



## Device Display Problems

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An end-user calls your network help desk reporting that there is a slow response time in displaying their Catalyst switch. It's taking more than 3 minutes for their device to display properly.

Other problems can occur when you display a device:

- CiscoView might stop responding.
- The status of the 10/100 ports appear gray.
- The device is partially displayed.

## What You Need

Verify these prerequisites before starting the procedure for this scenario:

- You installed the latest version of CiscoView. Any previous versions must be upgraded to the most current version.
- You have a valid user ID and password for the Cisco.com web site.

# How To Do It—Procedure

Identify the source of the problem using the procedures in the following sections:

1. [Verify the Latest Device Package Is Downloaded.](#)
2. [Upgrade Your Catalyst Switch Device Package.](#)
3. [Verify the SNMP Timeout/Retry Values Are Correct.](#)

## Verify the Latest Device Package Is Downloaded

To verify that you are using the latest device package for CiscoView 5.0 such as Catalyst 5000, Catalyst 5500, and Catalyst 8510:

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- Step 1** Click **Device Manager > CiscoView**. The CiscoView Main menu appears.
- Step 2** Click the **About** button from the Main menu to view which version of the device packages are installed.
- Step 3** Log in to Cisco.com to verify that you have the latest packages installed. The device packages on Cisco.com will always have the latest version of devices packages listed.



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**Note** You must be running the latest version of CiscoView to solve this problem. To find out which version of CiscoView is required to support the devices or to upgrade your version of CiscoView, refer to the following URL: <http://www.cisco.com/kobayashi/sw-center/netmgmt/ciscoview/cvcww-download.shtml>.

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## Upgrade Your Catalyst Switch Device Package

If the current device packages are earlier than the versions specified in the Packages Installed screen, download the appropriate version of the Catalyst device packages for the current version of CiscoView you are running.



### Note

You must be a registered Cisco.com user and have a valid user ID and password for Cisco.com to download the appropriate device packages. Contact your system administrator for more information.

Perform these tasks to upgrade and download the latest Catalyst device packages:

1. Remove the old device packages.
2. Install the latest device packages.

**Table 5-1 Upgrade Your Devices**

Task	Action
Remove the old device packages.	<ol style="list-style-type: none"> <li>1. Exit CiscoView.</li> <li>2. Start the Package Support Updater.</li> <li>3. Select the following devices:  <b>Catalyst 5000</b>  <b>Catalyst 5500</b>  <b>Catalyst 8510</b></li> <li>4. Click <b>Uninstall</b>.</li> </ol>
Install the latest device packages.	<ol style="list-style-type: none"> <li>1. From the Package Support Updater Main menu, click <b>Install Device</b>.</li> <li>2. When the Device Installation program screen appears, navigate to the temporary directory you created (for example, c:\temp\update).</li> <li>3. Select the <b>Catalyst 5000</b>, <b>5500</b>, and <b>8510</b> packages.</li> <li>4. Click <b>Install</b> to install the packages.</li> </ol>

## Verify the SNMP Timeout/Retry Values Are Correct

To verify that the SNMP Timeout/Retry values are set correctly (Simple Network Management Protocol):

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- Step 1** Start CiscoView.
  - Step 2** Click **Preferences**. The Preferences dialog box appears.
  - Step 3** Verify that the following parameters are set correctly. If they are not set correctly, enter the correct settings in the Properties dialog box:

Option	Correct Setting
Chassis & Polling Frequency (sec)	60
SNMP Timeout (sec)	10
SNMP Retry Count	2

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## Where You Should End Up—Verification

Verify that the new packages are installed and the SNMP settings are correct:

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- Step 1** From CiscoView, click **Packages Installed** from the About screen to view the latest device packages installed.
  - Step 2** From CiscoView, click **Preferences** to verify the settings in SNMP are correct. The user can now successfully display the devices.
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