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NetBEUI Protocol on Windows 2000 Frequently Asked Questions

Document ID: 64823

Questions

Introduction

Do I need to install NetBEUI on a Cisco ICM Logger?

Why must I install the NetBEUI protocol on a Cisco ICM Logger, and how is NetBEUI used?

How do I install NetBEUI?

NetPro Discussion Forums – Featured Conversations

Related Information

Introduction

This document explains what is the NetBIOS Extended User Interface (NetBEUI), and describes why you need NetBEUI on a Cisco Intelligent Contact Management (ICM) Logger. This document also provides a step-by-step procedure to configure Remote Access Setup (RAS) to use NetBEUI.

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Q. Do I need to install NetBEUI on a Cisco ICM Logger?

A. Yes. If you do not install NetBEUI, the ICM Logger does not pass events to support remote monitoring.

Q. Why must I install the NetBEUI protocol on a Cisco ICM Logger, and how is NetBEUI used?

A. Microsoft Windows NT Remote Access Service (RAS) requires NetBEUI for the successful operation of the Cisco ICM Phone Home and Alarm Tracker functions. NetBEUI is necessary for dial out only.

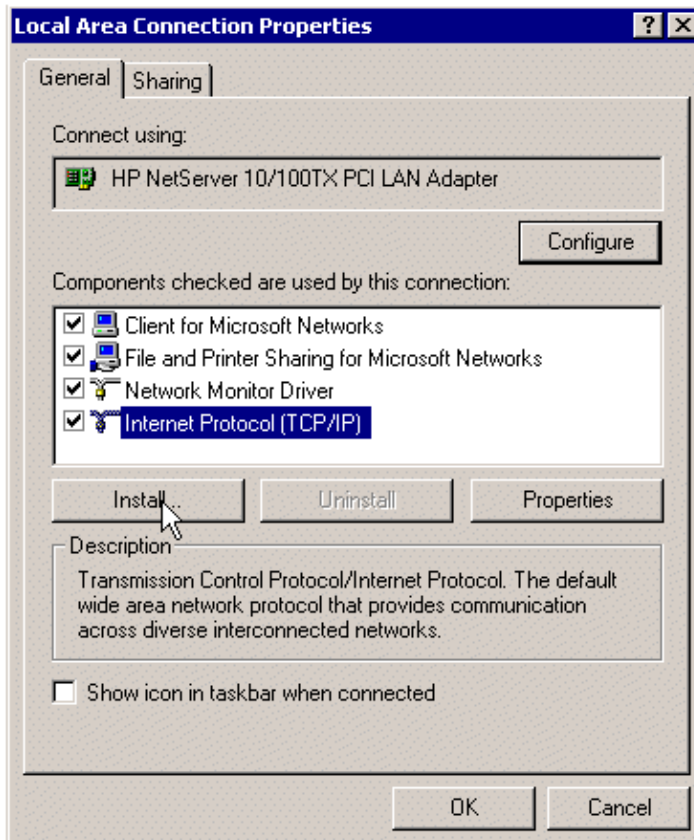
NetBEUI over Point-to-Point Protocol (PPP) allows remote PCs with remote access client software to dial into network access servers (NAS) that connect into NetBEUI networks. These connections use a PPP Network Control Protocol (NCP) called NetBIOS Frames Control Protocol (NBFCP). For details, refer to RFC 2097 .

If you do not install NetBEUI, the ICM Logger does not pass events to support remote monitoring.

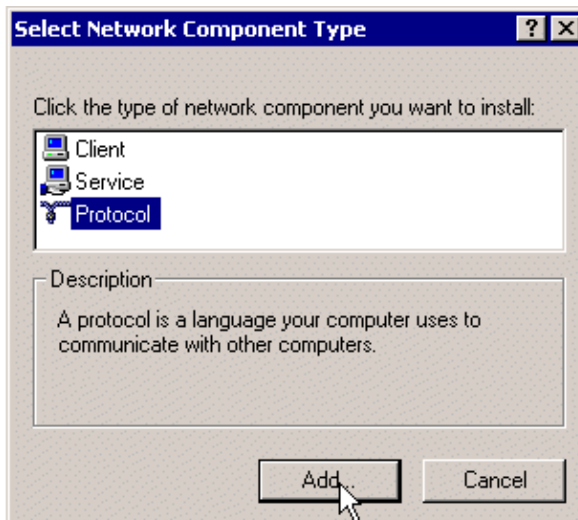
Q. How do I install NetBEUI?

A. Complete these steps in order to configure RAS on a Cisco ICM Logger:

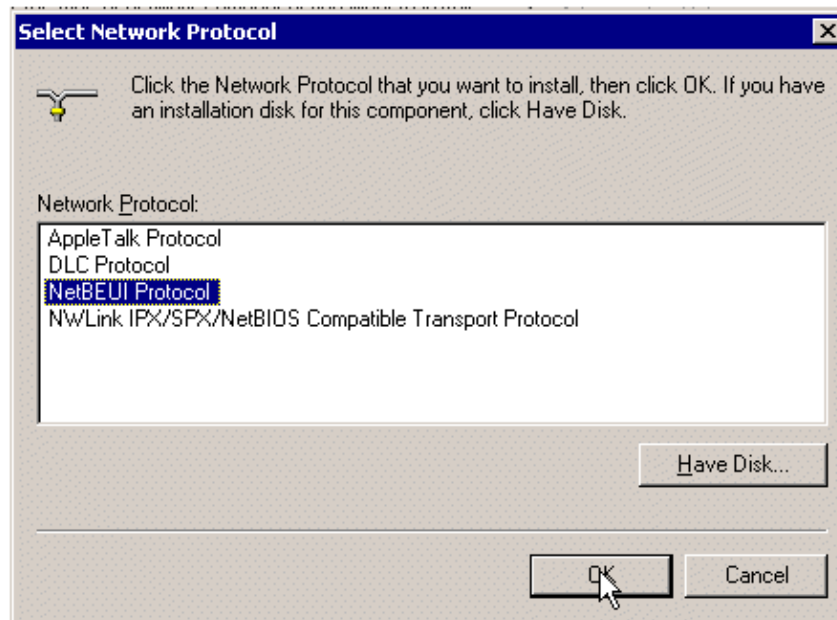
1. From the Desktop, select **Start > Settings > Control Panel > Network and Dial-up Connections**. The Network and Dial-up Connections window appears.
2. Right-click **Local Area Connection**, and select **Properties** from the shortcut menu. The Local Area Connection Properties dialog box appears:



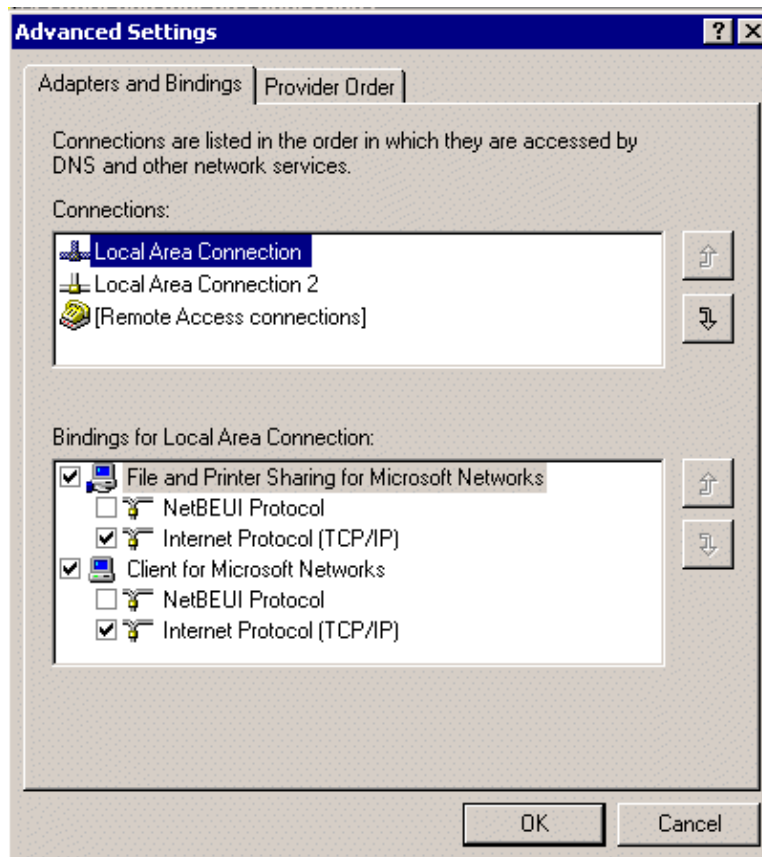
3. Click **Install**. The Select Network Component Type dialog box appears:



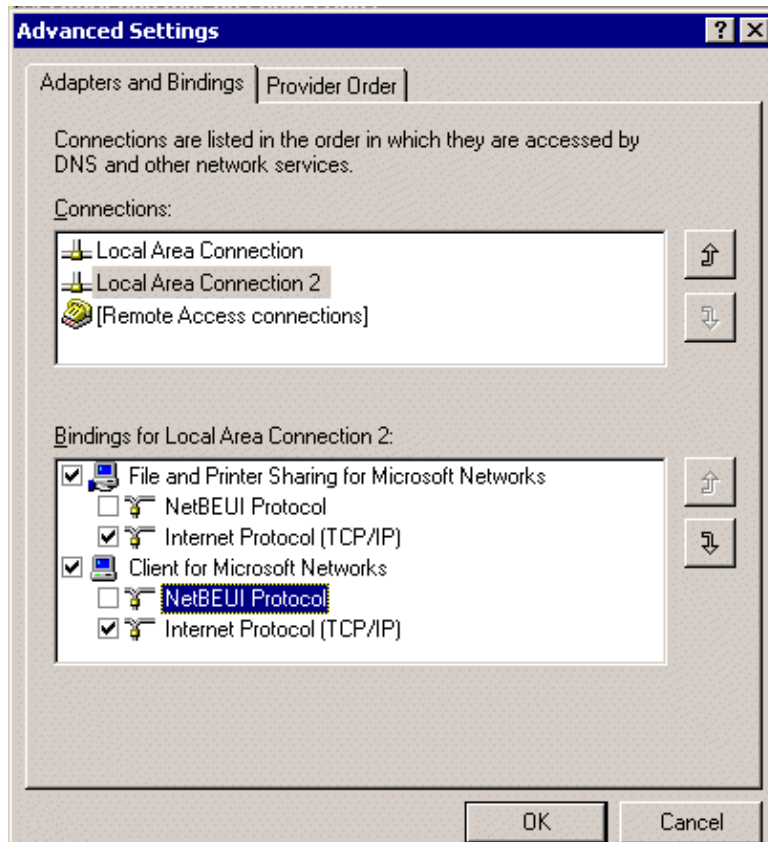
4. Select **Protocol**.
5. Click **Add**. The Select Network Protocol dialog box appears:



6. Select **NetBEUI**.
7. Click **OK**.
8. Click **OK** again. The Network and Dial-up Connections window appears.
9. Select **Advanced > Advanced Settings** from the menu bar of the Network and Dial-up Connections window. The Advanced Settings dialog box appears:



10. Select the first Local Area Connection in the Connections list. Ensure that the **NetBEUI Protocol** check box is *not* checked.
11. Repeat Step 10 for each Local Area Connection in the list.



12. Click **OK**. NetBEUI is now installed and ready to be used by RAS for Phone Home.

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NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- **Cisco ICM Phone Home Setup**
- **Technical Support & Documentation – Cisco Systems**

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