



User Tracking Utility

CiscoWorks User Tracking Utility (UTU) is a Windows desktop utility that provides quick access to useful information about users or hosts discovered by the Campus Manager User Tracking application. This chapter contains:

- [Understanding User Tracking Utility, page C-2](#)

Understanding User Tracking Utility

UTU allows users with Help Desk access to search for users or hosts discovered by the Campus Manager User Tracking application.

To use the User Tracking Utility you should have installed Campus Manager 4.0 on a CiscoWorks server anywhere on your network. Campus Manager should be in operation, and accessible via the network.

UTU comprises a server-side component and a client utility. It does not support SSL transport mode. Do not enable SSL on the LMS server.

The following sections explain the User Tracking Utility:

- [Definitions, page C-2](#)
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Definitions

[Table C-1](#) explains terms and definitions used in User Tracking Utility.

Table C-1 **Definitions**

Term	Definition
Host	Any unix or windows system discovered by User Tracking.
Host Name	Name of the discovered host.
LMS Server	Host name or IP address of the CiscoWorks server on which you have installed Campus Manager 4.0.
Port	Port number to which the host is connected.

Table C-1 Definitions (continued)

Term	Definition
Subnet	Subnet to which the host belongs to.
User Name	Name of the User who has logged onto to the host.

Hardware and Software Requirements for UTU

Table C-2 lists the minimum system requirements for UTU.

Table C-2 System Requirements

Requirement Type	Minimum Requirements
System Hardware	IBM PC-compatible system with Intel Pentium processor.
System software	<ul style="list-style-type: none"> Windows 2000 (Professional or Server) with Service Pack 3 or higher. Or <ul style="list-style-type: none"> Windows 2003 Server.
Memory (RAM)	512 MB.
Network Connectivity	Campus Manager should be in operation, and accessible via the network.


Downloading UTU

UTU requires `CiscoWorksUserTrackingUtility1.1.exe` to be downloaded and installed.

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- Step 1** Locate the package file `CiscoWorksUserTrackingUtility1.1.exe` at:
<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>
- Step 2** Save the file to a temporary working area of your windows system.
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Installing UTU

To install UTU:

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- Step 1** Log into the system with local system administrator privileges.
- Step 2** Navigate to the directory that contains CiscoWorksUserTrackingUtility1.1.exe.
- Step 3** Double-click CiscoWorksUserTrackingUtility1.1.exe to begin installation.
The User Tracking Utility Welcome screen appears.
- Step 4** Click **Next**.
The Choose Destination Location dialog box appears. By default, UTU is installed in the directory C:\Program Files\CSCOOut.
- Step 5** Click **Next** to install UTU in the default directory.
or
Click **Browse** to choose a different directory and click **OK**; then, click **Next** to continue with the installation.
The Configure CiscoWorks Campus Manager Server Details dialog box appears.
- Step 6** Enter the name or IP address of the server on which Campus Manager is installed.
- Step 7** Enter the HTTP port number of the Campus Manager server. The default port number is 1741.
- Step 8** Click **Next**.
-  **Note** User Tracking Utility 1.1 does not support SSL transport mode. Do not enable SSL on the Campus Manager server.
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- The Configure CiscoWorks Campus Manager Server Authentication dialog box appears. You can also configure these server details after installation.
- Step 9** Enter a valid CiscoWorks Campus Manager Server user name and password.
This is used to verify the validity of the user when searching for users or hosts.

Step 10 Confirm the password and click **Next**.

The Setup Complete dialog box appears.

Step 11 Click **Finish** to complete the installation.

User Tracking Utility 1.1 installs itself into the Destination Location you specified in Step 5 above. However, it does not create a program group under **Start > Programs**.

You cannot re-install UTU on a system that already has this application installed on it. You must check for existing installations of UTU before beginning a fresh installation.

To confirm UTU installation on your system, right-click the taskbar and select **Toolbar** of your machine. You can find **User Search Band** option in the popup menu.

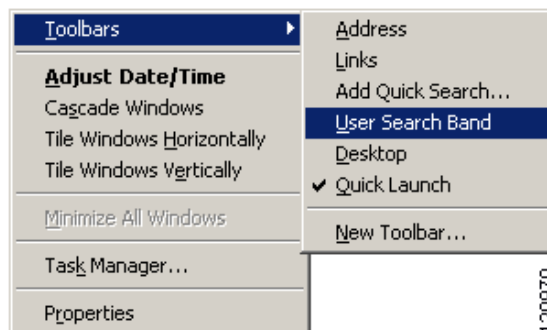
Accessing UTU

To display the UTU desktop band on the Taskbar:

Step 1 Right-click on the Taskbar of the system on which you installed UTU.

Step 2 Select **Toolbars > User Search Band**, as shown in [Figure C-1](#).

Figure C-1 *Selecting the Toolbar*



The UTU desktop band appears on the Taskbar with the title User Information.

Configuring UTU

You should configure UTU only if you want to change the LMS server configurations that you entered while installing UTU.

To configure UTU:

- Step 1** Right-click the User Information search area.
A popup menu appears.
 - Step 2** Select **Configure**.
The CiscoWorks LMS Server dialog box appears.
 - Step 3** Modify the settings as required.
 - Step 4** Click **OK**.
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You can use the UTU search band to search for the Users or Hosts in your network. You can search using user name or host name or IP address. Searching by Host is the default search criteria.

For more information, see *User Guide for Campus Manager 4.0*.

Uninstalling UTU

To uninstall UTU:

- Step 1** From the Windows Taskbar, select **Start > Settings > Control Panel > Add/Remove Programs**.
The Add/Remove Programs dialog box appears.
- Step 2** Select **CiscoWorksUserTrackingUtility1.1.exe**.

Step 3 Click **Change/Remove**.

The system prompts you for confirmation.

Step 4 Click **Yes**.

The Remove Programs From Your Computer dialog box appears. The system prompts you for confirmation to remove the shared file, UTBand.dll.

Step 5 Click **Yes** and then click **OK**.

If you click **No**, the uninstallation will be incomplete. To work around this problem, do the following:

- a. Hide the UTU desktop band.
- b. At the command prompt, change to the installation directory.
- c. Enter the command:

```
regsvr32 /u UTBand.dll
```

The following message appears:

```
DLLUnregisterServer in UTBand.dll failed
```

- d. Click **OK**.
- e. Enter the command:

```
del UTBand.dll
```

This removes the UTU installation completely from the machine.

Step 6 Restart the system.

Reinstalling UTU

You must not install UTU on a system that already has this application installed on it. You must check for existing installations of UTU before beginning installation.

To check for an existing installation of UTU:

Step 1 Right-click on the Taskbar of the machine.

Step 2 Select **Toolbars**.

If you see the User Search Band option, it means you have UTU installed on the system.

You must first uninstall the current installation of UTU, and only then install it.
