



Readme for Campus Manager 4.0.9 on Windows

This Readme is for Campus Manager 4.0.9 on Windows. It contains:

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Description

Campus Manager 4.0.9 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 4.0.9.

**Caution**

Campus Manager 4.0.9 has specific prerequisites. Before installing Campus Manager 4.0.9, see “[Hardware and Software Requirements](#)” section on page 3.

Related Documentation

[Table 1 on page 4](#) lists the devices supported in Campus Manager 4.0.9.

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 4.0.9](#)” section on page 8.

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 Solaris, go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps563/prod_release_note09186a008071d030.html

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 4.0.9 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

CM 4.0.9 Upgrade Path

Use the table below to verify the upgrade path to Campus Manager 4.0.9:

If you have installed...	You must install...
CM4.0	CS3.0.3+CM4.0.3+CS3.0.5+CM4.0.6+CM4.0.9
CM4.0+CM4.0 SP1 or SP2	CS3.0.3+CM4.0.3+CS3.0.5+CM4.0.6+CM4.0.9
CM4.0 SP3	CM4.0.5+CS3.0.5+CM4.0.6+CM4.0.9
CM4.0 SP3 + CM4.0 SP4	CM4.0.5+CS3.0.5+CM4.0.6+CM4.0.9
CM4.0.5	CS3.0.5+CM4.0.6+CM4.0.9
CM4.0.6 or higher	CM4.0.9

Patches Rolled into Campus Manager 4.0.9

There are no patches, containing fixes to bugs, that have been rolled into Campus Manager 4.0.9.

Supported Devices in Campus Manager 4.0.9

Table 1 lists the devices supported in Campus Manager 4.0.9.

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 4.0.9

Device Type	Devices/ Modules Supported	sys ObjectID	Topology	VLAN Mgmt	LANE Mgmt	ATM Mgmt	User Tracking	Path Analysis	Minimum Software
Cisco AS5000 Series Access Servers	AS5400XM	1.3.6.1.4.1.9.1.668	Yes	NA	NA	NA	NA	Yes	12.3(14)T
	AS5350XM	1.3.6.1.4.1.9.1.679	Yes	NA	NA	NA	NA	Yes	12.3(14)T
Cisco ME 6500 Series Ethernet Switches	ME6524-GS-8S	1.3.6.1.4.1.9.1.719	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(18)ZU
	ME6524-GT-8S	1.3.6.1.4.1.9.1.720	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(18)ZU
Cisco Catalyst 3400 Series Ethernet Access Switches	ME-3400G-12CS-D	1.3.6.1.4.1.9.1.781	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(35)SE1
	ME-3400G-12CS-A	1.3.6.1.4.1.9.1.780	Yes	Yes	NA	NA	Yes ¹	Yes	12.2(35)SE1
Cisco Catalyst 6500 Series Service Modules	ACE10-6500-K9	—	Yes	NA	NA	NA	NA	NA	3.0(0)A1(2)
	WS-SVC-SAMI-BB	1.3.6.1.4.1.9.1.744	Yes	NA	NA	NA	NA	Yes	12.4(11)
Mobile Wireless Router	MWR-1941-DC-A	1.3.6.1.4.1.9.1.732	Yes	NA	NA	NA	NA	Yes	12.4(9)MR
Network Analysis Module for Cisco 2600 Series	NME-NAM	—	Yes	NA	NA	NA	NA	NA	3.6(1)

1. IP Phones are supported.

Downloading Campus Manager 4.0.9

You can download the Campus Manager 4.0.9 installer file, cwcm4_0_9_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:

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- Step 1** Locate the package file cwcm4_0_9_win.zip.
 - Step 2** Save the file to a temporary working area of your server.
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Downloading From Software Center

To download the file from Software Center:

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- 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_9_win.zip and cwcm4_0_9_sol.zip).

- Step 4** Select cwcm4_0_9_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.
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Installing Campus Manager 4.0.9

Before you install Campus Manager 4.0.9, make sure your installation environment meets the requirements described in “[Hardware and Software Requirements](#)” section on page 3.

To install Campus Manager 4.0.9:

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- 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_9_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_9_win.exe, to begin installation.
A prompt appears:
This will install Campus Manager 4.0.9. 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 4.0.9.
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 4.0.9.
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_book09186a00806ab62a.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 4.0.9, 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 4.0.9.

Reinstalling Campus Manager 4.0.9

To reinstall Campus Manager 4.0.9, follow the instructions in the [“Installing Campus Manager 4.0.9” section on page 6](#).

Known Problems in Campus Manager 4.0.9

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](#)).

There are no known problems in Campus Manager 4.0.9.

Resolved Problems in Campus Manager 4.0.9

[Table 2](#) lists the resolved problems in Campus Manager 4.0.9.

Table 2 Resolved Problems in Campus Manager 4.0.9

Bug ID	Summary
CSCsh14421	Interfaces cannot be disabled while UTLite33.exe is running (i.e. via Network properties). Even after UTLit33.exe is terminated, it may not be possible to disable an interface. UTLite33.exe is used by Campus Manager to obtain usernames for Windows-based end hosts.
CSCsh12120	All devices are not updated in the Device list & Map in Topology Groups > Campus.
CSCsi42738	End hosts are not detected on some switches. User Tracking when used with subnet filtering is not detecting end hosts for some switches having vtp domains set at transparent.
CSCsi34246	Layer 2 traces are not working for 1213 switches. When 1213 switches are being used and when running l2 traces via path analysis, the path can only be partially discovered via path analysis.
CSCsi26410	Whenever a map view is launched from VLAN Port Assignments (e.g. View VTP Domain), the resulting map opens on all connecting client browsers.
CSCsh67850	Device Discovery runs continuously. Does not stop, discovering a couple of device in an infinite loop.
CSCsg60187	For FastEthernet and Gigabit ethernet ports link, duplex value is shown as unknown in port attributes report. Show tech shows the port fa1/0/7 is in full duplex mode but campus is reporting it as being half duplex in port attributes.
CSCsh99080	UT cmexport throws outOfMemoryError for 63,000 entries.
CSCsg66351	After LMS 2.6 Updates, clicking on Campus Manager Home, new blank page opens and hangs with "Opening page goHome.do at <servername> (secure web site)..." at bottom of page.

Table 2 Resolved Problems in Campus Manager 4.0.9

Bug ID	Summary
CSCsi13429	wbudevice table is allowing entries with dcrDeviceId == NULL.
CSCsg45903	UTDebug does not support encrypted community string.
CSCsh87332	CM > Administration > Device Discovery > SNMP Settings > help > the consequences of changing the timeout/retry settings are not explained.
CSCsg51671	Online documentation for "Installing UTLITE Script for UserTracking in Campus Manager " needs to be updated for Win2k3 support.
CSCsi65585	User Tracking reports do not support multiple email addresses. When scheduling UT reports (or Campus Manager reports in 5.0) you cannot specify multiple email addresses. However, other applications such as RME offer the capability to specify multiple email addresses separated by commas. This is a workflow inconsistency, and Campus Manager's reports should have the same functionality as RME.
CSCsg46326	UTlite from Campus 4.0.4 in XP on IBM Thinkpad. Undocking and re-docking laptop will stop network adapter to work when UTLite.exe is running.
CSCsi84280	The User Tracking Acquisition summary page under Campus Manager > User Tracking > Acquisition, may report the User Tracking Acquisition status incorrectly. That is, the status may be reported as Running when User Tracking is actually idle.
CSCsh46715	When the switch and router for the entry 10.104.201.149 are not in the same vtp domain, arp/cam comparison fails. Some entries don't have the IP and subnet info in the report.

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 4.0.9. 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 4.0.9?](#)

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 - 4.0.9	4.0.9

Q. I do not want support for all the devices that you have supported in Campus Manager 4.0.9. 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 4.0.9 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 4.0.9?

A. You can find the latest information on supported devices for Campus Manager 4.0.9 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 > Compatibility Information > Supported Devices Table for Campus Manager 4.0.9**.

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 4.0.9.

