



Preface

This manual describes Campus Manager 3.3 (Campus) and gives an overview of the applications that make up Campus Manager. It provides conceptual information about network management, and describes common tasks you can accomplish with Campus Manager. It also contains troubleshooting information and realistic scenarios that demonstrate how you can use Campus Manager to manage and troubleshoot your network.

Audience

This guide is intended to provide descriptions and scenarios for users or prospective users of Campus Manager applications. Many of the tools described here are accessible only to the system administrator.

Conventions

This document uses the following conventions:

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

Item	Convention
Information you enter	boldface screen font
Variables you enter	<i>italic screen font</i>
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 review the Campus Manager 3.3 documentation on Cisco.com for the latest updates.

The following product documentation is available:

- Release Notes
- Installation and Setup Guide
- User Guide
- Context-sensitive online help

Release Notes for Campus Manager

This document describes limitations, caveats and known problems with this release of Campus Manager 3.3. 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/index.htm

Installation and Setup Guide for Campus Manager

This document describes how to install, upgrade, uninstall, and reinstall Campus Manager 3.3. This document is available in the following formats:

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

User Guide for Campus Manager

This document (the document you are currently reading) describes Campus Manager 3.3 and gives an overview of the applications that make up Campus Manager. This document is available in the following formats:

- PDF on the Campus Manager CD-ROM and from the Campus Manager online help.
- On Cisco.com at
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/camp_3x/cmgr_3_3/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.

Related Documentation

**Note**

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

The following additional documentation is available:

Quick Start Guide for LAN Management Solution 2.2

This document describes basic requirements and procedures for installing, upgrading, and setting up LAN Management Solution (LMS) 2.2 so you can get your server up and running as quickly as possible. This guide provides typical installation instructions. This document is available in the following formats:

- PDF on the LAN Management Solution 2.2 CD-ROM.
- On Cisco.com at
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_b/lms/index.htm
- Printed document available by order.

Additional Information Online

The following product specific information is available online:

- For the latest technical tips, suggestions for troubleshooting common issues, and frequently asked questions (FAQs) about most Campus applications, you can go to the following URL:
http://www.cisco.com/cgi-bin/Support/browse/psp_view.pl?p=Software:Campus_Manager&s=Implementation_and_Configuration#Samples_and_Tips
- You can find information about all supported devices by logging into Cisco.com at
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/camp_mgr/sup_dev/index.htm

- You can also obtain any published patches and download device packages for new devices from Cisco.com. If you are a registered user, you can download Incremental Device Updates (IDU) for Campus from:

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

Device packages are released cumulatively; that is, new device packages contain the contents of any previous packages.

To determine which packages are installed on your CiscoWorks Server, select **Server Configuration > About the Server > Applications and Versions**.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

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 Ordering tool:

<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 send comments about technical documentation to 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, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—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.

Severity 3 (S3)—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.

Severity 4 (S4)—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.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- 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://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. 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/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

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

