



Readme for Campus Manager 4.0.10 on Windows

This Readme is for Campus Manager 4.0.10 on Windows. It contains:

- [Description](#)
- [Related Documentation](#)
- [Hardware and Software Requirements](#)
- [Patches Rolled into Campus Manager 4.0.10](#)
- [Supported Devices in Campus Manager 4.0.10](#)
- [Downloading Campus Manager 4.0.10](#)
- [Installing Campus Manager 4.0.10](#)
- [Reinstalling Campus Manager 4.0.10](#)
- [Known Problems in Campus Manager 4.0.10](#)
- [Resolved Problems in Campus Manager 4.0.10](#)
- [Frequently Asked Questions](#)



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

© <2007> Cisco Systems, Inc. All rights reserved.

Description

Campus Manager 4.0.10 is a software update for Campus Manager 4.0.6. In addition to the devices supported, this package contains fixes to both existing and newly discovered problems.

You should print out and read this document before installing Campus Manager 4.0.10.

**Caution**

Campus Manager 4.0.10 has specific prerequisites. Before installing Campus Manager 4.0.10, see “[Hardware and Software Requirements](#)” section on page 3.

Related Documentation

[Table 1 on page 4](#) lists the devices supported in Campus Manager 4.0.10.

A list of all devices supported in Campus Manager 4.0.6 is available on Cisco.com.

To access this, go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps563/products_device_support_table09186a008073ec80.html

For a list of fixes to known problems, see “[Resolved Problems in Campus Manager 4.0.10](#)” section on page 10.

A list of all known and resolved problems in Campus Manager 4.0.6, including the patches containing fixes for known problems rolled into latest SP, is available on Cisco.com.

To access the Release Notes for Campus Manager 4.0.6 on Windows, go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps563/prod_release_note09186a008071d035.html

**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, we recommend that you also review other documentation for Campus Manager 4.0.6 on Cisco.com for any updates.

Hardware and Software Requirements

Campus Manager 4.0.10 requires that you have installed CiscoWorks Common Services 3.0.5 and Campus Manager 4.0.6. For LMS 2.5 users, they are available as a part of CiscoWorks LMS 2.5 December 2005 Update (LMS 2.5.1) at <http://www.cisco.com/cgi-bin/tablebuild.pl/lms25>.

Hardware and software requirements are the same as those needed for CiscoWorks Common Services 3.0.5 and Campus Manager 4.0.6 installation.

For a detailed list of requirements and instructions to install CiscoWorks Common Services 3.0.5 and Campus Manager 4.0.6, go to Cisco.com:

- For documentation on CiscoWorks Common Services 3.0.5, go to:
http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_installation_guide_book09186a00806ab62a.html
- For documentation on Campus Manager 4.0.6, go to:
http://www.cisco.com/en/US/products/sw/cscowork/ps563/products_installation_guide_book09186a008073abe2.html

Campus Manager 4.0.10 Upgrade Path

Use the table below to verify the upgrade path to Campus Manager 4.0.10:

If you have installed...	You must install...
CM4.0	CS3.0.3+CM4.0.3+CS3.0.5+CM4.0.6+CS3.0.6+CM4.0.10
CM4.0+CM4.0 SP1 or SP2	CS3.0.3+CM4.0.3+CS3.0.5+CM4.0.6+CS3.0.6+CM4.0.10
CM4.0 SP3	CM4.0.5+CS3.0.5+CM4.0.6+ CS3.0.6+CM4.0.10
CM4.0 SP3 + CM4.0 SP4	CM4.0.5+CS3.0.5+CM4.0.6+ CS3.0.6+CM4.0.10
CM4.0.5	CS3.0.5+CM4.0.6+ CS3.0.6+CM4.0.10
CM4.0.6 or higher	CS3.0.6+CM4.0.10

Patches Rolled into Campus Manager 4.0.10

There are no patches, containing fixes to bugs, that have been rolled into Campus Manager 4.0.10.

Supported Devices in Campus Manager 4.0.10

Table 1 lists the devices supported in Campus Manager 4.0.10.

For a list of all devices supported in Campus Manager 4.0.6, see the Supported Devices Table for Campus Manager 4.0.6 on Cisco.com (see the [“Related Documentation”](#) section on page 2).

Table 1 Supported Devices in Campus Manager 4.0.10

Device Type	Devices/ Modules Supported	sys ObjectID	Topology	VLAN Mgmt	LANE Mgmt	ATM Mgmt	User Tracking	Path Analysis	Minimum Software
Cisco MDS 9000 Series Multilayer Switches	Cisco MDS 9513 Multi-layer Director Switch	1.3.6.1.4.1.9.12.3.1.3.377	Yes	NA	NA	NA	NA	Yes	3.1.(2a)
	Cisco MDS 9216i Multi-layer Fabric Switch	1.3.6.1.4.1.9.12.3.1.3.472	Yes	NA	NA	NA	NA	Yes	2.0(1)
Cisco 7600 Series Routers	Cisco 7603-S Router	1.3.6.1.4.1.9.1.862	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(33) SRB1
	Cisco 7604 Router	1.3.6.1.4.1.9.1.658	Yes	Yes	NA	NA	Yes ¹	Yes	12.2.17d .SXB11a
	Cisco 7609-S Router	1.3.6.1.4.1.9.1.835	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(33) SRB1
Cisco Wide Area Application Engine (WAE) Appliances	Cisco WAE-612 Wide Area Application Engine	1.3.6.1.4.1.9.1.761	Yes	NA	NA	NA	NA	Yes	ACNS 5.5.1

Table 1 Supported Devices in Campus Manager 4.0.10 (continued)

Device Type	Devices/ Modules Supported	sys ObjectID	Topology	VLAN Mgmt	LANE Mgmt	ATM Mgmt	User Tracking	Path Analysis	Minimum Software
Other Switches and Hubs	Cisco Intelligent Gigabit Ethernet Switch Module for IBM eServer Blade Center	1.3.6.1.4.1.9.1.592	Yes	Yes	NA	NA	Yes ¹	Yes	12.1(14)AY1
	Cisco Fiber Intelligent Gigabit Ethernet Switch Module for IBM eServer Blade Center	1.3.6.1.4.1.9.1.660	Yes	Yes	NA	NA	NA	Yes	12.1(22)EA10a
Cisco Catalyst 2960 Series Switches	Cisco Catalyst 2960-24-S Switch	1.3.6.1.4.1.9.1.929	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(37)EY
	Cisco Catalyst 2960-24TC-S Switch	1.3.6.1.4.1.9.1.928	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(37)EY
	Cisco Catalyst 2960-48TC-S Switch	1.3.6.1.4.1.9.1.927	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(37)EY
Cisco ME 3400 Series Ethernet Access Switches	Cisco ME 3400G-2CS-A Switch	1.3.6.1.4.1.9.1.825	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(35)SE1

Table 1 Supported Devices in Campus Manager 4.0.10 (continued)

Device Type	Devices/ Modules Supported	sys ObjectID	Topology	VLAN Mgmt	LANE Mgmt	ATM Mgmt	User Tracking	Path Analysis	Minimum Software
Cisco Catalyst 3750 Series Switches	Cisco Catalyst 3750-24PS Switch	1.3.6.1.4.1.9.1.536	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(25) SED1
	Cisco Catalyst 3750G-12S Switch	1.3.6.1.4.1.9.1.530	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(25) SED1
Cisco Catalyst 3560-E Series Switches	Cisco Catalyst 3560E-12D-S Switch	1.3.6.1.4.1.9.1.930	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(0.0.63)EX

¹ IP Phones are supported.

Downloading Campus Manager 4.0.10

You can download the Campus Manager 4.0.10 installer file, cwcm4_0_10_win.zip, by either:

- [Downloading From Cisco.com](#)

Or

- [Downloading From Software Center](#)

Downloading From Cisco.com

You can download the updates:

- From the Software Downloads page

From the Cisco.com home page, Select **Products & Solutions > Network Management > All Network Management Products > CiscoWorks Campus Manager > Download Software** to access the Software Downloads page.

Or

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

To download the file from Cisco.com:

-
- Step 1** Locate the package file cwcm4_0_10_win.zip.
 - Step 2** Save the file to a temporary working area of your server.
-

Downloading From Software Center

To download the file from Software Center:

-
- Step 1** Go to the CiscoWorks homepage and select **Common Services > Software Center > Software Update**. The Software Updates page appears.
- Step 2** Check the Campus manager check box in the Products Installed table, and click **Select Updates**. The CCO and Proxy Server Credentials page appears.
- You are prompted to enter your Cisco.com User Name and Password. If you have configured proxy settings, you are prompted to enter the Proxy Server User credentials.
- You can configure your Proxy Server User credentials from the Proxy Server Setup page.
- To access the Proxy Server Setup page, go to the CiscoWorks Homepage and select **Common Services > Server > Security > Cisco.com Connection Management > Proxy Server Setup**.
- The Proxy Server Setup page appears. Enter the required information in the page to configure your Proxy Server settings.
- Step 3** Enter the required credentials, and click **Next**. The Available Images page appears with packages for both Windows and Solaris (cwcm4_0_10_win.zip and cwcm4_0_10_sol.zip).
- Step 4** Select cwcm4_0_10_win.zip and click **Next**. The Destination Location page appears.
- Step 5** Enter the location or browse to the location using the Browse button.
- Step 6** Click **Next**. The Summary page appears. The Summary window displays a summary of your inputs.
- Step 7** Click **Finish** to confirm the download operations. The package file is downloaded to the directory that you selected, in the folder cm.
-

Installing Campus Manager 4.0.10

Before you install Campus Manager 4.0.10, make sure your installation environment meets the requirements described in [“Hardware and Software Requirements” section on page 3](#).

To install Campus Manager 4.0.10:

-
- Step 1** Log into the machine as local administrator.
- Step 2** Navigate to the directory that contains the zip file that you have downloaded.
- Step 3** Unzip the package file cwcm4_0_10_win.zip to your temporary directory.
- Step 4** Navigate to the temporary directory where you have extracted the files packaged in the installer.
- Step 5** Double-click the file, cwcm4_0_10_win.exe, to begin installation.

A prompt appears:

```
This will install Campus Manager 4.0.10. Do you want to proceed?
```

Step 6 Click **Yes** to continue or click **No** to exit the setup.

If you have not installed Common Services 3.0.5, this message appears:

Install CiscoWorks Common Services 3.0.5 before installing Campus Manager 4.0.10.

The installation terminates when you click **OK**.

Common Services 3.0.5 is available as a part of CiscoWorks LMS 2.6.

If you have not installed Campus Manager 4.0.6, this message appears:

Install Campus Manager 4.0.6 before installing Campus Manager 4.0.10.

The installation terminates when you click **OK**.

Campus Manager 4.0.6 is available as a part of CiscoWorks LMS 2.6.

Common Services 3.0.5 and Campus Manager 4.0.6 are available as a part of CiscoWorks LMS 2.6 at

<http://www.cisco.com/cgi-bin/tablebuild.pl/lms26>

For details on installing Common Services 3.0.5, see the Installation and Setup Guide for Common Services 3.0.5 on Windows at the following location:

http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_installation_guide_book09186a0806ab62a.html

For details on installing Campus Manager 4.0.6, see the Installation and Setup Guide for Campus Manager 4.0.6 on Windows at the following location:

http://www.cisco.com/en/US/products/sw/cscowork/ps563/products_installation_guide_book09186a008073abe2.html

After installing Common Services 3.0.5 and Campus Manager 4.0.6, resume from [Step 5](#).

Step 7 Click **Next** in the Welcome Screen to continue your installation.

The Software License Agreement dialog box appears.

Step 8 You should click either:

- **Accept** to continue

or

- **Do Not Accept** to exit the setup

The System Requirements window appears and the installation checks whether the system requirements are met.

- If there is not enough disk space to install Campus Manager 4.0.10, the installation displays an error message and stops.
- If the minimum requirements are not met, the installation displays an error message and exits the setup.

Step 9 Click **Next**.

The Daemons Restart Options dialog box appears with the following message:

If no other CiscoWorks application installations are pending, you can choose to start CiscoWorks Daemons.

Do you want to restart CiscoWorks Daemons at the end of this installation?

If you want to start CiscoWorks daemons, click Yes.

If you do not want to start CiscoWorks daemons, click No.

Step 10 You should click either:

- **Yes** to restart CiscoWorks daemons

or

- **No** if you have any other installations pending

A Summary dialog box displaying the current settings for installation appears.

Step 11 Click **Next**.

The Setup Complete dialog box appears with the message:

Setup is complete. Click Finish to start CiscoWorks.

Step 12 Click **Finish** to complete and quit the installation.

To ensure that the installation is successful, go to **Common Services > Software Center > Software Update**. Click **Campus Manager** and ensure that the Patches Installed table displays Campus Manager 4.0.10.

Reinstalling Campus Manager 4.0.10

To reinstall Campus Manager 4.0.10, follow the instructions in the “[Installing Campus Manager 4.0.10](#)” section on page 7.

Known Problems in Campus Manager 4.0.10

Known problems are unexpected behaviors or defects in Campus Manager software releases.

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

For a list of known problems in Campus Manager 4.0.6, see *Release Notes for Campus Manager 4.0.6* on Cisco.com (see “[Related Documentation](#)” section on page 2).

[Table 2](#) lists the known problems in Campus Manager 4.0.10.

Table 2 *Known Problems in Campus Manager 4.0.10*

Bug ID	Summary
CSCsj72047	After restarting the Daemon Manager, the user defined groups in Common Services are not available in Campus Manager and the membership details are empty.

Resolved Problems in Campus Manager 4.0.10

Table 3 lists the resolved problems in Campus Manager 4.0.10.

Table 3 *Resolved Problems in Campus Manager 4.0.10*

Bug ID	Summary
CSCse97191	When a device had too many neighbors, values in neighbor column were truncated in the Device Discovery Report, for all devices option. This happened when reports were exported in CSV format also.
CSCse97224	Neighbor list was empty for unreachable devices, in the Device Discovery Report.
CSCsi60354	Topology Services was not able to detect the root bridge for an MST instance. This also caused colateral issues in other STP tools like STP Configuration and STP Visualizer.
CSCsi91292	Online Documentation did not clearly explain SNMP Timeout and Retry settings in Device Discovery and Data Collection pages.
CSCsi91448	Online Documentation did not clearly explain the Ping Sweep functionality in User Tracking.
CSCsi93263	Online Documentation did not explain the difference between Data Collection Schedule and Poll Interval.
CSCsj25061	Campus Manager did not manage Tunnel Interfaces.
CSCsj32292	L2L3 icons were displayed for the neighbors of Cisco Catalyst 6000 series devices.
CSCsj42160	Campus Manager displayed Logical Discrepancy alerts, when STP was enabled on Etherchannel ports, irrespective of the IOS version running on the device.
CSCsk47996	Help page for "EtherChannel Port Spanning Tree Not Disabled" discrepancy was to be removed from Campus Manager Documentation.
CSCsj42193	User Tracking did not show usernames for some windows end hosts. This happened when the UTLite updates sent by the Windows hosts contained MAC addresses separated by colons (:) instead of dashes (-).
CSCsj47107	Path Analysis showed warning messages even if the trace was successful between the devices.
CSCsj51103	Device information was not properly collected by Campus Manager. Due to this, changes in display name, host name made in DCR were not updated in Campus Manager. Additionally, changes in neighbor information was not reflected Topology Services.
CSCsj62346	Device Discovery needed to be disabled from adding new devices to DCR. Device Discovery is expected to update only the attributes of already existing devices in DCR.
CSCsj87906	Computations in STP Visualizer failed for networks running Multiple Spanning Tree (MST) protocol.
CSCsj87927	Device list was empty for MST networks in Spanning Tree Configuration page.
CSCsk08540	After upgrading to CM 4.0.9 or CM 5.0.1, all links in Topology Map were displayed in red. Subsequent Campus Data Collections did not restore the links to the correct state. Additionally, there were no other updates on the map.
CSCsk19211	Campus Manager did not discover routers running Hot Standby Router Protocol (HSRP), if they were unreachable during the Data Collection.

Frequently Asked Questions

- [Q.How will I know which version of Campus Manager I have installed?](#)
- [Q.I do not want support for all the devices that you have supported in Campus Manager 4.0.10. Can I select only the devices I want?](#)
- [Q.Where can I find device support for CiscoView, Device Fault Manager, or Resource Manager Essentials?](#)
- [Q.Where can I find information on the supported devices for Campus Manager 4.0.10?](#)

Q. How will I know which version of Campus Manager I have installed?

A. To check the version of Campus Manager installed on your system, from the CiscoWorks desktop, select **Common Services > Software Center > Software Update > Campus Manager**.

The Patches Installed table displays the installed version of the applications.

If Patches Installed Table Displays	Campus Manager Version Installed is...
Campus Manager - 4.0.10	4.0.10

Q. I do not want support for all the devices that you have supported in Campus Manager 4.0.10. Can I select only the devices I want?

A. No. The present installation framework does not support this feature. Even if you do not have all the supported devices, installing Campus Manager 4.0.10 will not adversely affect your network.

Q. Where can I find device support for CiscoView, Device Fault Manager, or Resource Manager Essentials?

A. The device support packages are available at the following locations:

Application	Location is...
CiscoView	http://www.cisco.com/cgi-bin/Software/CiscoView/cvplanner.cgi
Device Fault Manager	http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm
Resource Manager Essentials	http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme

Q. Where can I find information on the supported devices for Campus Manager 4.0.10?

A. You can find the latest information on supported devices for Campus Manager 4.0.10 on Cisco.com.

To access this, either:

- Go to the Cisco.com home page and select **Products & Solutions > Network Management > All Network Management Products > CiscoWorks Campus Manager**.
- From the Technical Documentation & Tools section, select **General Information > Compatibilty Information > Supported Devices Table for Campus Manager 4.0.10**.

Or

- Go to
- http://www.cisco.com/en/US/products/sw/cscowork/ps563/products_device_support_tables_list.html



Note

The Supported Devices Table for Campus Manager 4.0.6 contains the information on device support for Campus Manager 4.0.10.
