



QUICK START



Quick Start Guide for Cisco netManager 1.0

- 1** SUPPLEMENTAL LICENSE AGREEMENT
- 2** Cisco netManager 1.0 Overview
- 3** Server and Client System Requirements
- 4** Installing Cisco netManager
- 5** Where to Go Next
- 6** Related Documentation
- 7** Obtaining Documentation, Obtaining Support, and Security Guidelines

1 SUPPLEMENTAL LICENSE AGREEMENT

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2 Cisco netManager 1.0 Overview

Cisco netManager 1.0 is a data and IP communications network monitoring solution that provides standards-based monitoring of network devices, services, or applications on TCP/IP and Windows. You can use Cisco netManager 1.0 to visualize, monitor, diagnose, and report the data status of your IP communications deployment.

Cisco netManager 1.0 lets you initiate monitoring of devices in your network and execute actions based on device state changes, so you can identify network failures before they become catastrophic.

Licensing

Cisco netManager features software-based product registration and license key technologies. Licensing ensures that you possess a licensed copy of Cisco netManager 1.0.



Note Licensing uses node-locking technology. The license file can only be used with the MAC address that you supply.


Understanding Licensing Terms

Table 1 describes the Product Authorization Key (PAK), the license file, and the usage of these terms.

Table 1 *Understanding the PAK and the License File*

Licensing Terms	Description
PAK	The PAK is printed on the software claim certificate. Use the PAK and the MAC address of the server where Cisco netManager is installed to get your license file from Cisco.com. You may obtain and install your license file at any time while you are working on Cisco netManager, not only at the time you install the product. The Cisco netManager license file includes support for up to 100 data devices, 100 wireless access points and 500 phones (when upgrading to include voice features). You can purchase incremental licenses for additional device support. For each incremental license that you purchase, you will receive a PAK, and you must use that PAK to obtain a license file. Cisco netManager can support up to a maximum of 100 data devices, 100 wireless access points, and 1,000 phones, depending on the number and type of licenses purchased.

Table 1 Understanding the PAK and the License File (continued)

Licensing Terms	Description
license file	<p>To register your PAK and get your license file, go to the product licensing area of Cisco.com:</p> <p>http://www.cisco.com/go/license</p> <p>Logging in allows your Cisco user profile information to autopopulate many of the product registration fields. Login is case sensitive.</p> <p>You can upgrade and purchase any of the following license options:</p> <p>Cisco netManager - IP Infrastructure License Options</p> <ul style="list-style-type: none"> a. 50 devices, 50 wireless access points — permanent license b. 100 devices, 100 wireless access points — permanent license c. 50 devices, 50 wireless access points — 1 year license d. 100 devices, 100 wireless access points — 1 year license e. 50 devices, 50 wireless access points as an upgrade from license a to license b f. 250 IP phones as an upgrade from license a or b (to include voice features) g. 500 IP phones as an upgrade from license a or b (to include voice features) <p>Cisco netManager - Unified Communication License Options</p> <ul style="list-style-type: none"> a. 50 devices, 50 wireless access points, 250 IP phones — permanent license b. 100 devices, 100 wireless access points, 500 IP phones — permanent license c. 50 devices, 50 wireless access points, 250 IP phones — 1 year license d. 100 devices, 100 wireless access points, 500 IP phones — 1 year license e. 50 devices, 50 wireless access points, 250 IP phones as an upgrade from license a to license b <p> Note Cisco netManager can support up to a maximum of 100 data devices, 100 wireless access points, and 1,000 phones, depending on the number and type of licenses purchased</p>

Additional Licensing Information

- The Cisco netManager - IP Infrastructure evaluation license that comes with the software allows for 50 devices, 50 wireless access points and expires in 90 days.
- The Cisco netManager - Unified Communication evaluation license that comes with the software allows for 50 devices, 50 wireless access points, 250 IP phones and expires in 90 days
- If you have installed multiple 1 year licenses, the license with the farthest expiration date will supercede all other 1 year licenses.
- If you have installed multiple permanent licenses, the device count supported will be the sum of all licenses. However, note that Cisco netManager can support up to a maximum of 100 devices, 100 wireless access points, and 1,000 IP phones.
- If you have installed multiple licenses (evaluation, 1 year, and permanent):
 - A permanent license supercedes an evaluation and a 1 year license.
 - A 1 year license supercedes an evaluation license.

Licensing Your Product During Installation

Step 1 Register Cisco netManager with Cisco.com using the MAC address of the server where you will install Cisco netManager 1.0 and the PAK.

The PAK is printed on the software claim certificate. Get your license file from <http://www.cisco.com/go/license>



Note You will be asked to log in. You must be a registered user of Cisco.com to log in.

- Step 2** Install Cisco netManager 1.0; during installation, when prompted for licensing information:
- a. Click **Next** when asked to choose a License File. The File Browser window appears.
 - b. Navigate to the license file location and select the file.
 - c. Click **Open**. The license file will be checked for validity and the summary of Resource Count and Expiry Dates will be shown.
 - d. Click **Yes** and proceed with installation.

You can add any license files for incremental device support after you install Cisco netManager. (See [Adding Licenses to an Installed Cisco netManager, page 6.](#))

Adding Licenses to an Installed Cisco netManager

After you install Cisco netManager, add any incremental licenses that you have purchased to support additional devices. When you purchase an incremental license, you receive a PAK. You must use the PAK to obtain a license file and install the license.

If you installed Cisco netManager with an evaluation license, you can upgrade to a purchased license. When you purchase Cisco netManager, you receive a PAK. Use the PAK to obtain a license file and install it.

To add device support to Cisco netManager and to upgrade from an evaluation license to a purchased license, do the following:

Step 1 Obtain the license file using the MAC address of the server where Cisco netManager 1.0 is installed, and the PAK that you received when you purchased the license. Get your license file from <http://www.cisco.com/go/license>.



Note

You will be asked to log in. You must be a registered user of Cisco.com to do so.

Step 2 Copy the new license file to the Cisco netManager server, into <installation folder>/etc/license.

Step 3 Select **Start > Programs > Cisco netManager > Upgrade License**. A window displays the licenses currently installed on the system.

Step 4 Click **OK**. A confirmation window displays the upgrade licenses you are about to install.

Step 5 Click **Yes** to upgrade licenses.

Step 6 When the installation is finished, a window appears stating that the license upgrade completed successfully. Click **OK**.

Step 7 Restart services:

a. Select **Start > Run Programs > Cisco netManager > Daemons > Stop** to stop services.

b. Select **Start > Run Programs > Cisco netManager > Daemons > Start** to restart services.

Cisco netManager Package Contents

Table 2 lists the contents of the Cisco netManager 1.0 package. The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

Table 2 Cisco netManager 1.0 Package Contents

Product	Consisting of
Cisco netManager 1.0	<ul style="list-style-type: none">• Cisco netManager 1.0 product installation CD• PDF versions of¹:<ul style="list-style-type: none">– <i>Quick Start Guide for Cisco netManager 1.0</i>– <i>Release Notes for Cisco netManager 1.0</i>– <i>User Guide for Cisco netManager 1.0</i>

1. PDF versions of support documentation are located on the product CD in the Documentation folder.

3 Server and Client System Requirements

Cisco netManager 1.0 is intended for installation on Windows 2003 and Windows XP systems. Table 3 describes the server system requirements. Table 4 describes the client system requirements.

Installation Notes

- Cisco netManager requires a dedicated system; do not install it on a system with:
 - McAfee virus detection software.
 - Third-party management software (such as HP OpenView or NetView).
 - Cisco Secure Access Control Server (ACS).
 - Any other Cisco applications.
- The system where Cisco netManager is to be installed must be configured for DNS.
- Do not use Remote Desktop (a feature in Windows 2000 (and later) Server) to install Cisco netManager. MSDE has known compatibility issues with Remote Desktop. Do not use any remote control software that uses sessions to install Cisco netManager.
- If you want to use a third-party SNMP management tool to make SNMP queries against the server where Cisco netManager is installed, Windows SNMP service must be installed. See [Configuring Your System for SNMP Queries, page 13](#).
- Do not install Cisco netManager on:


- A Primary Domain Controller (PDC) or Backup Domain Controller (BDC).
- A FAT file system.
- A Windows Advanced Server with Terminal Services enabled in application server mode.
- A system with Internet Information Services (IIS) enabled.
- A system that does not have name lookup.
- Do not select an encrypted directory. Cisco netManager does not support directory encryption.
- Do not install on any of your voice application servers or on a Cisco Unified CallManager server.
- Verify that the system date and time are set properly.
- To speed up installation, disable all virus-scan software while installing.
- Your system's IP address and hostname should be set before installation.

Table 3 Minimum Server Hardware and Software Requirements Summary

Requirement Type	Minimum Requirements
System Hardware	<ul style="list-style-type: none"> • Any PC or server platform with an Intel or AMD processor equal to or greater than 2.0 GHz. • Color monitor. • CD-ROM drive.
Memory (RAM)	1 GB.
Swap File Space	<ul style="list-style-type: none"> • 1.5 GB.
Available Drive Space ¹	<ul style="list-style-type: none"> • 30 GB hard disk space. • NTFS file system (required for secure operation). • At least 16 MB in Windows temporary directory (%TEMP%).
System Software ^{2, 3}	<p>The server can run any of the following:</p> <ul style="list-style-type: none"> • ODBC Driver Manager⁴ 3.5.10 or later. • Windows Server 2003 with Service Pack 1 or Service Pack 2 Standard or Enterprise Editions. • Windows XP with Service Pack 1 or Service Pack 2.

1. Do not install Cisco netManager on a FAT file system.
2. You must install Cisco netManager on a dedicated system. Do not install Cisco netManager on a PDC or BDC. Do not install Cisco netManager in an encrypted directory. Cisco netManager does not support directory encryption.
3. The default locale for your Windows operating system must be set to either US-English or Japanese.
4. To verify the version of ODBC Driver Manager, from the Windows desktop, select **Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**. Select the **About** tab. If necessary, install Microsoft Data Access Component (MDAC) 2.5 or later.

Table 4 **Minimum Client Hardware and Software Requirements Summary**

Requirement Type	Minimum Requirements
System Hardware	<ul style="list-style-type: none"> • Any PC or server platform with an Intel or AMD processor greater than 1.0 GHz. • Color monitor with video card set to 24 bits color depth. • Screen resolution of 1024 x 768 dpi.  <p>Note Not every LCD projector or monitor provides a clear display at the minimum resolution. On LCD projectors and monitors, dot pitch impacts the readability of the screen.</p>
System Software	<p>Clients can run any of the following:</p> <ul style="list-style-type: none"> • Windows XP with Service Pack 1 or Service Pack 2. • Windows Server 2003 Standard or Enterprise Edition without Windows Terminal Services. • Internet Explorer 6.0.
Memory (RAM)	1 GB.
Swap File Space	1 GB.
Environment	<p>Clients must be able to access Cisco netManager:</p> <ul style="list-style-type: none"> • From outside a firewall—Refer to documentation for your firewall for information on configuring client access. • Across a Virtual Private Network (VPN)—The VPN tunnel should connect the client and a VPN router or similar device.

4 Installing Cisco netManager

This section contains the following:

- [Before You Install Cisco netManager](#), page 10
- [Performing the Installation](#), page 10
- [Configuring Your System for SNMP Queries](#), page 13
- [Database Backup and Restore](#), page 13

Before You Install Cisco netManager

Review [Installation Notes](#), page 7 before you begin installation.

You might need to supply the following information while you are installing Cisco netManager:

- User Admin password
- System Identity Account password
- License information—Location of the license file. If you have already obtained a license file, provide the path. If not, be sure to obtain one. You can do so before or after you install Cisco netManager; see [Licensing](#), page 3.



Note

The Cisco netManager 1.0 CD-ROM comes with an evaluation license file.

Performing the Installation

Step 1 Make sure your system meets these prerequisites:

- Required (or desired) operating system upgrades have been performed.
- Required service packs are installed.

For system requirements and installation notes, see [Server and Client System Requirements](#), page 7.

Step 2 Close all open or active programs. Do not run other programs during the installation process.

Step 3 As the local administrator, log in to the machine on which you will install the Cisco netManager software and insert the Cisco netManager 1.0 CD-ROM into the CD-ROM drive. The Cisco netManager 1.0 Setup Program window opens.

Step 4 Click **Next**. The Software License Agreement window appears.

Step 5 Select the option to accept the licensing terms and click **Next**. The Customer Information window appears.

Step 6 Enter username and company name in the given fields.

Step 7 Click **Next**. The Installation Directory window appears.

Step 8 Do one of the following:

- Click **Next** to accept the default installation directory.
- Browse to the folder where you would like to install Cisco netManager and click **Next**.

Step 9 Navigate to the license file and select it.



Note

Cisco netManager automatically opens the Cisco netManager/etc/license folder.

Step 10 Click **Next**. A confirmation window appears, describing the type of license you selected.

Step 11 Do one of the following:

- Click **Yes** to continue installation with this license.
- Click **No** if you selected the wrong license. Repeat steps 11 and 12 to select the correct license file.

Step 12 Enter the port number. The default is 80.

Step 13 Click **Next**. A window appears, asking if you want to restore from backup.

Step 14 Do one of the following:

- Click **No** if this is a first-time installation or you do not want to restore data from backup.
- Click **Yes** if you have an existing Cisco netManager database that you want to restore. If you click **Yes**, a window prompts you to navigate to the folder where the database file is located. Click **Next** to begin installation.

Step 15 Select **Install** to install the complete Cisco netManager 1.0 package.

The installation program checks dependencies and system requirements. The System Requirements window displays the results of the requirements check and advises whether the installation can continue. One of the following might occur:

- If there is not enough disk space for the installation, or memory requirements are not met, the installation program displays an error message and stops. (See [Server and Client System Requirements, page 7.](#))
- If the minimum requirements are not met, the installation program displays an error message.

Step 16 Click **Next**.

Step 17 Click **Finish** when setup is complete.

Step 18 After the installation completes, start Cisco netManager to verify that it was installed correctly. From the Windows desktop select **Start > Programs > Cisco netManager**.



Note If Enhanced Security is enabled on the Windows 2003 system, you must add the Cisco netManager home page to Internet Explorer's Trusted Sites Zone. You will not be able to access the Cisco netManager 1.0 home page until it is added to the trusted sites.

If any errors occurred during installation, check the installation log in the root directory on the drive. The Cisco Technical Assistance Center (TAC) might ask you to send them the installation log.

Uninstalling Cisco netManager

To remove Cisco netManager or repair the application by reinstalling all feature components:

Step 1 From the Windows desktop, select **Start > Programs > Cisco netManager > Uninstall**. The Setup window appears.

Step 2 Do one of the following, and then click **Next**:

- Select the first option to repair Cisco netManager by reinstalling all feature components.
 - Click **Next** and navigate to the folder where the database file is located.
 - Click **Next**. Cisco netManager begins to reinstall all feature components.
 - Click **Finish** when setup is complete.
- Select the second option to remove Cisco netManager.

Step 3 Click **Yes** to confirm uninstallation. A window appears, asking if you want to save a backup of your database.

Step 4 Do one of the following, and then click **Next**.

- Click **Yes** to create a backup and navigate to where you want to save the backup.
- Click **No** if you do not want to back up the database.

Step 5 Select whether you want to restart the server now or later and select **Finish**.

Configuring Your System for SNMP Queries

Cisco netManager implements the system application MIB. If you want to use a third-party SNMP management tool to make SNMP queries against the server where Cisco netManager is installed, Windows SNMP service must be installed.



Note To improve security, the SNMP set operation is not allowed on any object ID (OID) in the system application MIB. After installing Cisco netManager, you should modify the credentials for Windows SNMP service to not use a default or well-known community string.

It is recommended that you install Windows SNMP service before you install Cisco netManager. Use this procedure to determine whether Windows SNMP service is installed.

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- Step 1** Verify that Windows SNMP service is installed on the server where you will install Cisco netManager. To do so:
- a. Open the Windows administrative tool Services window.
 - b. Verify the following:
 - SNMP Service is displayed on the Windows administrative tool Services window; if so, Windows SNMP service is installed.
 - SNMP service status is Started; if so, SNMP service is running.
- Step 2** If Windows SNMP service is not installed, install it.



Note Windows online help provides instructions for adding and removing Windows components, such as Windows SNMP service. To locate the instructions, try selecting the Index tab in Windows online help and entering a keyword or phrase, such as *install SNMP service*.

Database Backup and Restore

Database backup and restore is available through the console (Tools > Database Utilities).

5 Where to Go Next

After you have installed the product and performed the necessary post-installation tasks, you are ready to monitor your IP telephony environment. For more information, see *User Guide for Cisco_netManager 1.0*.

You can access this document:

- In PDF format, in the Documentation directory on the respective product CD-ROM.
- From the online help integrated into the product.
- In HTML and PDF on Cisco.com:
 - a. Log into Cisco.com at <http://www.cisco.com>.
 - b. Select the link for the appropriate product.
 - c. Select the link for the user guide for the product.

6 Related Documentation



Note

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the documentation on Cisco.com for any updates.

For information about installing, troubleshooting, and using the applications and tools in Cisco netManager 1.0, see the sources of information described in [Table 5](#).

**Note**

To view documents in Adobe Portable Document Format (PDF), Adobe Acrobat 4.0 or later is required.

Table 5 **Related Documentation**

To learn more about...	See this document	On the product CD?¹	On Cisco.com?	In the online help?
Supported devices	<i>Supported Devices Table for Cisco netManager - Unified Communications 1.0</i> http://www.cisco.com/en/US/products/ps7243/products_device_support_tables_list.html	No	Yes	No
Known product bugs	<i>Release Notes for Cisco netManager 1.0</i> http://www.cisco.com/en/US/products/ps7243/prod_release_notes_list.html	Yes	Yes	No
Performing a typical installation	<i>Quick Start Guide for Cisco netManager 1.0</i> http://www.cisco.com/en/US/products/ps7243/prod_installation_guides_list.html	Yes	Yes	No
Features and Tasks	<i>User Guide for Cisco_netManager</i> http://www.cisco.com/en/US/products/ps7243/products_user_guide_list.html	Yes	Yes	Yes

1. Provided as PDF in Documentation folder.

7 Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

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



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