a stack must share the community string, timeout, and retry values specified in the StackMaker Properties dialog box. Because StackMaker accepts the data you supply, you must ensure that stack members meet the requirements for inclusion in the stack. For example, you must ensure that devices have not been added to multiple stacks. StackMaker only verifies whether a device can belong to a stack. It does not check the StackMaker MIB table to determine if the device has already been added to another stack.

If an SNMP Manager platform is not available, all members of a stack must share the same community string, timeout, and retry values.

## Configuring Stacks

To configure stacks, you must add devices to or remove devices from the stack and use the StackMaker Properties dialog box to provide specifications for the various settings. When you configure stacks, you can add, remove, clear, and restore devices.

## Getting Help

Click the Help button from the StackMaker Main window to get more information about StackMaker.





## **PART 3**

# **Network Management Scenarios and Troubleshooting**







## Configuring Your Devices

---

In this scenario, you are a system administrator who wants to use CiscoView to configure a Catalyst 4000 series device and add IP addresses to allow other management workstations to access the same device. At the same time, you want to limit access to that particular device for other management workstations.

### What You Need

Verify these prerequisites *before* starting the procedure for this scenario:

- Read and write community strings are valid.
- Permissions for IP addresses are enabled.

### How to Do It—Procedures

Use the procedures in this section to:

1. Access the Device Configuration Dialog Box.
2. Add IP Addresses for Other Management Workstations.
3. Limit Device Access.

## Access the Device Configuration Dialog Box

Access the Device Configuration dialog box to configure your device:

- 
- Step 1** Select a device from the Object Selector. A graphical representation of the device chassis appears.
  - Step 2** Right-click the device. The context menu appears.
  - Step 3** Click **Configure**.
  - Step 4** From the Device Configuration dialog box, configure your Catalyst 4000 device by entering the required information for that device.
  - Step 5** Click **OK**.
- 

## Add IP Addresses for Other Management Workstations

After you configure your device, add new IP addresses to allow other management workstations to access the same device:

- 
- Step 1** From the Device Configuration dialog box, select **IP permit** from the Category list to display the IP Permit window.  
  
In the IP Permit window, create an IP address to be included within the IP address list. This list determines which management workstation is permitted or restricted from accessing this particular device.



---

**Note** IP addresses allow management workstations to access specific devices for configuration. You can add as many IP addresses to the IP address list as necessary.

---

- Step 2** Click **Create**. The row creation dialog box appears.
  - Step 3** Enter the IP address and the IP mask and click **OK**. The new IP address is added to the IP address list.
-

## Limit Device Access

Limit access privileges for other management workstations and monitor unauthorized attempts to access the device:

- 
- Step 1** From the IP Permit window, highlight the IP address to be deleted from the IP address list and click **Delete**. This disables that particular management workstation from accessing the device.
  - Step 2** To monitor unauthorized attempts to access the device, reopen the IP Permit window to view any access to the device.
- 

## Where You Should End Up—Verification

After you configure your device and limit access to the device by other management workstations, verify that there are no unauthorized workstations accessing the device:

- 
- Step 1** Go to the bottom of the window to view the Access Attempts from Invalid IP addresses box. This dialog box provides information about which management workstation recently attempted to access the device, the time and date of attempted access, and a list of the invalid IP addresses that were deleted.
  - Step 2** If a deleted IP address is still attempting to access the device, notify the owner of that particular management workstation regarding any recent changes made to the owner's security level.
-





## Device Display Problems

---

In this scenario, a user calls your network help desk reporting a slow response time in displaying the user's Catalyst switch. It's taking more than 3 minutes for the device to display properly.

Other problems can occur when you display a device:

- CiscoView might stop responding.
- The status of the 10/100 ports is grayed out.
- The device is partially displayed.

## What You Need

Verify these prerequisites before starting the procedure for this scenario:

- You installed the latest version of CiscoView.
- You have a valid user ID and password for the Cisco.com website.

## How to Do It—Procedure

Identify the source of the problem using the procedures in the following sections:

1. Verify that the Latest Device Package Is Downloaded.
2. Update Your Catalyst Switch Device Package.
3. Verify that the SNMP Timeout/Retry Values Are Correct.

### Verify that the Latest Device Package Is Downloaded

To verify that you are using the latest device package, such as Catalyst 5000, Catalyst 5500, and Catalyst 8510:

- 
- Step 1** Click **About** from the CiscoView Tools bar to view which versions of the device packages are installed.
- Step 2** Log in to Cisco.com to verify that you have the latest packages installed. The device packages on Cisco.com will always have the latest versions of device packages listed.



---

**Note** You must be running the latest version of CiscoView to solve this problem. To find out which version of CiscoView is required to support the devices or to upgrade your version of CiscoView, refer to the following URL: <http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml>.

---

## Update Your Catalyst Switch Device Package

If your device package versions are earlier than the versions specified in the Packages Installed screen, download the appropriate version of the Catalyst device packages for the current version of CiscoView you are running.

**Note**

---

You must be a registered Cisco.com user and have a valid user ID and password for Cisco.com to download the appropriate device packages. Contact your system administrator for more information.

---

Perform these tasks to update to the latest Catalyst device packages:

1. Remove the old device packages.
2. Install the latest device packages.

**Table 6-1 Update Your Devices**

Task	Action
Remove the old device packages.	<ol style="list-style-type: none"> <li>1. Start Package Support Updater. See Chapter 3, “Package Support Updater” for more information.</li> <li>2. Click <b>Delete Packages</b>.</li> <li>3. Select the following devices:  <b>Catalyst 5000</b>  <b>Catalyst 5500</b>  <b>Catalyst 8510</b></li> <li>4. Click <b>Next</b>.</li> <li>5. Click <b>Yes</b> to confirm device deletion.</li> </ol>
Install the latest device packages.	<ol style="list-style-type: none"> <li>1. From the Package Support Updater Main menu, click <b>Add Packages</b>.</li> <li>2. When the Device Installation program screen appears, navigate to the temporary directory you created (for example, c:\temp\update).</li> <li>3. Select the <b>Catalyst 5000</b>, <b>5500</b>, and <b>8510</b> packages.</li> <li>4. Click <b>Install</b> to install the packages.</li> </ol>

## Verify that the SNMP Timeout/Retry Values Are Correct

To verify that the SNMP Timeout/Retry values are set correctly:

- 
- Step 1** From the CiscoWorks desktop, click **Admin > Essentials > System Configuration**.
  - Step 2** Click the **SNMP** tab.
  - Step 3** Verify that the parameters are set correctly. If they are not set correctly, enter the correct settings.
  - Step 4** Click **Apply** to apply changes.
- 

## Where You Should End Up—Verification

Verify that the new packages are installed and the SNMP settings are correct:

- 
- Step 1** From the CiscoView tools bar, click **About** to view the latest device packages installed.
  - Step 2** From the CiscoView context menu, click **Refresh** to update the object selector device list. See the “Using the Context Menu” section on page 2-9 for more information on accessing the context menu.
-





# Troubleshooting CiscoView

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This chapter provides information about troubleshooting CiscoView. It provides the most common Frequently Asked Questions (FAQs) and a troubleshooting table of common symptoms.

The following topics are described in this chapter:

- Identifying Device Problems, page 7-2
- Setting Community Strings, page 7-3
- Setting Debugging Options and Display Logs, page 7-3
- Understanding SNMP Error Messages, page 7-3
- Understanding Device Package Updates, page 7-4
- Resolving Java Plug-in Problems with CiscoView 6.0, page 7-5
- Testing Basic Connectivity and Setup, page 7-6
- Troubleshooting StackMaker Error Messages, page 7-9
- Reporting Problems to Cisco Systems, page 7-10

# Identifying Device Problems

The following sections provide answers to frequently asked questions and troubleshooting for device problems within CiscoView.

## Frequently Asked Questions

The following are frequently asked questions concerning device problems.

- Q.** How do I know which version of CiscoView is required to support the new devices?
- A.** Refer to the Cisco IOS readme file, which lists all the supported new devices, and refer to the following URL to find out which version of CiscoView is appropriate to support those new devices:  
<http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml>.
- Q.** What happens when CiscoView fails to display my device and I receive an error message on screen?
- A.** One of the following conditions exists:
- The SNMP server is not set in the device. You can still ping the device from the management station.
  - The community string is incorrect. Verify that the device attributes are correct in the Essentials database. From the CiscoWorks desktop, click **Admin > Essentials > Inventory > Check Device Attributes**.
  - The management station cannot reach and successfully ping the device. This indicates a network problem that should be corrected for CiscoView to work properly.
  - The timeout value is too low. Doubling the existing timeout value is a good starting point. From the CiscoWorks desktop, click **Admin > Essentials > System Configuration > SNMP**.
  - The device package is not up-to-date. Check your device package and compare the date to the Cisco.com device package version. Upgrade your device package to the latest version, if required. See Chapter 3, “Package Support Updater” for more information on updating device packages.

## Setting Community Strings

Device attributes and credentials are set in the Essentials Inventory Manager. From the CiscoWorks desktop, click **Admin > Essentials > Inventory > Change Device Attributes**.

## Setting Debugging Options and Display Logs

You can set SNMP and activity trace and/or view the trace log. This option records trace information into a file located in the displayed directory (a subdirectory of the install directory). From the CiscoWorks desktop, click **Admin > Device Manager > CiscoView > Debug options and display logs**. SNMP Trace displays SNMP request and response pairs, MIB instance ID, data value, data type, request method, and time stamp. Activity Trace displays server activity such as which device and dialog boxes are open.

## Understanding SNMP Error Messages

The following sections provide answers to frequently asked questions and troubleshooting for SNMP error messages.

### Frequently Asked Questions

The following are frequently asked questions concerning SNMP error messages.

- Q.** I received a timeout SNMP error message. What does this mean and how do I resolve it?
- A.** You can no longer reach the device in the time specified in the CiscoView SNMP Preferences window.

Increase the timeout if the device is remote, and reduce timeout if the problem is on the network. From the CiscoWorks desktop, click **Admin > Essentials > System Configuration > SNMP**.

- Q.** I received a badValue SNMP error message. What does this mean and how do I resolve it?
- A.** While performing a set of operations on a MIB object, the value specified for writing does not follow the proper syntax for the MIB object. Verify that the type is correct and the values are not out of range.

## Understanding Device Package Updates

This section provides answers to frequently asked questions and troubleshooting for device package updates. For more information on device packages, refer to the “Device Packages” section on page 1-2.

### Frequently Asked Questions

The following are frequently asked questions concerning device package updates.

- Q.** How do I know which device packages to download for my version of the devices?
- A.** Refer to the IOS readme file for a list of the latest device packages, or go to the following URL to find out which device packages to download:  
<http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml>.
- Q.** How do I add device packages to CiscoView?
- A.** CiscoView device support can be updated by downloading device-specific files from Cisco.com. To do this, open a web browser and enter the following URL: <http://www.cisco.com/cgi-bin/Software/CiscoView/cvplanner.cgi>.

Use the following steps to select, download, and install the device package.



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**Note** A valid login and password must be used to access Cisco.com.

---

1. Using the Software Selector tool from the CiscoView page, choose the CiscoView device file that you wish to download from Cisco.com. Any prerequisite files will automatically be added to your device file and zipped for download.

2. Save the zipped file bundle (named cv5packages.zip by Cisco.com) to your CiscoView server in a temporary directory, such as C:\temp.
3. Unzip the file into the temp directory using the WinZip utility. If you do not have this utility, go to the following URL and download the Unzip shareware utility: <http://www.cdrom.com/pub/infozip/UnZip.html>.
4. This will extract multiple .zip files and .readme files. Do not unzip these individual files.
5. Start Package Support Updater (PSU). See Chapter 3, “Package Support Updater” for more information.
6. Select **Add Device Package** and navigate to the temp directory where you extracted the downloaded files, and select the new device(s) you wish to add to CiscoView. Be sure to select prerequisite files (either StackMaker or SwitchAddlets) if they appear in the list of available files.



---

**Note** Only an Administrator can perform this action.

---

## Resolving Java Plug-in Problems with CiscoView 6.0

This section provides answers to frequently asked questions and troubleshooting for the Java Plug-in when used with CiscoView 6.0.

### Frequently Asked Questions

The following are frequently asked questions concerning the Java Plug-in when used with CiscoView. For a more detailed list of Java Plug-in FAQs, please visit [www.javasoft.com](http://www.javasoft.com).

- Q.** Why does CiscoView run slowly with the Java Plug-in installed?
- A.** Make sure the Java Plug-in console is disabled:
1. To bring up the Java Plug-in control panel, click on the Java Plug-in icon in the Windows Control Panel.
  2. Deselect the "Show Java Console" checkbox.

- Q.** How do I find out what version of the Java Plug-in I am currently using?
- A.** Do the following:
  1. Bring up the Java Plug-in control panel as described in the previous question.
  2. Click the **About** tab.

## Testing Basic Connectivity and Setup

The following information describes how to test the basic connectivity and setup for CiscoView. Perform these tasks first when you have a CiscoView-related problem. Then proceed to the troubleshooting tips described in Table 7-1 for more solutions to common problems when using CiscoView.

1. Test the IP connectivity:
  - a. Ping the router's IP address. If the ping is unsuccessful, make sure that IP routing is properly enabled and is functioning normally.
  - b. Ping the device by its name as well as by its IP address.
  - c. If you can ping the device by its IP address but not its resolved name, there is a name resolution problem. Consult your system administrator for assistance in resolving this problem.
2. Open a Telnet session to the router:
  - a. Enter the **show running-config** privileged EXEC command to view the router configuration. Verify that there is an **snmp-server community string rw** command entry in the configuration.
  - b. Do one of the following:
    - If the command is not present, configure the router with the **snmp-server community** command.
    - If the command is present, make sure that the **rw** (read-write) keyword is specified, not the **ro** (read only) keyword.

Table 7-1 provides possible solutions for symptoms sometimes experienced by users of CiscoView.

**Table 7-1 Troubleshooting CiscoView**

Symptom	Probable Causes	Possible Solutions
Received CiscoView Timeout error messages.	<ul style="list-style-type: none"> <li>There is a problem with the basic connectivity or setup.</li> <li>The polling interval is too low.</li> <li>There may be a problem with community string, name resolution, or timeout.</li> </ul>	<ol style="list-style-type: none"> <li>Perform the steps in the “Testing Basic Connectivity and Setup” section on page 7-6. Verify that the device is running, and you are able to connect to the device. Use the command <b>ping &lt;device name&gt;</b> and verify that the device is active.</li> <li>Verify that SNMP is active. On Cisco routers, SNMP may be inactive and will have to be activated using device CLI.</li> <li>Increase the timeout if the device is remote, and reduce the timeout if the problem is on the network.</li> </ol>
Unable to modify or configure devices.	<p>The write community string may be invalid.</p> <p>The Modify button is disabled.</p>	<p>Check community string. From the CiscoWorks desktop, click <b>Admin &gt; Essentials &gt; Inventory &gt; Check Device Attributes</b>.</p>
A card is missing for a particular device.	<p>The latest device package may not be installed.</p>	<p>Upgrade the device package at the following URL:  <a href="http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml">http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml</a>.</p> <p>Contact TAC if this does not solve the problem.</p>

**Table 7-1 Troubleshooting CiscoView (continued)**

Symptom	Probable Causes	Possible Solutions
Web server is down and unable to connect.	The package installer may be shutting down the server to install a device package. This could last for 2 minutes.	<ol style="list-style-type: none"> <li>1. Try to reconnect in a few minutes. If it still fails, go to the server machine and run <b>pdshow WebServer</b> from the CSCOp/bin program to verify that the web server is running.</li> <li>2. If it still fails, run <b>pdexec JRunProxyServer</b> to try to start the web server.</li> <li>3. If you are still unable to restart the web server, contact TAC.</li> </ol>
No device package exists for a particular device after using the Package Support Updater to download it.	During installation, the web server stopped.	<p>Reinstall the device package and start the web server.</p> <p>Select <b>Abort</b> from the CiscoView main menu to manually stop the installation process and restart the server.</p>
There were errors while compiling MIBs during integrations.	MIB compilation failed.	Ignore the errors. This will not affect the completion of the integration.

# Troubleshooting StackMaker Error Messages

To resolve StackMaker error messages, perform the appropriate recommended action. Table 7-2 lists the error message descriptions and possible solutions.

**Table 7-2** *StackMaker Error Messages and Possible Solutions*

Error Message	Explanation	Possible Solution
Could not reach device <devicename>; SNMP request timed out.	The device is not reachable through SNMP with the configured read community string. This error occurs when you try to launch StackMaker by clicking the Stack icon from a device display in CiscoView.	Ensure that the device is in operation and reachable by SNMP. Then launch StackMaker again.
This device is not stackable and doesn't support StackMaker.	StackMaker finds the device through SNMP, but the device is not stackable because it does not contain the StackMaker MIB. This error occurs when you attempt to stack a device that does not have the latest firmware containing the StackMaker MIB.	Upgrade your firmware to a compatible version. To do this, go to Cisco.com and download the firmware. For more information about downloading from Cisco.com, refer to the online help.

# Reporting Problems to Cisco Systems

If you receive an error message, follow the recommended action. Review any release-specific information that might apply to a problem by clicking on the Readme File icon in your CiscoWorks program group. If you cannot resolve the problem, see the “Cisco Support Information” card that came with your product package, or see the “Cisco Support Information” help topic for information on how to contact Cisco support personnel.

To ensure that you receive adequate support from Cisco Support personnel, perform the tasks in Table 7-3.

**Table 7-3** *Contacting Cisco Support*

Task	Action
Contact Cisco support personnel.	<ol style="list-style-type: none"> <li data-bbox="677 669 1231 727">1. From the CiscoView Options bar, click <b>TAC Mailer</b> to display the TAC mailer dialog box.</li> <li data-bbox="677 743 1201 802">2. Provide your CiscoView serial number and software version.</li> <li data-bbox="677 818 1231 876">3. Describe the problem behavior or provide the error message text.</li> <li data-bbox="677 893 1231 987">4. Specify the CiscoView application and version in which you are working when the problem occurs.</li> <li data-bbox="677 1003 1231 1097">5. Provide the Cisco device model(s) and Cisco IOS version(s) on those devices when the problem occurs.</li> </ol>

**Table 7-3** *Contacting Cisco Support (continued)*

<b>Task</b>	<b>Action</b>
Reproduce the problem.	Explain the steps that allow you to reproduce the problem.
Verify the platform in which you are running CiscoView.	Provide platform information for the following: <ul style="list-style-type: none"><li>• CastleRock SNMP software package (include version number).</li><li>• Windows version.</li><li>• WINSOCK 1.1-compliant TCP/IP stack product (include version number).</li><li>• Hardware setup (CPU, available RAM, available hard disk space, available virtual memory, and serial port or network interface card specifications).</li></ul>





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