



Readme for Campus Manager 5.0.1 on Windows

This Readme is for Campus Manager 5.0.1 on Windows. It contains:

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Description

Campus Manager 5.0.1 is a software update for Campus Manager 5.0. 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 5.0.1.

**Caution**

Campus Manager 5.0.1 has specific prerequisites. Before installing Campus Manager 5.0.1, see “[Hardware and Software Requirements](#)” section on page 3.

Related Documentation

[Table 1 on page 4](#) lists the devices supported in Campus Manager 5.0.1.

A list of all devices supported in Campus Manager 5.0 (LMS3.0) is available on Cisco.com.

To access this, go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html

For a list of fixes to known problems, see “[Resolved Problems in Campus Manager 5.0.1](#)” section on page 8.

A list of all known and resolved problems in Campus Manager 5.0, 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 5.0 on Solaris, go to:

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

To access the Release Notes for Campus Manager 5.0 on Windows, go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps563/prod_release_notes_list.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 5.0 on Cisco.com for any updates.

Hardware and Software Requirements

Campus Manager 5.0.1 requires that you have installed CiscoWorks Common Services 3.1 and Campus Manager 5.0. For LMS 3.0 users, they are available as a part of CiscoWorks LMS 3.0.

To procure LMS 3.0, go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_bulletin0900aecd8063aeca.html

Hardware and software requirements are the same as those needed for CiscoWorks Common Services 3.1 and Campus Manager 5.0 installation.

A detailed list of requirements and instructions to install CiscoWorks Common Services 3.1 and Campus Manager 5.0, is available on Cisco.com.

To access this, go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html

CM 5.0.1 Upgrade Path

Use the table below to verify the upgrade path to Campus Manager 5.0.1:

| If you have installed... | You must install... |
|--------------------------|---------------------|
| CM4.0 or higher | CS3.1+CM5.0+CM5.0.1 |
| CM4.0.3 or higher | CS3.1+CM5.0+CM5.0.1 |
| CM4.0.6 or higher | CS3.1+CM5.0+CM5.0.1 |
| CM5.0 | CM5.0.1 |

Patches Rolled into Campus Manager 5.0.1

There are no patches, containing fixes to bugs, that have been rolled into Campus Manager 5.0.1.

Supported Devices in Campus Manager 5.0.1

Table 1 lists the devices supported in Campus Manager 5.0.1.

For a list of all devices supported in Campus Manager 5.0, see the Supported Devices Table for LMS 3.0 on Cisco.com (see the “[Related Documentation](#)” section on page 2).

Table 1 Supported Devices in Campus Manager 5.0.1

| 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-3400 G-12CS-D | 1.3.6.1.4.1.9.1.781 | Yes | Yes | NA | NA | Yes ^{1, 2} | Yes | 12.2(35)SE1 |
| | ME-3400 G-12CS-A | 1.3.6.1.4.1.9.1.780 | Yes | Yes | NA | NA | Yes ^{1, 2} | Yes | 12.2(35)SE1 |
| Cisco Catalyst 6500 Series Service Modules | ACE10-6500-K9 | NA | 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 | NA | Yes | NA | NA | NA | NA | NA | 3.6(1) |

1. IP Phones are supported.
2. Dynamic User Tracking is supported.

Downloading Campus Manager 5.0.1

You can download the Campus Manager 5.0.1 installer file, cwcm5_0_1_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 cwcm5_0_1_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 (cwcm5_0_1_win.zip and cwcm5_0_1_sol.zip).

- Step 4** Select cwcm5_0_1_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 5.0.1

Before you install Campus Manager 5.0.1, make sure your installation environment meets the requirements described in “[Hardware and Software Requirements](#)” section on page 3.

To install Campus Manager 5.0.1:

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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 cwcm5_0_1_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, cwcm5_0_1_win.exe, to begin installation.
A prompt appears:
This will install Campus Manager 5.0.1. 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 3.1, this message appears:
Install CiscoWorks Common Services 3.1 before installing Campus Manager 5.0.1.
The installation terminates when you click **OK**.
Common Services 3.1 is available as a part of CiscoWorks LMS 3.0.
If you have not installed Campus Manager 5.0, this message appears:
Install Campus Manager 5.0 before installing Campus Manager 5.0.1.
The installation terminates when you click **OK**.
Campus Manager 5.0 is available as a part of CiscoWorks LMS 3.0.
A detailed list of instructions to install CiscoWorks Common Services 3.1 and Campus Manager 5.0, is available on Cisco.com.
To access this, go to:
http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html
After installing Common Services 3.1 and Campus Manager 5.0, 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 no enough disk space to install Campus Manager 5.0.1, the installation displays an error message and stops.
- If the minimum requirements are not met, the installation displays a warning message and continues 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 **Install**.

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 5.0.1.

Reinstalling Campus Manager 5.0.1

To reinstall Campus Manager 5.0.1, follow the instructions in the [“Installing Campus Manager 5.0.1” section on page 6](#).

Known Problems in Campus Manager 5.0.1

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 5.0, see *Release Notes for Campus Manager 5.0* on Cisco.com (see “[Related Documentation](#)” section on page 2).

There are no known problems in Campus Manager 5.0.1.

Resolved Problems in Campus Manager 5.0.1

Table 2 lists the resolved problems in Campus Manager 5.0.1.

Table 2 *Resolved Problems in Campus Manager 5.0.1*

| Bug ID | Summary |
|------------|---|
| CSCsj45338 | The property UTGetVlansWithUserPorts is used to decide what vlan to query during bridgetable fetch in UT. Vlans with user ports are queried when the value is set as 1. If the value is set as 0, all vlans in the device have to be queried. This is not happening currently. |
| 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. |
| CSCsi91292 | In Campus Manager , under Admin > Campus Data Colelction > SNMP Timeout and Retries (as well as under Admin > Device Discovery > SNMP Settings), there is option to configure the timeout value for SNMP. In the online help, it is not clear if this timeout means the initial first response from the devices to request, or it is total time for the completion of a data collection and user Acquisition. |
| CSCsi91448 | Under Admin > Acquisition > Ping Sweep, there are options like "Enable Ping Sweep" and "Wait Interval". But the online help does not mention if the ping sweep is performed on all the selected subnets before the acquisition start or before acquisition is performed on each subnet. Also there is no guideline about how to use "wait interval". |
| CSCsi93263 | Under the Admin > Campus Data Collection > Schedule data interval, there are settings for "Poll Interval" and "Schedule". When you click on "help" button, it does not state the difference between Poll and Schedule. |
| CSCsj10611 | RMON configuration for some of the devices is failing with Null Pointer Exceptions in ANI Log. No message is showing in these cases about status of configuration. |
| CSCsj10623 | Configuration status message is not showing up when tried to configure RMON on all devices in a group. |
| CSCsj10652 | Sorting on any of the coloumns in "Enable RMON for Link Bandwidth Utilization " page is not working. On sorting, page is getting refreshed and the port details are not showing up . Also devices list is refreshed and the selection made in device selector is lost. |
| CSCsj15935 | Hostname is not getting updated when Duplicate IP and Mac are available. |
| CSCsj15963 | UT tries to resolve IP address when an exact duplicate ARP is available. |

Table 2 **Resolved Problems in Campus Manager 5.0.1**

| Bug ID | Summary |
|------------|---|
| CSCsj17921 | When device has one trunk port, UT discover on trunk is not working. |
| CSCsj21368 | The core and corex debugging modules are no longer configurable in the Debugging Options GUI. These options are automatically enabled when debugging is enabled, and they cannot be disabled if they are not desired. |
| CSCsj30072 | Devices may disappear, or never appear in certain Campus Manager maps. For example, devices may be missing from the Layer 2 View, but found in the LAN Edge View. |
| CSCsj18782 | The name "Switch port utilization" report is misleading. The word "utilization" suggest that the report shown is the bandwidth information about switch ports. But the report actually details the percentage of port capacity. |
| CSCsj32545 | WiseUHIC takes a longtime for updating the client information. |

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 5.0.1. 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 5.0.1?](#)

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 - 5.0.1 | 5.0.1 |

- Q.** I do not want support for all the devices that you have supported in Campus Manager 5.0.1. 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 5.0.1 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 5.0.1?

- A.** You can find the latest information on supported devices for Campus Manager 5.0.1 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 LMS 3.0**.

Or

- Go to
- http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html



Note

The Supported Devices Table for LMS 3.0 contains the information on device support for Campus Manager 5.0.1.