



Installation and Setup Guide for Campus Manager on Windows

Software Release 3.3
CiscoWorks

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Preface

This manual describes Campus Manager 3.3 and provides instructions for installing and configuring it.

Audience

This document is for anyone who installs, configures, verifies, and uses Campus Manager (Campus) software. Network administrators or operators should have the following skills:

- Basic Solaris system administrator skills
- Basic network management skills
- Basic Internet browser skill

Conventions

This document uses the following conventions:

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

Item	Convention
Information you enter	boldface screen font
Variables you enter	<i>italic screen</i> font
Menu items and button names	boldface font
Selecting a menu item in paragraphs	Option>Network Preferences
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**

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the Campus Manager 3.3 documentation on Cisco.com for any updates.

The following product documentation is available:

- Release Notes for Campus Manager 3.3 on Windows
- User Guide for Campus Manager
- Context-sensitive online help

Release Notes for Campus Manager 3.3 on Windows

This document describes the known problems for the Campus Manager 3.3 software on Windows. This document is available in the following formats:

- On Cisco.com at
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_3x/cmgr_3_3/rel_note/index.htm
- Printed document available bundled with the product.

User Guide for Campus Manager

This document describes the use and operation of Campus Manager, including application descriptions, scenarios, and troubleshooting. This document is available in the following formats:

- PDF on the Campus Manager 3.3 CD-ROM and from the Campus Manager 3.3 online help.
- On Cisco.com at
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_3x/cmgr_3_3/u_guide/index.htm
- Printed document available by order.

Context-Sensitive Online Help

You can access the help in two ways:

- Select an option from the navigation tree, then click **Help**.
- Click the **Help** button in the dialog box.

Supported Devices Table for Campus Manager 3.3

This document contains information on the devices supported for the Campus Manager 3.3 release and device support added with the Incremental Device Update (IDU). This document is available on Cisco.com at:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/sup_dev/cm_3_3.htm

Related Documentation



Note

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

The following additional documentation is available:

User Guide for CiscoWorks Common Services

This document describes the use and operation of CiscoWorks Common Services, including application descriptions, scenarios, and troubleshooting. This document is available in the following formats:

- PDF on the CiscoWorks Common Services 2.2 CD-ROM and from the CiscoWorks Common Services 2.2 online help.

- On Cisco.com

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_3x/cmgr_3_3/u_guide/index.htm

Printed document available by order.

Installation and Setup Guide for CiscoWorks Common Services on Windows

This document describes instructions for installing and configuring the CiscoWorks Common Services Application on Windows. This document is available in the following formats:

- PDF on the CiscoWorks Common Services 2.2 CD-ROM
- On Cisco.com at
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser22/ig_wincv/index.htm
- Printed document available by order.

Release Notes for CiscoWorks Common Services 2.2 on Windows

This document describes the known problems for the CiscoWorks Common Services software on Windows. This document is available in the following formats:

- On Cisco.com at
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser22/rel_note/index.htm
- Printed document available bundled with the product.

Additional Information Online

Incremental Device Update (IDU) contains updated files necessary for the latest device support and fixes to known problems that are not available in Campus Manager 3.3. If you are a registered user, you can download IDU for Campus Manager from:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>

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 web sites can be accessed from this URL:

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 monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) 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

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>

- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:

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

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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

You can email your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card 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

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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

- 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 monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:

http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html

- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:

http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of 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

- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html



Prerequisites

This chapter describes the factors that you should consider before installing Campus Manager (Campus) on a Windows system.

This chapter contains:

- [Product Overview](#)
- [Campus Upgrade Paths](#)
- [Server Requirements](#)
- [Client Requirements](#)
- [Supported Devices](#)

Product Overview

Campus, a member of the CiscoWorks Family of Products, is a suite of web-based network management tools that enables administrators to obtain various types of graphical views of their network topology and end-user information. Campus Manager is based on a client/server architecture that connects multiple web-based clients to a server on the network.

The CiscoWorks Server supplies tools and services to the Campus Manager applications, including the Asynchronous Networks Interface (ANI) Server. The ANI Server discovers information about network devices and saves it in the ANI database for Campus applications, to access. For more information, see *User Guide for Campus Manager*, *User Guide for CiscoWorks Server*, online help for the CiscoWorks Server and online help for the ANI Server.

The Campus Manager applications are:

- Path Analysis—View the actual path that packets take between end nodes/devices on your network.
- User Tracking—Locate and display data about users and hosts in your network.
- Topology Services—Discover, view, and monitor the physical and logical services on your network.
- VLAN Port Assignment—View port information, configure VLANs on a trunk, and move ports between VLANs on your network.
- Discrepancy Reports—Discover and view physical and logical discrepancies in your network.

Campus Upgrade Paths

You can upgrade to Campus Manager 3.3 both from Campus Manager 3.1 and Campus Manager 3.2. Campus requires CiscoWorks Common Services 2.2, which is the foundation for the CiscoWorks family of products.

When you install CiscoWorks Common Services 2.2, the previous version of Campus Manager is removed and only its database is preserved. When you install Campus Manager 3.3, certain data from the preserved database is converted to Campus Manager 3.3 format.

This data includes:

- SNMP community strings
- User Tracking manually entered fields
- Seed devices
- User Tracking Preferences
- Path Analysis Preferences
- Topology views including Layer 2 View, Unconnected Device View and LAN Edge View

You must upgrade to CiscoWorks Common Services 2.2 before installing or upgrading to Campus Manager 3.3



Caution

Uninstalling Campus deletes the ANI database.

Server Requirements

This section describes the system requirements and recommendations for CiscoWorks Common Services 2.2 and Campus Manager 3.3.

The minimum system requirements for CiscoWorks Common Services 2.2 and Campus Manager 3.3 are shown in [Table 1-1](#).

Table 1-1 Server System Requirements Summary

Requirement Type	Minimum Requirement ¹
System hardware	<ul style="list-style-type: none"> • IBM PC-compatible computer with 500 MHz Intel Pentium processor • CD-ROM drive
Memory (RAM)	512 MB

Table 1-1 Server System Requirements Summary (continued)

Requirement Type	Minimum Requirement ¹
Available drive space ²	<ul style="list-style-type: none"> • 4 GB • Virtual memory equal to double the amount of memory (RAM). For example, if your system has 512 MB of RAM, you need 1024 MB of virtual memory. • NTFS file system required for secure operation. • At least 16 MB in Windows temporary directory (%TEMP%).
System software	<ul style="list-style-type: none"> • ODBC Driver Manager 3.5.10 • Windows 2000 Professional or Server with Service Pack 3 or higher • Windows Advanced Server without enabling terminal Services. <p>Campus Manager supports only the US-English and Japanese versions of the Windows Operating System. It does not support any other language version. Set the default locale to US-English for US-English version and Japanese for Japanese version.</p>
Additional software (Optional)	<p>One of these browsers:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 6.0 (version 6.0.2600.0000), and Internet Explorer 6.0 with Service Pack 1 (version 6.0.2800.1106), Java Virtual Machine (JVM) 5.0.0.3802 and above, and Java plug-in version 1.3.1. To verify the JVM, select View > Java Console from Internet Explorer. • Netscape Navigator 4.78 and 4.79. <p>CiscoWorks Common Services 2.2 must be installed before installing Campus. If you installed a version of CiscoWorks Common Services earlier than 2.2, upgrade to 2.2 before installing Campus Manager 3.3. See <i>Installation and Setup Guide for CiscoWorks Common Services 2.2 on Windows</i>.</p>

1. If other applications are installed, or the number of devices on your network exceeds 500, the requirements might be greater.
2. Do not install CiscoWorks on a FAT file system.

Maximum Recommended Load

The maximum recommended load on servers configured with the minimum server requirements shown in [Table 1-1](#) is 500 Cisco devices and one client at a time.

If other network management applications are installed on your server, additional resources might be required.

Server Recommendations

If your network has more than 500 Cisco devices, the following minimum requirements are recommended:

- 500 MHz Multiprocessor
- 512 MB of memory (RAM)
- 1 GB of virtual memory
- 4 GB drive space

Client Requirements

The minimum client system requirements for CiscoWorks Common Services 2.2 and Campus Manager 3.3 are shown in [Table 1-2](#). The maximum recommended load on clients configured with the minimum requirements shown is 1000 Cisco devices.



Note

Before you can access Campus from a client system, you must configure the system properly. For information about configuring clients, see *Installation and Setup Guide for CiscoWorks Common Services on Windows*.

Table 1-2 Client System Requirements Summary

Requirement Type	Minimum Requirement
System Software and Hardware	<ul style="list-style-type: none"> • Client system: <ul style="list-style-type: none"> – IBM PC-compatible computer with 300 MHz Intel Pentium processor running Windows 2000 with SP3 (Professional and Server), WindowsXP with SP1. – Solaris SPARC station or Sun Ultra 10 running Solaris 2.7 or 2.8. • Color monitor with video card set to 256 colors.
Memory (RAM)	256 MB
Browser	<p>On Windows 2000 and Windows XP clients:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 6.0 (version 6.0.2600.0000) or Internet Explorer 6.0 with Service Pack 1 (version 6.0.2800.1106) • Java Virtual Machine (JVM) 5.0.0.3802 and above, and Java plug-in version 1.3.1. To verify the JVM, select View > Java Console from Internet Explorer and Tools > Server > Java Console from Netscape Navigator. • Netscape Navigator 4.78, 4.79 <p>On Solaris clients:</p> <ul style="list-style-type: none"> • Netscape Navigator 4.76 for Solaris 2.7 and Solaris 2.8 <p>Note For Solaris, use Netscape Navigator downloaded only from the Sun site.</p>

Supported Devices

For information about supported devices, access the Supported Devices table at the following location:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/sup_dev/cm_3_3.htm



Installing Campus Manager

This chapter describes how to install, upgrade, uninstall, and reinstall Campus Manager (Campus). You must install CiscoWorks Common Services before you can install Campus Manager. See *Installation and Setup Guide for CiscoWorks Common Services on Windows*.

This chapter contains:

- [Installation Overview](#)
- [Performing a New Installation](#)
- [Performing an Upgrade Installation](#)
- [Importing Data After Installation](#)
- [Uninstalling Campus Manager](#)

Installation Overview

Table 2-1 is an overview of the Campus Manager installation tasks. It contains references to more detailed information about each task.

Table 2-1 *Installing Campus Overview*

Task	Steps	References
1. Prepare to install Campus.	Verify that server requirements are met.	“Server Requirements” section on page 1-3
2. Install Campus.	Run the installation program.	“Performing a New Installation” section on page 2-3 or “Performing an Upgrade Installation” section on page 2-6
3. Verify and troubleshoot installation.	a. Verify the correct files and directories are installed.	“Understanding Installation Error Messages” section on page A-3
	b. Analyze installation error messages.	“Understanding Installation Error Messages” section on page A-3
4. Set up Campus Manager	Prepare the system for Campus applications and set up the applications.	Chapter 3, “Preparing to Use Campus Manager”

Performing a New Installation

This section describes a new Campus Manager installation. If you are upgrading from Campus Manager 3.1 or Campus Manager 3.2, see the [“Performing an Upgrade Installation” section on page 2-6](#).

Installation Notes

You must install CiscoWorks Common Services 2.2 before installing Campus. See *Installation and Setup Guide for CiscoWorks Common Services on Windows*.

Campus Manager is installed in the directory where you installed CiscoWorks Common Services 2.2.

You might see warnings that the installation system is running out of disk space. You can choose to free space on the system and click **Yes** to continue, or click **No** to exit the installation.

The Campus Manager 3.3 installer will automatically update Campus 3.2 and 3.1 program files and migrate user-entered data related to Campus. The Campus 3.3 installer will also automatically re-apply some device updates previously released on Cisco's download site as Incremental Device Updates (IDU). IDU 1.0 and IDU 2.0 have been incorporated in Campus 3.3. If you have installed IDU 3.0 or higher for Campus 3.2, you will need to re-apply that IDU after the Campus 3.3 installation is complete.

Running the Installation Program—New Installation

To install Campus:

Step 1 Insert the Campus CD-ROM into a CD-ROM drive.

The Installer window opens. Continue to Step 3.

If the Installer window does not open, select **Start > Run**. The Run dialog box opens.

Step 2 In the Open field, enter:

`drive:\autorun.exe`

where *drive* is the CD-ROM drive letter.



Note Campus is installed in the same location as CiscoWorks Common Services. The default is C:\Program Files\CSCOpX.

The Installer window opens.

Step 3 Click **Install** to continue or **Cancel** to stop.

If you click **Install**, the Welcome window opens.

Step 4 Click **Next** to continue.

The Software License Agreement window opens. To Install Campus Manager you must accept this agreement.

Step 5 Click **Yes** to continue.

The ANI Password window opens.

Step 6 Enter your ANI Password. Otherwise a random password is generated.

Step 7 Click **Next** to continue.

The System Requirements Window opens. Verify whether you have the minimum system requirements to install Campus Manager.

Step 8 Click **Next** to continue.

The Summary dialog box opens, displaying the target directory and program folder. The target directory is the directory in which you installed CiscoWorks Common Services.

**Note**

Click the Show Details button in the Summary dialog box to view the ANI database password. Store the password in a secure location. You may need it for debugging.

Step 9 Click **Next** to continue.

After installation is complete the following message appears:

```
To ensure that you retain the latest device support and bug
fixes, please install the latest Incremental Device Update (IDU)
for Campus Manager 3.3. You can download the latest IDU from
http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus.
```

```
Please refer to the Installation and Setup Guide for details.
```

**Note**

For more information about IDU, see [“FAQs about IDU” section on page A-8](#).

Step 10 Click **OK** to continue.

The Setup Complete dialog box opens.

Step 11 Click **Finish**.

The CiscoWorks Server starts running.

If errors occurred during installation, check the installation log file in the root directory on the drive where the operating system is installed. The default is C:\Ciscoverks_setup002.log. Each installation creates a new installation log that is saved as a different file.

For example, the second time you install Campus, the installation log is saved as C:\Ciscoverks_setup003.log. The default installation log from the Common Services installation is C:\Ciscoverks_setup001.log. For other troubleshooting information, see [Appendix A, “Troubleshooting the Installation.”](#)

After the installation completes, do either of the following:

- If you have data from the earlier version of Campus Manager (3.1 or 3.2) to import into Campus Manager 3.3, refer to the [“Understanding the Data Conversion” section on page 2-11](#).
- If you do not have data to import, continue to [Chapter 3, “Preparing to Use Campus Manager.”](#)

For more information about the ANI database, see the [“Converting Campus Data” section on page 2-11](#).

Performing an Upgrade Installation

You can upgrade to Campus Manager 3.3 from both Campus Manager 3.2 and Campus Manager 3.1. For versions earlier than version 3.1, upgrade to Campus Manager 3.1 before upgrading to Campus Manager 3.3.

Campus requires CiscoWorks Common Services 2.2 which is the foundation for the CiscoWorks Family of Products. When you install CiscoWorks Common Services, the previous version of Campus is removed and its database is preserved.

When you install Campus Manager 3.3, certain data from the previous installation is preserved. This data includes:

- SNMP community strings
- User Tracking manually entered data fields
- Seed devices
- User preferences
- Path Analysis preferences

Topology views including Layer 2 View, Unconnected Device View and LAN Edge View.

You must upgrade to CiscoWorks Common Services 2.2 before installing or upgrading to Campus 3.3.

**Note**

Uninstalling Campus deletes the ANI database.

For more information about the ANI database, see the [“Understanding the Data Conversion” section on page 2-11](#).

Installation Notes

You must install CiscoWorks Common Services 2.2 before installing Campus. See *Installation and Setup Guide for CiscoWorks Common Services on Windows*.

Campus Manager is installed in the directory where you installed CiscoWorks Common Services 2.2.

You might see warnings that the target system is running out of disk space. You can choose to free space on the system and click **Yes** to continue, or click **No** to exit the installation.

The Campus Manager 3.3 installer will automatically update Campus 3.2 and 3.1 program files and migrate user-entered data related to Campus. The Campus 3.3 installer will also automatically re-apply some device updates previously released on Cisco's download site as Incremental Device Updates (IDU). IDU 1.0 and IDU 2.0 have been incorporated in Campus 3.3. If you have installed IDU 3.0 or higher for Campus 3.2, you will need to re-apply that IDU after the Campus 3.3 installation is complete.

Running the Installation Program—Upgrade or Reinstallation

Use this procedure if you allowed the CiscoWorks Common Services installation program to save the previous data and remove the previous software.

If you installed CiscoWorks Common Services on a clean system, follow the procedure for a new installation in the [“Performing a New Installation” section on page 2-3](#).

After installing Campus, you can manually import your existing database to the system on which CiscoWorks is installed if it was not automatically imported during installation. See the [“Importing Data After Installation” section on page 2-11](#).

To run the installation program for an upgrade:

Step 1 Insert the Campus CD-ROM into a CD-ROM drive.

The Installer window opens. Continue to Step 4.

Step 2 If the Installer window does not open, select **Start > Run**.

The Run dialog box opens.

Step 3 In the Open field, enter:

drive: \autorun.exe

where *drive* is the CD-ROM drive letter.



Note Campus is installed in the same location as CiscoWorks Common Services. The default is C:\Program Files\CSCOpX.

The Installer window opens. Continue to step 4.

Step 4 Click **Install** to continue or **Cancel** to stop.

If you click **Install**, the Welcome window opens.

Step 5 Click **Next** to continue.

The Software License Agreement window opens. To Install Campus Manager you must accept this agreement.

Step 6 Click **Yes** to continue.

The ANI Password window opens.

Step 7 Enter your ANI Password. Otherwise a random password is generated.

Step 8 Click **Next** to continue.

The System Requirements Window opens. Verify whether you have the minimum system requirements to install Campus Manager.

Step 9 Click **Next** to continue.

The Summary dialog box opens, displaying the target directory and program folder. The target directory is the directory in which you installed CiscoWorks Common Services.

**Note**

The Show Details button appears in the Summary dialog box only if you entered a new password. Click the Show Details button to view the ANI database password. Store the password in a secure location. You may need it for debugging.

Step 10 Click **Next** to continue.

The installation program converts your database but does not remove the original database. The original database is preserved and remains until you manually remove it.

If there is not enough disk space in the location to convert and import the archived database, an information message appears. If you have data you want to save and upgrade but not enough disk space, do one of the following:

- Free up enough disk space to be able to save and upgrade data, then continue with the installation process.
- Install Common Services, and Campus on a different machine, then remotely import the data. Refer to the [“Importing Data After Installation” section on page 2-11](#).

After installation is complete the following message appears:

```
To ensure that you retain the latest device support and bug
fixes, please install the latest Incremental Device Update (IDU)
for Campus Manager 3.3. You can download the latest IDU from
http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus.
```

```
Please refer to the Installation and Setup Guide for details.
```

**Note**

For more information about IDU, see [“FAQs about IDU” section on page A-8](#).

Step 11 Click **OK** to continue.

The Setup Complete dialog box opens.

Step 12 Click **Finish**.

The CiscoWorks Server starts running.

If errors occurred during installation, check the installation log file in the root directory on the drive where the operating system is installed. The default is C:\Ciscoverks_setup002.log. Each installation creates a new installation log that is saved as a different file.

For example, the second time you install Campus, the installation log is saved as C:\Ciscoverks_setup003.log. The default installation log from the Common Services installation is C:\Ciscoverks_setup001.log. For other troubleshooting information, see [Appendix A, “Troubleshooting the Installation.”](#)

After the installation completes, choose either of the following:

- If you installed Campus on a different system and have data to import, you can import the database remotely. See the [“Importing Data After Installation” section on page 2-11](#) section for more information.
- If your data is already converted or you do not want to import the old data, continue to [Chapter 3, “Preparing to Use Campus Manager.”](#)

After Campus is installed, Topology Services allows you to either convert the saved views into the new Campus Manager 3.3 format or directly use the default views generated by Campus Manager 3.3. See [“Upgrading Saved Views From Topology Services”](#) section for more information.

Upgrading Saved Views From Topology Services

Use the following procedure to upgrade saved topology views to the new Campus Manager 3.3 format.

If you do *not* want to upgrade to the new format but want to use the default views generated by previous versions of Campus Manager (3.1 and 3.2), skip the following procedure and select Layer 2 View, LAN Edge View, or Unconnected Devices View from the side panel in Topology Services.

-
- Step 1** Start Topology Services from the desktop.
 - Step 2** Select **File > Upgrade View Layouts.**
 - Step 3** Select the view you want to upgrade.
 - Step 4** Click **Upgrade** to upgrade the selected view.

Topology Services upgrades the selected view in the Campus Manager 3.3 format.

- Step 5 To display this view, select the corresponding view from the side panel in Topology Services.



Note The upgraded view might not be formatted exactly the same as the previous version of the view. This is because of the new features in Campus Manager 3.3.

Importing Data After Installation

This section describes how to manually import data from previous versions of Campus. You might need to import data manually if you performed a new installation of Campus but have data from previous versions of the software on a different system.

Understanding the Data Conversion

Data can be converted from both Campus Manager 3.1 and Campus Manager 3.2 formats to Campus Manager 3.3 format.

Converting Campus Data

Campus Manger accesses the ANI database for critical network information. During an upgrade from Campus Manager 3.1 or 3.2 the database is saved. Data from the saved database can be converted to Campus Manager 3.3 format for immediate use.

The CiscoWorks Common Services installation, which is required for the Campus Manager installation, automatically saves your old database. When you install Campus Manager, the saved database is imported into the new file, ani.db. After you import your database into Campus Manager 3.3, the old ANI database, called ani.db, remains in the directory you indicated during the Common Services install until you remove it.

For more information about the ANI database, see the ANI online help or *User Guide for Campus Manager*.

Converting Campus 3.1 and Campus 3.2 Data

The community strings are upgraded from the old anismp.conf file to the updated anismp.conf file. Some critical properties from the old ANIServer.properties file are updated in the new ANIServer.properties file.

The User Tracking data is extracted from the old ani.db file and saved as rigel_ut.txt. This data is found and processed during the first User Tracking discovery.

Topology Services saves topology views from the earlier versions of Campus Manager (3.1 or 3.2). The following views are saved:

- Layer 2 View
- Unconnected Device View
- LAN Edge View

Importing Data Manually from Campus Manager 3.1 or 3.2

Follow this procedure to remotely import saved data from Campus Manager 3.1 or 3.2.

-
- Step 1** Stop the daemon manager on the local machine on which the previous version of Campus Manager is installed.
- For more information on stopping the daemon manager, see *Installation and Setup Guide for CiscoWorks Common Services on Windows*.
- Step 2** Insert the CiscoWorks Common Services 2.2 CD-ROM into the CD-ROM drive on the local machine.
- The Installer window opens.
- Step 3** Click **Cancel**.
- Step 4** Select **Start > Run**.
- The Run dialog box opens.

Step 5 To save CiscoWorks data, run:

```
NMSROOT/bin/perl drive:\ export_cdone.pl
```

where *drive* is the CD-ROM drive letter. A prompt appears asking you to enter the location where you want to export CiscoWorks Common Services data. The default location is C:\PROGRA~1\CSCOp\rigel

Step 6 Insert the Campus CD-ROM into the CD-ROM drive.

Step 7 To save Campus data, run:

```
NMSROOT/bin/perl drive:\ export_cm.pl
```

where *drive* is the CD-ROM drive letter. A prompt appears asking you to enter the location where you want to export Campus data. The default location is C:\PROGRA~1\CSCOp\rigel.



Note

You must export Campus data to the location where CiscoWorks Common Services data has been exported.

Step 8 Copy all subdirectories except the scripts directory from the location in the local machine to which you have exported the data to NMSROOT\rigel\ on the remote machine.

Step 9 Start the daemon manager on the local machine.

For more information, refer to *Installation and Setup Guide for CiscoWorks Common Services on Windows*.

Step 10 Stop the daemon manager on the remote machine.

For more information on stopping the daemon manager, refer to *Installation and Setup Guide for CiscoWorks Common Services on Windows*.

Step 11 To copy CiscoWorks data to corresponding Common Services 2.2 directories on the remote machine, enter:

```
cd /d NMSROOT\rigel\scripts  
NMSROOT/bin/perl import_cdone.pl.
```

A prompt appears:

```
Importing will cause all the export data files to be overwritten.  
Are you sure you want to import CiscoWorks data (y/n)? [n]
```

Step 12 Enter **y** to import and **n** to cancel.

- Step 13** To copy Campus data to corresponding Campus Manager 3.3 directories on the remote machine, enter:

```
cd /d NMSROOT\rigel\scripts  
NMSROOT\bin\perl import_cm.pl
```

A prompt appears:

Importing will cause all the files to be overwritten. Are you sure you want to import Campus data (y/n)? [n]

- Step 14** Enter **y** to import and **n** to cancel.

- Step 15** Start the daemon manager on the remote machine. See *Installation and Setup Guide for CiscoWorks Common Services on Windows* for more information.

After the data is imported, Topology Services allows you to either convert the saved views into the new Campus Manager 3.3 format or directly use the default views generated by Campus Manager 3.3. See the [“Upgrading Saved Views From Topology Services”](#) section for more information.

Uninstalling Campus Manager

The uninstallation program removes Campus files and settings. Uninstallation allows you to remove only Campus or remove CiscoWorks Common Services as well.



Caution

You must use the Campus Manager uninstallation program to remove the product. If you try to remove Campus or its components manually, you could damage your system.



Caution

Uninstalling Campus Manager deletes the ANI database. To upgrade and convert the database, see the [“Performing an Upgrade Installation” section on page 2-6](#).

To remove Campus or other major components:

- Step 1** Select **Start > Programs > CiscoWorks > Uninstall CiscoWorks**.
The Uninstallation dialog box appears, displaying all of the installed components.
 - Step 2** Deselect the components you do not want to remove or click **Uninstall All**.
 - Step 3** Click **Next** to begin uninstalling Campus.
A dialog box opens, listing the components selected for uninstallation.
 - Step 4** Click **Next** after verifying the components to be uninstalled.
Messages about the uninstall process appear and the uninstallation finishes.
-

To reinstall Campus, follow the instructions in the [“Performing an Upgrade Installation” section on page 2-6](#)



Preparing to Use Campus Manager

This chapter describes the various administrator and application setup tasks that you must perform after installing Campus Manager (Campus).

This chapter contains:

- [Overview of Campus Setup Tasks](#)
- [Accessing the CiscoWorks Server](#)
- [Performing Administrator Tasks](#)
- [Setting Up Campus Manager Applications](#)
- [Logging Out as Administrator](#)

Overview of Campus Setup Tasks

Table 3-1 provides an overview of Campus Manager setup tasks, with references to more detailed information about each task.

Table 3-1 *Preparing to Use Campus Manager Task Overview*

Task	Steps	References
1. Access the server.	Access the CiscoWorks Server.	“Accessing the CiscoWorks Server” section on page 3-3
2. Perform administrator setup tasks.	a. Log in to the server as administrator.	“Logging In as Administrator” section on page 3-4
	b. Back up the ANI database.	“Backing Up the ANI Database” section on page 3-5
3. Set up applications.	Start and configure applications.	“Setting Up Campus Manager Applications” section on page 3-5
4. Log out.	Log out of the server.	“Logging Out as Administrator” section on page 3-12

Accessing the CiscoWorks Server

**Note**

You must set up the client system before using Campus. See *Installation and Setup Guide for CiscoWorks Common Services on Windows* for configuring browser and client systems.

To access Campus Manager, enter the URL of the CiscoWorks Server in your web browser:

http://server_name:1741

https://server_name:1742 (for SSL mode)

where *server_name* is the name of the CiscoWorks Server and 1741 and 1742 are the ports on which it was installed. If you were prompted to supply a different port number for the CiscoWorks Server during the installation, use that port number in the URL.

If you cannot access the CiscoWorks Server or the desktop is not displayed correctly, see Appendix A, “[Troubleshooting the Installation](#)” In addition, refer to the troubleshooting chapter in *User Guide for Campus Manager*.

After you access the CiscoWorks Server, continue to the “[Performing Administrator Tasks](#)” section on page 3-4.

Performing Administrator Tasks

To perform administrator tasks, you must log in as administrator and set up the server for other users.

Logging In as Administrator

To log in as administrator:

-
- Step 1** Enter the system administrator username and password in the Login Manager dialog box.
- Step 2** Click **Connect**.
- The Login Manager dialog box is replaced by the navigation tree.
-

To log out of the CiscoWorks Server, see the [“Logging Out as Administrator” section on page 3-12](#) for information.

After you log in as the administrator, continue to the [“Backing Up the ANI Database” section on page 3-5](#)

Backing Up the ANI Database

You should back up the ANI database immediately after a new or upgrade installation. This creates a backup compatible with the previous Campus Manager versions (3.1 or 3.2) in case you must restore your database. This also prevents you from overwriting your database by restoring a backup from the previous version. See the ANI Server online help or *User Guide for Campus Manager* for more information.

After you perform the necessary administrator tasks, continue to the [“Setting Up Campus Manager Applications”](#) section on page 3-5.

Setting Up Campus Manager Applications

This section describes the tasks that you must perform to set up the Campus Manager applications. See the online help for individual applications for troubleshooting information.

This section contains:

- [Setting Up Your Network](#)
- [Configuring the ANI Server](#)
- [Setting Up Topology Services](#)
- [Setting Up User Tracking](#)
- [Setting Up Path Analysis](#)
- [Setting Up VLAN Port Assignment](#)
- [Setting Up Discrepancy Reports](#)
- [Logging Out as Administrator](#)



Note

Many tasks require the administrator login.

Setting Up Your Network

To ensure that the ANI Server successfully discovers the devices in your network, you must set up your network correctly. [Table 3-2](#) shows the required tasks for each application, marked by a check mark (✓).

See the ANI Server online help, *User Guide for Campus Manager* and *User Guide for CiscoWorks Server* for more information.

Table 3-2 Network Setup Tasks

Topology Services	User Tracking	Path Analysis	VLAN Port Assignment	Discrepancy Reports	Requirement
✓	✓	✓	✓	✓	Connect to seed device.
✓	✓	✓	✓	✓	Enable Simple Network Management Protocol (SNMP).
✓	✓	✓	✓	✓	Enable Cisco Discovery Protocol (CDP).
		✓			Enable Call Detail Record (CDR).
✓	✓	✓	✓		Set a unique sysName variable on devices.
✓	✓	✓	✓	✓	Enable Integrated Local Management Interface (ILMI) on ATM devices.
✓	✓	✓	✓	✓	Configure DNS.
✓	✓	✓	✓	✓	Configure VLAN Trunk Protocol (VTP).
✓	✓	✓	✓	✓	Configure VLAN trunks on Fast Ethernet and Gigabit Ethernet.
✓	✓	✓	✓	✓	Create the default configuration server for ATM LAN Emulation (LANE).
		✓			Enable source routing.

After you set up your network, continue to the [“Configuring the ANI Server” section on page 3-7](#).

Configuring the ANI Server

Before starting a Campus Manager application, the ANI Server must be running and properly set up. You must verify that the correct community strings and a seed device are specified. In SNMP settings, there is a check box option to encrypt and store the community strings in the server.

For security reasons we recommend that you enable this option. If you do not enable this option the community strings will be stored as plain text. You can also check to see that the ANI Server is running. See the ANI Server online help and *User Guide for Campus Manager* for assistance in performing these tasks.

After you configure the ANI Server, see the [“Setting Up Topology Services” section on page 3-7](#).

Setting Up Topology Services

To set up Topology Services:

-
- Step 1** Add a seed device to the ANI Server.
For more information, see the Topology Services or the ANI online help.
 - Step 2** Make sure the ANI Server is running.
See the ANI Server online help for more information.
 - Step 3** Select **Campus Manager > Topology Services** to start the application.
-

Configuring Network Discrepancies

You can configure the network discrepancies that you would like reported by selecting and deselecting the listed discrepancies. Select **Campus Manager > Administration > Network Discrepancies**. See *User Guide for Campus Manager* for more information.

Verifying Topology Services

To verify that Topology Services is working properly:

-
- Step 1** Verify that all devices and interfaces are discovered.
Properly discovered devices and interfaces appear in green in the Topology Services window.
- Step 2** Verify that devices displayed in red are reachable and have correct community strings.
- Step 3** Verify that all VLANs and ELANs are discovered and that their port assignments are correct.

For more information, see the Topology Services online help.

Setting Up User Tracking

To set up User Tracking:

-
- Step 1** Start User Tracking.
- Step 2** Confirm that the ping sweeps option is enabled.
If you enable User and Host Acquisition, perform the tasks outlined in the [“Supporting User Name Collection”](#) section on page 3-8.
- For more information, see the User Tracking online help.
-

Supporting User Name Collection

To have the ANI Server automatically retrieve user names for User Tracking, you must enable user and host acquisition and install appropriate scripts. See the ANI Server online help for more information.

Verifying User Tracking

To verify that User Tracking is working properly, discover with a ping sweep to verify that all end-user stations are discovered.

Setting Up Path Analysis

To set up Path Analysis:

-
- Step 1** Install and configure a DNS server on your network.
- A DNS server is required for Campus Manager. For devices with multiple IP addresses, there should be a single DNS entry that includes all IP addresses.
- Step 2** Specify correct read community strings on all devices.
- Step 3** Specify correct write community strings for multi-layer switching shortcut path determination on Catalyst 5000 devices.
- Step 4** Edit the VLAN/ELAN Mapping Table, which provides mapping of VLANs and ELANs to subnets.
- These mappings are auto-discovered based on information discovered by Topology Services and User Tracking.
- In some cases, the information might be incomplete. In these cases, you can edit a VLAN/ELAN mapping table to supplement the Topology Services and User Tracking information. If subnet mappings are not correct, Layer 2 traces on those subnets might fail.
- Step 5** Enable Cisco Discovery Protocol (CDP) on all Cisco devices.
- If CDP is not enabled, these devices will not appear on Layer 2 path traces.
- Step 6** Enable source routing on your network.
- This is required if you plan to run path traces outside of the domain known to Topology Services.
- For more information, see the Path Analysis online help.
-

Verifying Path Analysis

To verify that Path Analysis is working properly:

-
- Step 1** Run **Action > Discover All**.
- Step 2** Start Topology Services and make sure that all devices, interfaces, and links are discovered properly.
- Properly discovered devices appear in green in the Topology Services window.
- Step 3** Verify that all VLANs and ELANs are discovered with correct port assignments.
- Step 4** Start User Tracking and run Discovery with a ping sweep to verify that all end-user stations are discovered.
- Step 5** Run **nslookup** on several known devices in the DOS shell.
- Step 6** Verify that DNS lookup works and takes one second or less.
- Step 7** Verify the Subnet Mapping table entries.
- Each VLAN and ELAN entry should have any corresponding subnets listed. Any subnets that do not correspond to a VLAN or ELAN should be in a Subnet row.
- Step 8** Run a few traces between endpoints known to User Tracking or Topology Services and verify that the trace completed successfully.
- For troubleshooting information, see the Path Analysis online help.
-

Setting Up VLAN Port Assignment

To set up VLAN Port Assignment, Start VLAN Port Assignment.

For more information, see the VLAN Port Assignment online help.

Displaying Topology Views and Attribute Summaries

To highlight devices, VLANs in a VTP domain, or a VTP domain map, or to display attribute summaries for devices, Topology Services must be running. See the VLAN Port Assignment online help for more information.

Verifying VLAN Port Assignment

To verify that VLAN Port Assignment is working properly:

-
- Step 1** Check the status bar to verify that the ANI Server is running properly.
- Step 2** Perform a port summary for a VTP Domain.
The table should be populated that domain's port information.
- Step 3** Select a port, preferably unconnected, and move it to a different VLAN.
The port information should be updated.
See the VLAN Port Assignment online help for more information.
-

Setting Up Discrepancy Reports

To set up Discrepancy Reports:

-
- Step 1** Select the Discrepancy Reports folder from the desktop
- Step 2** Start Physical Discrepancy Reports or Logical Discrepancy reports.
For more information, see the Discrepancy Reports online help.
-

Verifying Discrepancy Reports

To verify that Discrepancy Reports is working properly, check the status bar to verify that the ANI Server is running properly.

Logging Out as Administrator

To end your administrator tasks, you must log out of Campus Manager.

Step 1 Close all secondary browser windows. You should have only one browser window opened displaying the Campus Manager interface.

Step 2 Click **Logout**.

The Login Manager dialog box replaces the navigation tree.



Troubleshooting the Installation

This appendix provides troubleshooting information for Campus Manager (Campus) installation and setup.

This appendix contains:

- [Logging In After Upgrading](#)
- [Understanding Installation Error Messages](#)
- [Accessing the CiscoWorks Server](#)
- [FAQs about IDU](#)

Logging In After Upgrading

If the Login Manager dialog box on the CiscoWorks desktop does not appear correctly when you try to log in for the first time after upgrading, clear your browser cache as follows, then reenter the server URL in your browser.

For Microsoft Internet Explorer:

Step 1 Select **Tools>Internet Options**.

The Internet Options dialog box appears.

Step 2 Select the **General** tab.

Step 3 Click **Delete Files**, then click **OK** in the Delete Files dialog box.

For Netscape Navigator:

Step 1 Select **Edit>Preferences**.

The Preferences dialog box appears.

Step 2 Select **Advanced>Cache**.

Step 3 Click **Clear Memory Cache**, then click **OK** in the Memory Cache dialog box.

Step 4 Click **Clear Disk Cache**, then click **OK** in the Disk Cache dialog box.

Understanding Installation Error Messages

After verifying that the correct files are installed, check the C:\Ciscoworks_setup002.log file (or the log file with the highest number, for example Ciscoworks_setup003.log) for installation errors.

The following types of installation error messages might appear:

- Information messages, which give important details
- Warning messages, which inform you that something might be wrong with a particular process, but the process will complete
- Error messages, which inform you that a particular process could not complete

Table A-1 shows error messages that might occur during installation and describes the reasons for the errors.

Table A-1 Installation Error Messages

Message	Reason for Message	User Action
CiscoWorks installation cannot proceed because you are not logged in as an administrator.	You are not logged in to Windows with administrator privileges.	Log in with local administrator privileges and try installing again.
Decompression failed on <i>file</i> . The error was for <i>error code per CompressGet</i> .	If Campus was downloaded, a transmission error occurred, or installation media is damaged.	Retry the download. If you still have errors, contact your technical support representative.
General file transmission error. Please check your target location and try again. Error number: <i>error code</i> .	If Campus was downloaded, a transmission error might have occurred.	Retry the download. If you still have errors, contact your technical support representative.
Unable to write <i>infoFile</i> or Unable to create <i>infoFile</i> .	A file write operation failed.	Run the file system checking utility, then repeat the installation.
Cannot stop service <i>servicename</i> .	The installation (or reinstallation) tried to stop service <i>servicename</i> unsuccessfully.	Select Control Panel > Services and try to stop service <i>servicename</i> manually, then proceed with installing or uninstalling.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
UseDLL failed for <i>dll</i> .	<i>dll</i> is supposed to be available at any time for any process, but Windows failed to load it.	Check permissions on Windows System32. If the <i>dll</i> is <i>secure.dll</i> or <i>r_inst.dll</i> , check product installation medium for errors. or Reinstall Windows.
OpenFile failed: <i>pathname</i>	A file open operation failed.	Run the files system checking utility, then repeat installation.
ProtectFile failed: <i>file</i> : error. WWW admin security may be incomplete.	Setting file permissions failed because you may not be allowed to change them.	Log in as administrator.
Launch of <i>isql</i> script failed.	The existing database file is broken, or the previous version of Campus is destroyed. (This message might be issued during reinstallation.)	Contact your support representative.
You have less than 1M free space on <i>drive name</i> . Free up some space and try again.	Insufficient drive space for temporary installation files.	Make more drive space available, then rerun the installation program.
This program requires to run on Windows.	You attempted to install on a system that does not have Windows with Service Pack 3 installed.	Install Campus on a Windows Professional system that is not configured as a PDC or BDC.
Unable to determine the type of operating system. Campus can be installed only on Windows with SP3.	Installation program could not determine which operating system is running.	Install on a Windows Professional system that is not configured as a PDC or BDC.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
Physical memory is <...>M Paging File Size is: File Size is: <...>M(initial), <...>M(maximum). It is recommended that initial paging file size is bigger than physical memory and maximum paging file size is at least twice as big as physical memory. (Maximum paging file size might not appear.)	The paging file size is smaller than recommended.	Finish installation, then increase paging file size.
There is not enough space available on the disk <i>drive</i> : This drive has <...> bytes in a cluster. Total required <...> clusters (<...> bytes), only <...> clusters (<...> bytes) available. Please free up some space or change the target location to a different disk. (Second sentence might be as follows instead of as above: "Please free up some space and rerun installation.")	Insufficient disk space available on <i>drive</i> to install the product.	Create additional free space on the drive or install on a different drive.
Cannot determine the local Administrators group.	Installation program cannot find one of the built-in Windows user groups. This prevents setup of Campus security.	Check the Windows operating system. Reinstall Windows if necessary, then rerun installation.
Cannot determine the local Everyone group.	The installation program cannot find one of the built-in Windows user groups. This prevents the setup of Campus security.	Check the Windows operating system. Reinstall Windows if necessary, then rerun installation.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
Failed to set file permissions.	The installation program is unable to set file permissions. The most likely causes are: <ul style="list-style-type: none"> • The account you used to log in to the system has insufficient permissions. • The drive on which you are installing the product has a FAT file system. 	Fix problem, then rerun installation.
<...> is already running! Wait for it to finish and press the OK button below.	One of the installation subtasks is still running.	Wait for subtask to finish running, then click OK to proceed.
Unable to create/open log file.	The installation program was unable to create or open installation log file (in the root directory of the drive on which you are installing) named Ciscoworks_setupxxx.log, where xxx is a sequential number starting from 001).	Determine why file could not be created or opened, fix problem, then rerun installation. Common causes of this problem are lack of disk space or write protection on the file.
Error creating user bin <... more info here> Refer To the troubleshooting section in user manual	The installation program could not create the user account bin.	Fix problem, then rerun the installation.
Can not find script to upgrade database	There was a problem with the database upgrade.	Contact your technical support representative.
Database upgrade failed	There was a problem with the database upgrade.	Contact your technical support representative.
Database upgrade result unknown	There was a problem with the database upgrade.	Contact your technical support representative.

Accessing the CiscoWorks Server

The CiscoWorks server uses port 1741 by default (1742 if SSL is enabled). If you receive an error message informing you that an alternative port is used instead, verify that you entered the correct URL for the server:

```
http://server_name:port
```

where *server_name* is the name of the machine on which CiscoWorks was installed and *port* is the port number 1741 or the number supplied during installation.

If you still cannot access the server, enter the following command at a DOS prompt to make sure your server is running:

```
ping server_name
```

If you get a message informing you that the server is “alive” and get a proxy error when you try to connect to the server, make sure the proxy is set up correctly. If your server is configured to use a proxy server outside the firewall, you will get proxy errors if you configured the proxy to ignore requests to a certain machine, set of machines, or domain.

You specify a proxy server in Netscape Navigator under **Edit>Preferences>Advanced>Proxies** and in Internet Explorer under **Tools>Internet Options>Connections>LAN Settings**.

Your proxy is set up incorrectly if:

- You receive an error message informing you that you are using a proxy outside the firewall.
- The proxy server recognizes www-int as an internal server, so it does not proxy requests to that server.
- You set up a new internal server, www-nms, but when you make a request to the proxy server, it does not recognize www-nms as an internal server and proxies the request.
- The proxy server outside the firewall tries to request data from a server inside the firewall, and the request is blocked.
- You get a “Connection Refused” error from the proxy server.

FAQs about IDU

- Q. What is an IDU?
- A. IDU (Incremental Device Update) for a CiscoWorks application is a downloadable package containing a collection of updated files to provide you with support for new devices. In addition, the package also contains fixes to certain known problems, as well as fixes to newly discovered problems. IDUs are available for download for various versions of CiscoWorks applications.
- Q. Why should I install the latest IDU?
- A. If you had installed IDU 2.0 on Campus3.2, and then upgraded to Campus 3.3, you will not lose any device support. This is because IDU 2.0 has been merged into Campus 3.3. But, if you had installed a version of IDU later than 2.0 on Campus, and then upgraded to Campus 3.3, you will lose support for new devices, and fixes to known problems.
- Q. Where can I download an IDU?
- A. To retain support for new devices, we recommend that you download and install the latest IDU for Campus 3.3 from <http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>
- Q. How do I know which version of IDU I have installed?
- A. To check the version of IDU installed on your system, from the CiscoWorks desktop, select **Server Configuration > About the Server > Applications and Versions**.
- The Patches Installed table displays the installed version of the applications in the following format:

If Patches Installed table displays	IDU version installed is...
CM3_2_IDU-1.0	IDU 1.0 on Campus 3.2
CM3_2_IDU-2.0	IDU 2.0 on Campus 3.2
CM3_2_IDU-3.0	IDU 3.0 on Campus 3.2

- Q. I have upgraded to Campus 3.3. But, I have lost support for some devices. Why?
- A. If you had installed IDU 2.0 on Campus 3.2, and then upgraded to Campus 3.3, you will not lose any device support. This is because IDU 2.0 has been rolled into Campus 3.3 . But, if you had installed a version of IDU later than 2.0 on Campus 3.2, and then upgraded to Campus 3.3, you will lose support for new devices.

To retain support for the new devices, we recommend that you download and install the latest IDU for Campus 3.3 from

<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>



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