



## **User Guide for CiscoView**

Software Release 6.1.9  
CiscoWorks

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*User Guide for CiscoView 6.1.9*

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## Preface

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This guide describes CiscoView 6.1.9 and provides instructions for its configuration and use.

## Audience

This guide is intended to provide descriptions and scenarios for system administrators, network managers, and other users who might or might not be familiar with CiscoView. Many of the tools described are only accessible to system administrators. This guide also assumes a working knowledge of the Microsoft Windows environment.

## Conventions

The following table describes the conventions followed in the user guide:

**Table 1**      **Conventions**

Item	Convention
Commands and keywords	<b>boldface font</b>
Variables for which you supply values	<i>italic font</i>
Displayed session and system information	screen font
Information you enter	<b>boldface screen font</b>
Variables you enter	<i>italic screen font</i>
Menu items and button names	<b>boldface font</b>
Selecting a menu item in paragraphs	<b>Option &gt; Network Preferences</b>
Selecting a menu item in tables	Option > Network Preferences



**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

## Product Documentation

**Note**

We sometimes update the documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

The following table describes the product documentation that is available:

**Table 2**      **Product Documentation**

Document Title	Available Formats
<i>User Guide for CiscoView 6.1.9</i> (this document)	<ul style="list-style-type: none"> <li>• PDF on:               <ul style="list-style-type: none"> <li>– Product DVD</li> <li>– LMS 3.2 Documentation DVD</li> </ul> </li> <li>• On Cisco.com at: <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverview/6.1.9/user/userguide/ugcv_619.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverview/6.1.9/user/userguide/ugcv_619.html</a></li> </ul>
<i>Release Notes for CiscoView 6.1.9</i>	<ul style="list-style-type: none"> <li>• PDF on:               <ul style="list-style-type: none"> <li>– Product DVD</li> <li>– LMS 3.2 Documentation DVD</li> </ul> </li> <li>• On Cisco.com at: <a href="http://www.cisco.com/en/US/docs/net_mgmt/ciscoverview/6.1.9/release/notes/CV_619_RNs.html">http://www.cisco.com/en/US/docs/net_mgmt/ciscoverview/6.1.9/release/notes/CV_619_RNs.html</a></li> </ul>
Context-sensitive Online help	<ul style="list-style-type: none"> <li>• Select an option from the navigation tree, then click <b>Help</b>.</li> <li>• Click the Help button in the dialog box.</li> </ul>

## Related Documentation


**Note**

We sometimes update the documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

The following table describes the additional documentation that is available:

**Table 3**      **Related Documentation**

Document Title	Available Formats
<i>Installing and Getting Started with CiscoWorks LAN Management Solution 3.2</i>	<ul style="list-style-type: none"> <li>• PDF on:               <ul style="list-style-type: none"> <li>– Product DVD</li> <li>– LMS 3.2 Documentation DVD</li> </ul> </li> <li>• On Cisco.com at:                <a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/3.2/install/guide/IGSG32.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/3.2/install/guide/IGSG32.html</a> </li> </ul>
<i>User Guide for CiscoWorks Common Services 3.3</i>	<ul style="list-style-type: none"> <li>• PDF on:               <ul style="list-style-type: none"> <li>– Product DVD</li> <li>– LMS 3.2 Documentation DVD</li> </ul> </li> <li>• On Cisco.com at:                <a href="http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.3/user/guide/cs33ug.html">http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_common_services_software/3.3/user/guide/cs33ug.html</a> </li> </ul>

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.





# CHAPTER 1

## Overview

---

CiscoView is a graphical SNMP-based device management tool that provides real-time views of networked Cisco Systems devices. These views deliver a continuously updated physical and logical picture of device configuration and performance conditions. Simultaneous views are also available for multiple device sessions.

Use CiscoView to:

- View a graphical representation of the device, including component (interface, card, power supply, LED) status.
- Configure parameters for devices, cards, and interfaces.
- Monitor real-time statistics for interfaces, resource utilization, and device performance.
- Set user preferences.
- Perform device-specific operations as defined in each device package.
- Manage groups of stackable devices.

The following topics are described in this section:

- [CiscoView Features](#)
- [CiscoWorks Server](#)
- [CiscoView Security and User Roles](#)
- [Installing CiscoView](#)
- [Starting CiscoView](#)
- [Navigating in CiscoView](#)
- [Setting Debugging Options and Display Logs](#)
- [Log Files By Module](#)
- [Viewing Devices Not Available in the DCR](#)
- [Setting Preferences](#)
- [Campus Manager Reports](#)
- [Health and Utilization Monitor Interface Report](#)
- [Getting Help](#)
- [Understanding CiscoView Release Versions](#)
- [Device Packages](#)

# CiscoView Features

CiscoView operates in client-server mode. In this mode, the device package and basic management functionality are centrally located on the CiscoView server.

In addition to device management, CiscoView provides the following features:

- Internet Protocol version 6 (IPv6) functionality.
  - When the IPv6 device package is installed, CiscoView manages IPv6 functionality using Telnet/SNMP over IPv4 transport using dual stacks.
  - IPv6 management features are launched from the device's context menu (see [Using the Context Menu](#) for more information).

For information on devices on which CiscoView supports IPv6 functionality, see the IPv6 device package readme file on Cisco.com.

- Device list and credentials from a common database. CiscoView inherits device credentials from the Device and Credential Repository (DCR). The DCR contains a common list of devices and credentials for all installed CiscoWorks products. The DCR Administration provides an interface to administer the DCR.

For more information on the DCR and DCR Administration, see *User Guide for Common Services 3.3*.

- SNMP version 3 (SNMPv3) support. CiscoView supports SNMPv3 communication with authentication and encryption for greater security. DCR Administration fetches SNMPv3 and SNMPv1 or SNMPv2 device credentials. DCR Administration gives preference to using SNMPv3 device credentials.
- Mini-RMON (Remote Monitoring) functionality. This can be used to set up alarms, collect traffic statistics for a device, and troubleshoot network-related problems. To determine the devices on which CiscoView supports RMON functionality, see [Appendix A, "CiscoView Mini-RMON Manager"](#).
- HTML-based client. CiscoView provides a lightweight, HTML-based client with added support for Netscape and Mozilla.
- Integration with Access Control Server (ACS) for finer granularity in user roles. See [CiscoView Security and User Roles](#) for more information.
- Integration with Software Center:

The functionality provided by Software Center is given in the previous releases of Common Services by Package Support Updater (PSU).
- Improved user interface. See [Navigating in CiscoView](#) for more information.

To ensure that you are set up correctly to use CiscoView and perform basic functions within CiscoView, you must perform certain tasks. For more information about your setup, see *Installing and Getting Started with CiscoWorks LAN Management Solution 3.2*.

# CiscoWorks Server

CiscoView works in conjunction with the CiscoWorks Server, which represents a common management foundation. It contains a set of management services that are shared by multiple management applications. These management services are enabled when you install a suite of applications and when you start an application that relies on any of these services.

CiscoView uses these CiscoWorks components:

- CiscoWorks LMS Portal
- Security
- Help Engine and Files
- Web Server
- Cisco.com User Accounts
- Device and Credential Repository (DCR)
- Groups
- Software Center

For detailed information, see *User Guide for Common Services 3.3*.

## CiscoView Security and User Roles

CiscoView supports two modes of user authentication and authorization: local and Cisco Secure Access Control Service (ACS).

Local authentication and authorization is the default mode when you install CiscoView. To use Cisco Secure ACS authentication and authorization, you must have a Cisco Secure ACS server installed on your network.

By default, CiscoView uses the CiscoWorks Server security mechanism to authenticate users and authorize them to access the application. The following roles are available to the user:

- Read-only:
  - Help Desk
  - Approver
  - Network Operator
- Read-write/Debug:
  - Network Administrator
  - System Administrator
  - Super Admin

You cannot change these roles or the privileges assigned to those roles.

**Note**

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Customized users can change the privileges assigned to the roles.

---

You can also use Cisco Secure ACS to provide user authentication and authorization. Cisco Secure ACS allows you to create custom roles and privileges so that you can customize CiscoView to suit your business workflow and needs.

To use ACS authentication, the CiscoWorks Server roles must be mapped to groups which are then mapped to usernames. The ACS administrator maps these roles on ACS server through the ACS GUI.

When you use ACS authentication, CiscoView checks ACS to determine your user role when you log in. It displays only those devices that you have permission to view.

For more information on ACS and how to configure CiscoView to use ACS, see *User Guide for Common Services 3.3*.

## Installing CiscoView

Before you can display a device's view for configuration and monitoring, you must install CiscoView from the Common Services CD-ROM package. See *Installing and Getting Started with CiscoWorks LAN Management Solution 3.2* for detailed installation instructions.

During the installation process, the most commonly used device packages are installed for you. All Cisco Systems device packages are periodically updated. You should download them from Cisco.com as they become available.

You can add or update device packages by using Software Center. Software Center is a component of Common Services. See *User Guide for Common Services 3.3* for information about how to use this utility to download device packages.

## Starting CiscoView

You can start CiscoView from one of the following launch points:

- CiscoWorks LMS Portal
- Device Center
- Campus Manager applications (if Campus Manager is present in the CiscoWorks bundle)

To start CiscoView from the CiscoWorks LMS Portal, click the CiscoView portlet.

**Note**

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If the CiscoView portlet is maximized, you can also start CiscoView by selecting **Chassis View**.

---

To start CiscoView from Device Center:

---

**Step 1** From the Device Diagnostic Tools portlet in the CiscoWorks LMS Portal, select **Device Center**.

**Step 2** Do one of the following:

- In the Enter Device Name/IP Address field, enter the name or IP address of the device you want to access and click **Go**.
- Perform either a standard or advanced device search. See [Searching for a Device](#) and [Performing an Advanced Device Search](#) for more information.
- From the list of all devices managed by DCR Administration, navigate to and select the device you want to access.

The Device Information page appears, displaying the Summary and Functions Available panes.

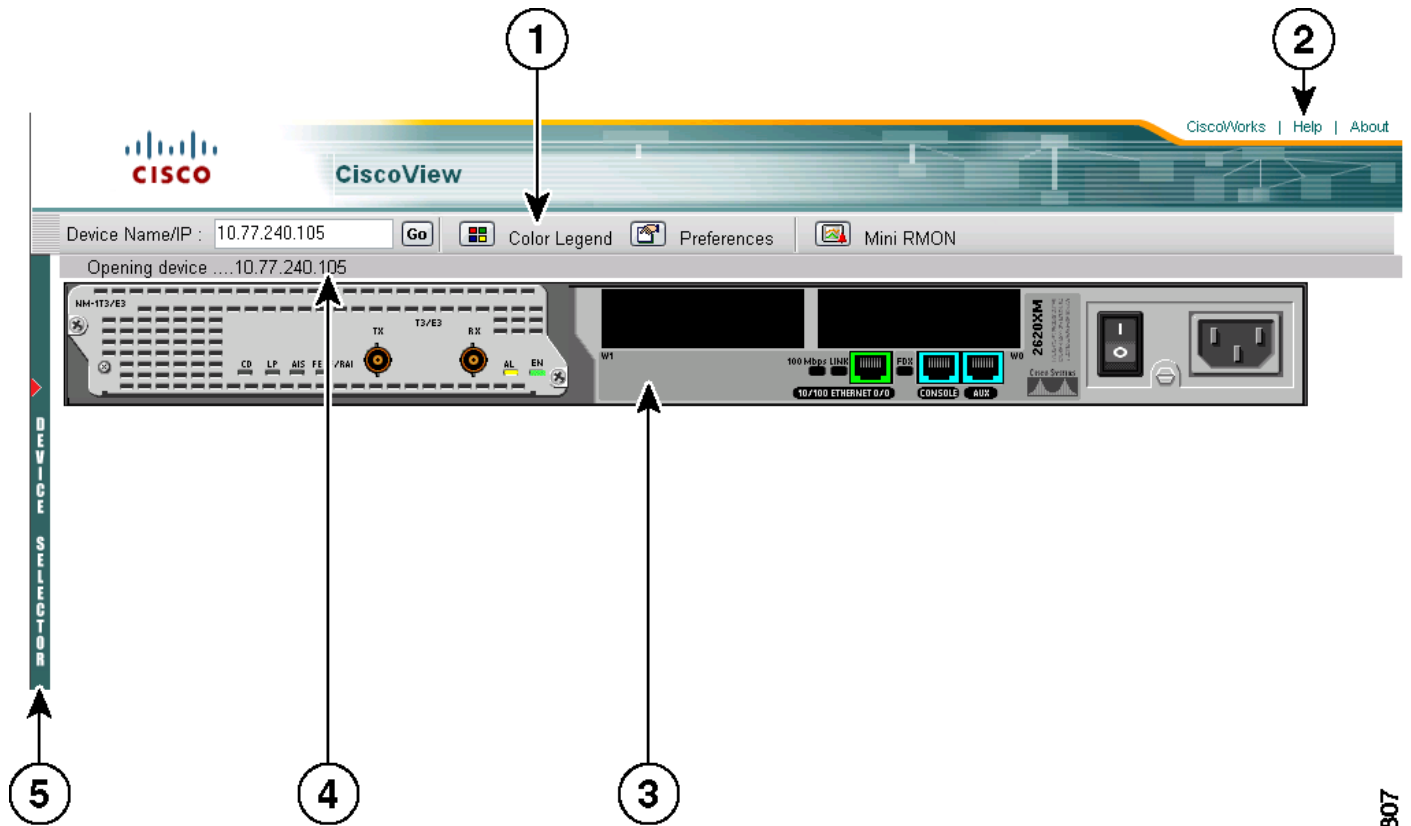
- Step 3** Select **CiscoView** from the Functions Available pane.  
A graphical representation of the device chassis appears.

For instructions on how to start CiscoView from Campus Manager applications, see *User Guide for Campus Manager 5.2*.

# Navigating in CiscoView

When you start CiscoView, the CiscoView desktop as shown in Figure 1-1 opens.

Figure 1-1 CiscoView Desktop



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1	Options bar	4	Status bar
2	Tools bar	5	Device Selector handle
3	Chassis View		

Table 1-1 describes each component on the CiscoView desktop.

**Table 1-1 CiscoView Desktop Component Descriptions**

Component	Description
Options bar	Allows you to view devices in CiscoView, access the color legend, and change preferences. See <a href="#">Table 1-2 in Using the Options Bar</a> for a description of each option.
Tools bar	Allows you to open the CiscoWorks LMS Portal, access online help that is specific to the selected device. You can also see the installed version of CiscoView. See <a href="#">Table 1-3 in Using the Tools Bar</a> for a description of each option.
Chassis view	Displays a graphical representation of the device's back or front panel after you select a device. Device components are color-coded according to their status. They are refreshed according to the polling frequency you have defined. See <a href="#">Understanding the Color Legend</a> for more information on color status definitions.  <b>Note</b> If a hot swap is detected, the device is rediscovered and the display redrawn at the next poll.
Status bar	Shows progress and result of device polling, refreshes, and so on. If any error occurs as a result of device polling, the error message will appear in the Status bar.
Device Selector handle	Opens and closes the Device Selector (see <a href="#">Using the Device Selector</a> ): <ul style="list-style-type: none"> <li>• When the Device Selector is closed, click the handle to open it.</li> <li>• When the Device Selector is open, click the handle to close it.</li> </ul>

## Using the Options Bar

Table 1-2 describes the options on the Options bar.

**Table 1-2 Options Bar**

Option	Description
Device Name/IP field	You can enter either the name or IP address of a device and view that device within CiscoView. If the device's SNMP credentials are not listed in the DCR, you will be prompted to enter the appropriate credentials. See <a href="#">Viewing Devices Not Available in the DCR</a> for more information.
Color Legend	You can access the color legend. This legend defines the colors used to indicate the status of the device components. See <a href="#">Understanding the Color Legend</a> for more information.
Preferences	You can set the following global preferences: <ul style="list-style-type: none"> <li>• Length of time for the SNMP request to timeout</li> <li>• Number of times that CiscoView tries to send an SNMP request</li> <li>• Refresh rate of chassis view (how often the device is polled)</li> <li>• MIB label shown in dialog boxes</li> <li>• Refresh rate of graphs within the device monitoring dialog box</li> </ul> See <a href="#">Setting Preferences</a> for more information.  For example, to set preferences for a particular device, you need to access the device's context menu. See <a href="#">Using the Context Menu</a> for more information.
Mini RMON	You can launch CiscoView Mini-RMON Manager. See <a href="#">Appendix A, "CiscoView Mini-RMON Manager"</a> for more information.

## Using the Tools Bar

Table 1-3 describes the options on the Tools bar.

**Table 1-3**      **Tools Bar**

Item	Description
CiscoWorks	Takes you back to the CiscoWorks LMS Portal.
Help	Opens a new window that displays context-sensitive help for the displayed page. The window also contains buttons that allow you to access the Online help, index, and search tool. See <a href="#">Getting Help</a> for more information.
About	Displays the following information: <ul style="list-style-type: none"><li>• CiscoView release version and copyrights. This refers to the base application that runs all device packages; for example, CiscoView X.X.X.</li><li>• Installation date.</li><li>• Active device package, if applicable; for example, Cat5000 Package, Version X.X.</li><li>• All installed device package information (version numbers are shown in parentheses).</li></ul> See <a href="#">Understanding CiscoView Release Versions</a> for more information.

## Using the Device Selector

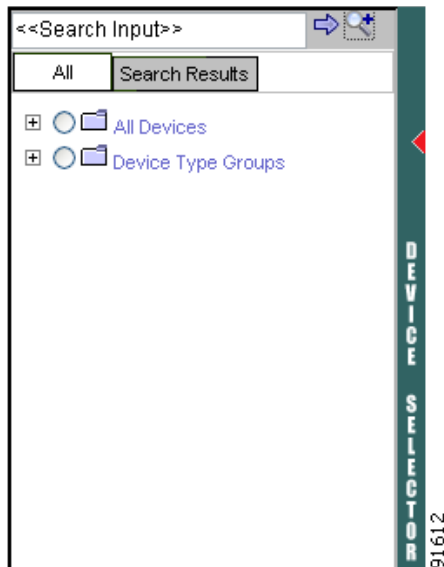
The Device Selector is on the left of the CiscoView desktop. It lists all devices managed by DCR Administration. From here, you can select a device to manage within CiscoView. See *User Guide for Common Services 3.3* for information on adding devices and setting device credentials. Note the following:

- Auto Update Server (AUS) device and cluster members are filtered from the CiscoView device list.
- In the Local CiscoWorks security mode, the Device Selector lists all devices in the DCR.
- In ACS security mode, CiscoView displays only the devices that you have permission to view, based on your user role. For more information on user roles and their privileges, see [CiscoView Security and User Roles](#).

To display the chassis view for a device:

- 
- Step 1** Open the Device Selector by clicking the Device Selector handle.

**Figure 1-2** Device Selector



- Step 2** Do one of the following:
- [Select a device to manage from the device list.](#)
  - [Search for a device to manage.](#)
  - [Perform an advanced device search.](#)
-

## Selecting a Device

---

**Step 1** In the All tab, click either:

- **All Devices** — To view all of the devices managed by DCR Administration.

or

- **Device Type Groups** — To view all devices, organized by groups.

For more information on device groups, see *User Guide for Common Services 3.3*.

**Step 2** Select a device from the list.

A graphical representation of the device chassis appears.

---

## Searching for a Device

---

**Step 1** Enter your search criteria in the Search Input field. Note the following:

- The text string you enter is case-sensitive.
- To search for multiple devices, enter the full device names, separated by commas.
- You can specify one or more wildcard characters (\*) in the text string.
- If you are *not* using wildcard characters in your search criteria, make sure to enter complete device names.

**Step 2** Click .


The Search Results tab lists the devices that meet the search criteria.

If none of the devices managed by DCR Administration meet your search criteria, CiscoView displays the following message: `There are no search results generated for this value.`

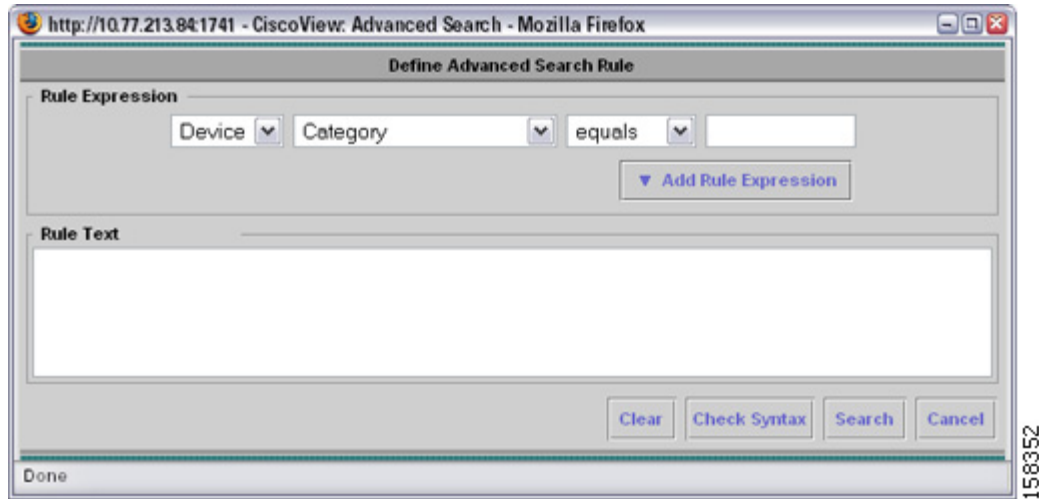
**Step 3** Select the radio button for that device. A graphical representation of the device chassis appears.

---

## Performing an Advanced Device Search

**Step 1** Click  to launch the Define Advanced Search Rule dialog box.

**Figure 1-3** *Advanced Search*



**Step 2** Define a search rule.

You can do so from either the [Rule Expression pane](#) or the [Rule Text pane](#). Note the following:

- Text you enter in this dialog box is case-sensitive.
- You cannot specify wildcard characters in an advanced search rule. Instead, set **contains** as the operator and then enter the value you want to search for, in the text field.
- When you enter a search rule directly in the Rule Text pane, click **Check Syntax** to verify that the rule you entered is properly formatted.

**Step 3** Click **Search**.

The Search Results tab lists the devices which meet the search criteria you specified.

If none of the devices managed by DCR Administration meet your search criteria, CiscoView displays the following message: *There are no search results generated for this value.*

**Step 4** Select the radio button for the device you want to manage.

A graphical representation of the device chassis appears.

## Defining a Search Rule in the Rule Expression Pane

To define a search rule:

- 
- Step 1** Ensure that **Device** is the object type selected in the first list.
  - Step 2** From the second list, select the device attribute that you want to search by.  
For example, you can search by a device's display name, IP address, or model number.
  - Step 3** From the third list, select the appropriate operator for this search rule.  
Here, you can specify whether you want CiscoView to search for a specific text string or for all values that contain that string.
  - Step 4** In the text field, enter the text string you want to search for.
  - Step 5** Click **Add Rule Expression**.  
The search rule you just defined is listed in the Rule Text pane.



---

**Note** To further refine your search criteria, repeat this procedure.

---

## Defining a Search Rule in the Rule Text Pane







In the Rule Text pane, you can enter a search rule directly instead of selecting variables from a list. All search rules should be formatted as follows: *object type . variable operator value*.

For example, to search for all devices in your network with display names that contain the words TestDevice, you should enter the following rule: **Device.DisplayName contains "TestDevice"**

## Understanding the Color Legend

When a device is selected and displayed in the chassis view, all device components are color-coded according to their status. [Table 1-4](#) shows each color and its meaning.

**Table 1-4**      *Color Legend Descriptions*

Color	Meaning	Description
Cyan (blue-green) 	Port is dormant	Interface cannot pass packets. It is in a pending state, waiting for an external event to place it in the Up state. Interface could have: <ul style="list-style-type: none"> <li>• Packets to transmit before establishing a connection to a remote system</li> <li>• A remote system establishing a connection to the interface; for example, dialing up to a SLIP server</li> </ul> When the expected event occurs, the interface state changes to Up.
Orange/Light Brown 	Port is down	Admin status is Down and operational value is also Down. For Catalyst 4000, 5000, and 6000 devices, it can also indicate that the port is not connected.
Red 	Port failed	Hardware failure in the port or the port is not connected. For Catalyst 4000, 5000, and 6000 devices, orange or light brown indicates that the port is not connected.
Yellow 	Minor failure	Port or interface is Down: both admin and operational status are Down. This does not necessarily indicate a fault condition. Yellow can also indicate that the port is disabled.
Purple 	Port is being tested	Admin status is Up, but tests must be performed on the interface. After testing is completed, the interface state changes to Up, Dormant, or Down as appropriate.
Green 	Port is active	Interface is able to send and receive packets.

## Using the Context Menu

When you select a device in CiscoView, a graphical representation of the device is displayed in the chassis view. The context menu appears when you right-click a device or its components. Its contents are context-sensitive and varies according to the device and your selection.

You can view the front or back device panel and select different components (cards, ports, power supply) and menu options to configure and monitor status for the device.

To access the context menu:

- 
- Step 1**    Select a device from the [Device Selector](#).  
A graphical representation of the device chassis appears.
- Step 2**    Right-click the device or its components.  
The context menu appears.

**Step 3** Select an option to change.

The context menu contents vary by device, but typically contains these options:

Option	Description
Configure	Configures device categories, such as Management, Physical, ARP Table, TCP, and so on.
Monitor	Displays a set of dynamic charts for selected device categories.
Front or Rear	Displays either the front or back device panel. A logical view can also be displayed, as defined by the device package.
Resize	Reduces the graphical display down to 75% or 50%. You can resize it back up to 100%.
Refresh	Triggers component polling and display update.
System Info	Displays system MIB information (name, description, location, contact, and up-time) for a displayed device.
Device-specific options	Options defined in the device package, such as “Clear All Counters.”

## Selecting a Device or its Components in the Chassis View

You can select the entire device, or one or more Cisco device components to configure and monitor. For example, you can configure multiple ports or multiple cards in a chassis.

To do this:

**Step 1** Either select a device from the [Device Selector](#)

or

Enter an IP address or device name in the Device Name/IP field of the [Options](#) bar

**Step 2** Click **Go**.

A graphical representation of the device chassis appears.

**Step 3** Do one of the following:

- Select the device or a single component.
  - Left-click on the device or component to select it. A yellow border appears around the selection. (To select the entire device, point to an area that does not contain a component before clicking.)
  - Right-click to display the context menu.
- Select multiple components.
  - Hold down the Ctrl key to select several similar components at once. A yellow border appears around the selected components.
  - Right-click while holding down the Ctrl key to display the context menu.



**Note** Components in the group must be defined by the device package as being of the same type.

## Setting Debugging Options and Display Logs

You can set a SNMP and activity trace and/or view the trace log. This option records trace information into the cv.log file, which is located at `%NMSROOT%/MDC/tomcat`, where `%NMSROOT%` is the directory in which CiscoView is installed.

- 
- Step 1** From the CiscoView portlet in the CiscoWorks LMS Portal, select **Administration > Debug Options And Display Log**.
- The Trace Settings dialog box appears.
- Step 2** Select either or both of the following and then click **Apply**:
- **SNMP Trace** — Displays SNMP request and response pairs, MIB instance ID, data value, data type, request method, and time stamp.
  - **Activity Trace** — Displays server activity such as which device and dialog boxes are open.
- Step 3** Click **View Trace** to see the trace activity in a separate window.
- 

## Log Files By Module

CiscoView stores the log files by module. CiscoView application module log files are stored at these locations:

- On Windows: `$NMSROOT\log\`, where `$NMSROOT` is the CiscoWorks CiscoView installation directory.
- On Solaris: `/var/adm/CSCOpX/log/`

**Table 1-5** CiscoView Log Files by Module

Function/Module	Log Files	Number of Backup Files	Description
UID	uid.log	1	Log for UID dialogs
CVW	cv.log	1	Log for SNMP information such as polling, requests/responses
CV Device Selector	CVDeviceSelector.log	1	Log for Device Selector operations
CV-OGS	CVOGSClient.log	1	Log for Grouping Service client

# Viewing Devices Not Available in the DCR

In CiscoView, you can view devices that are not currently available in the [DCR](#).

---

**Step 1** In the Device Name/IP field, enter the IP address or name of the device you want to view.

**Step 2** Click **Go**.

The SNMP Credentials dialog box appears.

If you enter the IP address or name of a device that already has credentials configured in the DCR (and thus the [Device Selector](#)), CiscoView displays the chassis view for that device. It does not prompt you to enter its SNMP credentials.

**Step 3** In the Select Protocol field, select either the SNMP V3 or SNMP V1/V2C radio button, depending on the type of credentials you want to use for the device.

- If you selected the SNMP V3 radio button:
  - Set the security mode you need.
    - AuthPriv: Provides authentication based on either the HMAC-MD5 or HMAC-SHA algorithm as well as encryption.
    - AuthNoPriv: Provides either HMAC-MD5 or HMAC-SHA authentication.
  - Enter the username and password required for authentication.
  - Specify the authentication algorithm you want to use by selecting either the MD5 or SHA-1 radio button.
- If you selected the AuthPriv security mode, do the following:
  - Enter the privacy password required to view encrypted SNMP packets.
  - Select the desired encryption algorithm: DES (Data Encryption Standard), 3DES, AES128 (Advanced Encryption Standard), AES192, or AES256
  - If you selected the SNMP V1/V2C radio button, enter the appropriate read-only and read-write community strings.

**Step 4** Click **OK**.

The device is displayed in CiscoView.

---

# Setting Preferences

Do either of the following to launch the Device Preferences dialog box:

**Step 1** Click **Preferences** from the Options bar.

Or

From the CiscoView portlet in the CiscoWorks LMS Portal, select **Administration > Device Preferences**.

**Figure 1-4** *Device Preferences*

**Step 2** Specify your options as given below:

Field	Description
Device Display Name	Select the IP address of the device you want to set preferences for.
SNMP Timeout	Enter a value (in seconds) in the field. This value represents the length of time that elapses before an SNMP request times out.
SNMP Retry Count	Enter a value in the field. This value is the amount of times an SNMP request will be sent before the request times out.
Chassis Polling Frequency	Select a value from the list. The default value varies by device. A typical value is every 60 seconds.  CiscoView real-time status is based on periodic SNMP queries sent to the managed device.  If you reduce polling frequency (for example, from 10 seconds to 120 seconds), it reduces SNMP-based traffic on the network and the workstation overhead required for processing.
Show MIB Label as	<ul style="list-style-type: none"> <li>Click <b>Descriptor</b> to display MIB descriptors, for example, sysName.</li> <li>Click <b>Alias</b> to display textual labels, for example, System Name.</li> </ul>
Default Refresh Rate for Monitor Dialogs	Select a value from the list. The monitoring dialog is updated at the selected Refresh rate. The default value is 30 seconds.

**Step 3** Click **Apply**.



**Note** The settings specified here are also used by CiscoView Mini-RMON Manager.

---

## Campus Manager Reports

In CiscoView, you can launch Campus Manager reports. For any device that is also managed by Campus Manager 5.2, you can launch the following reports:

- CM Device Report
- CM Port Report
- CM VLAN Report
- Network Discrepancy Report
- Best Practices Deviation Report

To access these reports:

- 
- Step 1** Right-click the chassis view of a device.
- Step 2** Go to the context menu and select **Campus Manager**.
- Step 3** Select the report that you want to launch.
- 



**Note** For more information about Campus Manager, see the *User Guide for Campus Manager 5.2*

---

# Health and Utilization Monitor Interface Report

You can launch Health and Utilization Monitor (HUM) Interface Report for multiple ports.

With the CVCrossLaunch release 2.0 device package installed, you can generate and view the HUM Interface Report for multiple ports within CiscoView. This report summarizes the activity on the selected ports during the past hour.

To launch this report:

- 
- Step 1** Right-click the ports for which you want to generate a report while holding down the Ctrl key.
- Step 2** From the context menu, select **HUM Interface Report**.
- 

The following devices support this feature:

- Cisco Switches: Catalyst 2940, Catalyst 2950, Catalyst 2955, Catalyst 2960, Catalyst 2970, Catalyst 3550, Catalyst 3560, Catalyst 3750, Catalyst 4000 (running either Catalyst OS or Cisco IOS software), Catalyst 6000 (running either Catalyst OS or Cisco IOS software), ME 2400-24TS-A, ME 3400-24TS-A
- Cisco Routers: Cisco 800, Cisco 1800, Cisco Mobile Wireless Router (MWR) 1900, Cisco 2800, Cisco 3200 Mobile Access Router (MAR), Cisco 3800, Cisco 7000, Cisco 10000, Cisco 10700, Cisco 12000

**Note**

For more information about Health and Utilization Monitor, see the *User Guide for Health and Utilization Monitor 1.2*.

---

## Getting Help

The following are the ways you can access Help:

- Click **Help** from the **Tools** bar.
  - If no device is displayed, CiscoView Basics help appears.
  - If a device is displayed, device-specific help appears.
- Click **Help** in a dialog box to display context-sensitive help for that dialog box.

**Note**

If device-specific help appears and you want to see all CiscoView help, click **Main** (located in the top left pane).

---

# Understanding CiscoView Release Versions

To see the CiscoView versions, click **About** from the **Tools** bar. The following information appears:

- CiscoView release version and copyrights. This refers to the base application that runs all device packages; for example, CiscoView X.X.X.
- Installation date.
- Active device package, if applicable; for example, Cat5000 Package, Version X.X.
- All installed device package information (version numbers shown in parentheses).

## Device Packages

Cisco's routers and switches are referred to as network devices. Routers and switches must be physically installed in the appropriate chassis and connected to your network (using each specific device's hardware installation guide).

A software update that enables CiscoView to support new features for a particular device is called a device package. CiscoView uses the device package to display a dynamic panel view of the physical device and all its modules, submodules, and ports.

The CiscoView engine controls and manages physically connected devices through Simple Network Management Protocol (SNMP).

The SNMP system consists of three parts:

- SNMP manager.
- SNMP agent
- MIB.

Each installed device's SNMP agent uses sets of MIB variables that you can configure, monitor, and modify. You can do this using CiscoView and each installed device package's software.

## Device Package Updates

CiscoView provides support for a considerable range of devices by installing device packages. Additional device packages can be added to CiscoView anytime after the initial product release or installation.

When new device packages become available, they are placed on Cisco.com. Check this site to ensure that you have the latest device release. You can add or update device packages by using Software Center. Software Center is a component of Common Services.

For more information on using Software Center, see *User Guide for Common Services 3.3*. Make sure to review the CiscoView release notes for each device package because they supply critical information, notes, and cautions about usage.



## CHAPTER 2

# Device Management

---

CiscoView imports the devices it needs to manage and their SNMP credentials from the device list in the Device and Credential Repository (DCR). DCR serves as a common device repository for all installed CiscoWorks applications.

CiscoView displays the device list using the Groups feature. This feature determines the membership of a group by interpreting and applying the rules that are associated with a group of devices.

DCR Administration provides an interface to administer DCR. It allows you to add new devices or edit the current SNMP credentials for a device. See *User Guide for Common Services 3.3* for more information.



**Note**

---

CiscoView supports SNMPv3. If SNMPv1 or SNMPv2 device credentials are also present in the DCR, CiscoView gives preference to the SNMPv3 credentials.

---

This section contains the following topics:

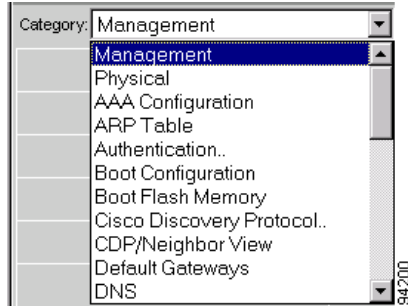
- [Understanding Categories](#)
- [Configuring Devices](#)
- [Monitoring Devices](#)
- [Viewing System Information](#)
- [Using Tables](#)

# Understanding Categories

Categories consist of commands and options specific to a selected device. You can modify or view categories to configure and monitor a device, card, and port.

For example, a Catalyst 6000 device has configuration categories, such as Management, Physical, AAA Configuration, ARP Table, Authentication, and so on (see [Figure 2-1](#)).

**Figure 2-1** Category Example



**Note**

Some devices and components have no categories.

## Editing Categories

You can display and change different categories of information for each device, card, and port. Each device has different categories that you can configure and monitor.

The Category list in the Configuration and Monitor dialog boxes shows the categories of information available for the selected device or component.

For example for a Catalyst 6000 device, the configuration categories are Management, Physical, AAA Configuration, ARP Table, Authentication, etc.

## Configuring Devices

Configure a device to define its characteristics, connections, and components (such as cards and ports). You can configure different categories of information for devices and components and also change multiple categories at the same time.

To do this:

- 
- Step 1** Select a device from the [Device Selector](#).  
A graphical representation of the device chassis appears.
  - Step 2** Select the device or components to configure.
  - Step 3** Right-click to display the context menu, then select **Configure**.  
The Configuration dialog box appears.

**Step 4** From the Category list, select the category to configure and enter the required information.

Note the following:

- Categories and fields vary by device.
- As you change the information in fields for different categories, the changes are retained.

**Step 5** When you are done modifying a category, click one of the following buttons:

Button	Description
OK	Applies your changes and exits the dialog box.
Apply	Applies your changes. The Configuration dialog box remains open. This allows you to select more categories to view or configure.
Cancel	Cancels your changes and exits the dialog box.
Refresh	Refreshes the dialog box.
Print	Prints the current category.
Help	Opens online help that is specific to that device and category.

If a table appears, click one of the following buttons:

Button	Description
Create	Opens the Table Row Creation dialog box.
Delete	Deletes the selected rows from the table.

# Monitoring Devices

You can monitor real-time statistics for interfaces, resource utilization, and device performance. CiscoView also allows you to simultaneously monitor multiple categories, such as Ethernet Collisions, Management, Physical, and ARP Table.

CiscoView supports pie, strip, x-y, and bar charts. The chart type displayed, depends on the device and category that you select.

To monitor devices:

---

**Step 1** Select a device from the [Device Selector](#).

A graphical representation of the device chassis appears.

**Step 2** Select the device or components.

**Step 3** Right-click to display the context menu, and then select **Monitor**.

The Monitor dialog box appears and displays a summary of performance charts that vary by device.




---

**Note** When a bar graph fills up, it scrolls to the left as polling continues.

---

**Step 4** Select a category from the Category list.

**Step 5** Select the Refresh Rate (sec) checkbox and then select a value from the list.

A chart for the selected category appears. It is updated at the selected Refresh rate.

If you need to open another Monitor window, repeat steps 2 through 5.




---

**Note** You can monitor multiple categories simultaneously.

---

**Step 6** Click one of the following buttons:

Button	Description
Cancel	Exits the dialog box.
Print	Prints current charts.
Help	Opens online help that is specific to that category and device.

---

## Viewing System Information

The System Information dialog box displays the following information about the selected device:

- Device Name
- Description (typically indicates the software installed on a device)
- Location
- Contact (name of the individual or group that manages a device)
- Date and time that a device was last initialized on

To view system information:

- 
- Step 1** Select a device from the [Device Selector](#).
- A graphical representation of the device chassis appears.
- Step 2** Click on the device display so that a yellow border appears around the entire device.
- Step 3** Right-click to display the Context menu and select **System Info**.
- The System Information dialog box appears.
- 

## Using Tables

If you select multiple components for configuring or monitoring, a table appears. A read-write table entry appears with either a combo-box, text box, or check box.

All entries in a monitor table are read-only. You can add, modify, or delete entries from a configuration table. To do this:

- 
- Step 1** Select the table row entry that you want to modify.
- Step 2** Either type a new value or select one from the list.
- Step 3** Click **Apply**.
-





## CHAPTER 3

# Configuring Your Devices

---

In this scenario, you are a system administrator who wants to use CiscoView to configure a Catalyst 4000 series device and add IP addresses to allow other management workstations to access the same device. At the same time, you want to limit access to that particular device for other management workstations.

## What You Need

Verify these prerequisites *before* starting the procedure for this scenario:

- SNMP credentials are valid.
- Permissions for IP addresses are enabled.

## How to Do It—Procedures

Use the procedures in this section to:

1. [Access the Device Configuration Dialog Box.](#)
2. [Add IP Addresses for Other Management Workstations.](#)
3. [Limit Device Access.](#)

## Access the Device Configuration Dialog Box

Access the Device Configuration dialog box to configure your device:

- 
- Step 1** Select a device from the [Device Selector](#).  
A graphical representation of the device chassis appears.
  - Step 2** Right-click the device.  
The context menu appears.
  - Step 3** Select **Configure**.  
The Device Configuration dialog box appears.
  - Step 4** Configure your Catalyst 4000 device by entering the required information for that device in the appropriate category fields.
  - Step 5** Click **OK**.
- 

## Add IP Addresses for Other Management Workstations

After you configure your device, add new IP addresses to the IP Permit List. These addresses determine which management workstations are permitted to access this particular device.

**Note**

---

IP addresses allow management workstations to access specific devices for configuration. You can add as many IP addresses to the IP address list as necessary.

---

- 
- Step 1** From the Device Configuration dialog box, select **IP Permit** from the Category list to display the IP Permit window.
  - Step 2** Click **Create**.  
The Row Creation dialog box appears.
  - Step 3** Enter the appropriate IP address and IP mask.
  - Step 4** Select the appropriate access type from the list and click **OK**.  
The new IP address is added to the IP Permit List.
-

## Limit Device Access

Limit access privileges for other management workstations and monitor unauthorized attempts to access the device.

- 
- Step 1** In the IP Permit window, highlight the IP address to be deleted from the IP Permit List and click **Delete**. This disables that particular management workstation from accessing the device.
- Step 2** Reopen the IP Permit window to view any access to the device. This allows you to monitor unauthorized attempts to access the device.
- 

## Where You Should End Up—Verification

After you configure your device and limit access to the device by other management workstations, verify that there are no unauthorized workstations accessing the device.

To verify this, view the Access Attempts From Invalid IP Addresses table at the bottom of the window.

This table provides information about which management workstations recently attempted to access the device, the time and date of attempted access, and a list of the invalid IP addresses that were deleted.

If a deleted IP address is still attempting to access the device, notify the owner of that particular management workstation regarding any recent changes made to the owner's security level.

---





## CHAPTER 4

# Device Display Problems

---

In this scenario, a user calls your network help desk to report a slow response time in displaying the user's Catalyst switch. The user says that it takes more than three minutes for the device to display properly.

Some of the other problems that may occur when you display a device are:

- CiscoView has stopped responding.
- The status of the 10/100 ports is grayed out.
- 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.
- You have a valid user ID and password for the Cisco.com website.

## How to Do It—Procedure

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

1. [Verify that the Latest Device Package is Downloaded.](#)
2. [Update Your Catalyst Switch Device Package.](#)
3. [Verify that the SNMP Timeout/Retry Values are Correct.](#)
4. [Verify that DNS Name Resolution is Working Properly.](#)
5. [Verify that the SNMP Credentials are Correct.](#)

## Verify that the Latest Device Package is Downloaded

To verify that you are using the latest device package:

---

**Step 1** Click **About** from the CiscoView Tools bar to view which version of the device package is installed.

**Step 2** Log into Cisco.com.

You will not be able to launch the URL provided in Step 3 without doing so.

**Step 3** Open the CiscoView Planner page by entering the following URL:  
<http://www.cisco.com/cgi-bin/Software/CiscoView/cvplanner.cgi>




---

**Note** This URL will launch only if you have already logged into Cisco.com as either a customer or a partner.

---

**Step 4** Enter the following information:

- Set the product type to **All Product Types**.
- Set the product to **All Products**.
- Set the CiscoView version to **CiscoView 6.1**.

**Step 5** Click **Submit**.

The CiscoView Planner page updates, listing the latest device packages and the corresponding Readmes available for this release.




---

**Note** It may take a few minutes for the CiscoView Planner page to update.

---

If necessary, download and install the latest device package. See [Update Your Catalyst Switch Device Package](#) for more information.

---

## Update Your Catalyst Switch Device Package

If your device package version is earlier than the version specified in the Packages Installed screen, download the appropriate version of the Catalyst device package for this release of CiscoView. To do so, you must be a registered Cisco.com user.

To register:

---

**Step 1** From the Common Services portlet in the CiscoWorks LMS Portal, select **Server > Security**.

The Security Settings page appears.

**Step 2** From the TOC pane, select **Cisco.com User Account Setup**.

The Cisco.com User Account Setup page appears.

**Step 3** Enter the desired username in the Username field.

**Step 4** Enter the desired password in the Password and Verify Password fields.

**Step 5** Click **Apply**.

---

To update your device package:

---

**Step 1** From the Common Services portlet in the CiscoWorks LMS Portal, select **Software Center > Device Update**.

The Device Updates page appears.

**Step 2** Select the check box corresponding to the product for which you want to check for updates and click **Check for Updates**.

The Source Location page appears. You can check for updates at Cisco.com or a server.

- To check for updates at Cisco.com, select the Cisco.com radio button.
- To check for updates from a server, select the Enter Server Path radio button and enter the path or browse to the location using the Browse tab.

**Step 3** Click **Next**.

If you have selected to check for updates at Cisco.com, the Cisco.com and Proxy Server Credentials dialog box appears.

**Step 4** Enter your Cisco.com username and password.

If you have configured proxy settings under **Common Services > Server > Security > Cisco.com Connection Management > Proxy Server Setup**, you must enter the Proxy server username and password.

**Step 5** Click **Next**.

The Available Packages and Installed Packages page appears, which displays the following information:

- Package Name: Name of the package.
- Type: Type of the update. For example, whether the update is a device package or IDU package.
- Product Name: Product for which the update is available.
- Installed Version: Current version of that product that is installed on the server.
- Available version: Version of the product that is available (Other than the installed version).
- Readme Details: Links to the Readme files associated with the update.
- Posted date: Date on which the update was posted on Cisco.com.
- Size: Size of the update.

**Step 6** Select the check box corresponding to the package that you wish to update and click **Next**.

The Device Update page appears. You can either install the device packages or download them.

- To install device packages, select the Install Device Packages radio button.
- To download device packages, select the Download Device Packages radio button.

If you select Download Device Packages:

- a. Enter the folder in the File Selection field or click **Browse** to select the destination directory.

By default, the destination location is:

- /opt/psu\_download (On Solaris)
- *System Drive*:\psu\_download (On Windows)

- b. Set the frequency of downloads from the Run Type drop-down list. If you choose Once, set the date and time.
- c. Enter a description for the download job in the Job Description field. This is mandatory.
- d. Enter the E-mail ID in the E-mail field.

You can enter multiple e-mail addresses separated by comma.

- e. Click **Next**.

The Summary window displays the details.

- f. Click **Finish** to confirm.

If you select Install Device Packages:

- a. Click **Next**.

The Summary window displays the details.

- b. Click **Finish** to confirm.

A message that the daemons are restarted, appears.

**Step 7** Click **OK** to continue.

---

## Verify that the SNMP Timeout/Retry Values are Correct

To verify that the SNMP Timeout/Retry values are set correctly:

**Step 1** Do either of the following:

- From the CiscoView portlet in the CiscoWorks LMS Portal, select **Administration > Device Preferences**.
- From the Options bar in the CiscoView desktop, click **Preferences**.

The Device Preferences dialog box appears.

**Figure 4-1** Device Preferences

Device Preferences	
Device Display Name:	172.20.118.198
SNMP Timeout:	10 seconds
SNMP Retry Count:	2
Chassis Polling Frequency:	60 seconds
Show MIB Label as:	<input checked="" type="radio"/> Descriptor <input type="radio"/> Alias
Default Refresh Rate for Monitor Dialogs:	30 seconds
<input type="button" value="Apply"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

**Step 2** Verify that the parameters are set correctly. If they are not, enter the correct parameters.

**Step 3** Click **Apply** to apply any changes you have made.

## Verify that DNS Name Resolution is Working Properly

To verify that DNS name resolution is working properly, use Ping to access the device from the CiscoWorks server machine. Use the device name for this.

If you cannot access the device, contact your network administrator for assistance.

## Verify that the SNMP Credentials are Correct

To verify that the SNMP credentials are set correctly, make sure that the credentials listed in the Device and Credential Repository (DCR) match those configured on the device.

## Where You Should End Up—Verification

Verify that the new package is installed and the SNMP credentials are correct:

- 
- Step 1** From the CiscoView tools bar, click **About** to view the latest device packages installed.
- Step 2** Verify that DNS name resolution is set correctly.  
See [Verify that DNS Name Resolution is Working Properly](#) for more information.
- Step 3** Verify that the SNMP credentials are set correctly.  
See [Verify that the SNMP Credentials are Correct](#) for more information.
-



## CHAPTER 5

# Troubleshooting CiscoView

---

This section provides information about troubleshooting CiscoView. It provides the most common Frequently Asked Questions (FAQs) and a troubleshooting table of common symptoms.

The following topics are described in this section:

- [Identifying Network Problems](#)
- [Identifying Device Problems](#)
- [Setting SNMP Credentials](#)
- [Setting Debugging Options and Display Logs](#)
- [Understanding SNMP Error Messages](#)
- [Understanding Device Package Updates](#)
- [Testing Basic Connectivity and Setup](#)

## Identifying Network Problems

Check the following to identify network problems:

- Color-coded legend to determine the status of a port. See [Understanding the Color Legend](#) for more information.
- Port configuration information to determine if the port is active. See [Configuring Devices](#) for more information.
- Monitor display to view performance information. See [Monitoring Devices](#) for more information.
- Port utilization and error information.
- Memory information for a device.
- Status bar for error messages.

# Identifying Device Problems

The following sections provide answers to frequently asked questions and troubleshooting for device problems within CiscoView.

## Frequently Asked Questions

The following are frequently asked questions concerning device problems.

**Q.** How do I know that CiscoView supports a particular device?

**A.** Refer to the CiscoView Planner page.

To access this page:

---

**Step 1** Log into Cisco.com.

You will not be able to launch the CiscoView Planner page without doing so.

**Step 2** Enter the following URL: <http://www.cisco.com/cgi-bin/Software/CiscoView/cvplanner.cgi>




---

**Note** This URL will launch only if you have already logged into Cisco.com as either a customer or a partner.

---

**Step 3** Enter the following information:

- Set the product type to **All Product Types**.
- Set the product to **All Products**.
- Set the CiscoView version to **CiscoView 6.1**.

**Step 4** Click **Submit**.

The CiscoView Planner page updates, listing the latest device packages and corresponding Readmes available for this release.

It may take a few minutes for the CiscoView Planner page to update.

---

**Q.** What happens when CiscoView fails to display my device and I see an error message?

**A.** One of the following conditions exists:

- The SNMP server is not set in the device. You can still use Ping to access the device from the management station.
- The SNMP credentials are incorrect. Verify that the device attributes are correct in the Device and Credential Repository (DCR). See *User Guide for Common Services 3.3* for more information.
- The management station cannot reach the device, using Ping. This indicates a network problem that should be corrected for CiscoView to work properly.

- The timeout value is too low. Doubling the existing timeout value is a good starting point. Open the Device Preferences dialog box by either selecting **Administration > Device Preferences** from the CiscoView portlet in the CiscoWorks LMS Portal or clicking **Preferences** from the Options bar in the CiscoView desktop.
- The device package is not up-to-date. Check your device package and compare the date to the Cisco.com device package version. Upgrade your device package to the latest version, if required. See [Understanding Device Package Updates](#) for more information on updating device packages.

## Setting SNMP Credentials

Device attributes and credentials are set in the DCR. For more information, see the *User Guide for Common Services 3.3*.

## Setting Debugging Options and Display Logs

You can set SNMP and activity trace and/or view the trace log. This option records trace information into a file located in the displayed directory (a subdirectory of the install directory). See [Setting Debugging Options and Display Logs](#) for more information.

## Understanding SNMP Error Messages

The following sections provide answers to frequently asked questions and troubleshooting for SNMP error messages.

### Frequently Asked Questions

The following are frequently asked questions concerning SNMP error messages.

- Q.** I received a `timeout` SNMP error message. What does this mean and how do I resolve it?  
**A.** You can no longer reach the device in the time specified in the CiscoView SNMP Preferences window. Increase the timeout if the device is remote, and reduce timeout if the problem is on the network. Open the Device Preferences dialog box by either selecting **Administration > Device Preferences** from the CiscoView portlet in the CiscoWorks LMS Portal or clicking **Preferences** from the Options bar in the CiscoView desktop.
- Q.** I received a `badValue` SNMP error message. What does this mean and how do I resolve it?  
**A.** While performing a set of operations on a MIB object, the value specified for writing does not follow the proper syntax for the MIB object. Verify that the type is correct and the values are not out of range.
- Q.** I received a `noSuchName` error message. What does this mean and how do I resolve it?  
**A.** You sent a request for a variable that is inaccessible. Enter the correct SNMP credentials for the device.

**Q.** I received a `genErr` error message. What does this mean and how do I resolve it?

**A.** An error has occurred, and there is no unique error message associated with it.

See [Table 5-1](#) for a list of SNMPv3 error messages, their cause, and the recommended user action.

**Table 5-1** *SNMPv3 Error Messages*

Error Message	Cause	User Action
The SNMPv3 security level you are using is not supported.	CiscoView does not support the current SNMPv3 security level.	Change the SNMPv3 security level to one that is supported.
The SNMPv3 response was not received within the stipulated time.	Either the device response time is slow or the device is unreachable.	Verify that the device has connectivity.
SNMPv3 Engine ID is wrong.	The wrong engine ID is listed in the DCR.	Verify that the correct SNMPv3 engine ID is listed in the DCR.
SNMPv3 message digest is wrong.	This problem can be caused by one of the following: <ul style="list-style-type: none"> <li>Mismatch between either the SNMPv3 authentication algorithm or device password and the DCR</li> <li>Network errors</li> </ul>	<ul style="list-style-type: none"> <li>Verify that the correct SNMPv3 authentication algorithm and device password are set in the DCR.</li> <li>Check for network errors.</li> </ul>
SNMPv3 message decryption error.	CiscoView could not decrypt a SNMPv3 message.	Verify that the correct SNMPv3 authentication algorithm is set in the DCR.
Unknown SNMPv3 Context.	The SNMPv3 context you are trying to reach does not exist on the device.	Verify that the settings for the SNMPv3 context are correct.
Unknown SNMPv3 security name.	Either the SNMPv3 username in the device credentials repository is wrong or the SNMPv3 username is not configured on the device.	Verify that the correct SNMPv3 username is set in both the DCR and the device.

# Understanding Device Package Updates

This section provides answers to frequently asked questions and troubleshooting for device package updates. For more information on device packages, see [Device Packages](#).

## Frequently Asked Questions

The following are frequently asked questions concerning device package updates.

**Q.** How do I know which device package to download for my device?

**A.** Refer to the CiscoView Planner page.

To access this page:

---

**Step 1** Log into Cisco.com.

You will not be able to launch the CiscoView Planner page without doing so.

**Step 2** Enter the following URL: <http://www.cisco.com/cgi-bin/Software/CiscoView/cvplanner.cgi>



**Note** This URL will launch only if you have already logged into Cisco.com as either a customer or a partner.

---

**Step 3** Enter the following information:

- Set the product type to **All Product Types**.
- Set the product to **All Products**.
- Set the CiscoView version to **CiscoView 6.1**.

**Step 4** Click **Submit**.

The CiscoView Planner page updates, listing the latest device packages and corresponding Readmes available for this release.

It may take a few minutes for the CiscoView Planner page to update.

---

**Q.** How do I update a CiscoView device package?

**A.** CiscoView device support can be updated through Software Center. For more information, see [Update Your Catalyst Switch Device Package](#)

# Testing Basic Connectivity and Setup

The following information describes how to test the basic connectivity and setup for CiscoView. Perform these tasks first when you have a CiscoView-related problem.

Also see the troubleshooting tips described in [Table 5-2](#) for more solutions to common problems when using CiscoView.

1. Test the IP connectivity:
  - a. Ping the router's IP address. If the ping is unsuccessful, make sure that IP routing is properly enabled and is functioning normally.
  - b. Ping the device by its name as well as by its IP address.  
If you can ping the device by its IP address but not its resolved name, there is a name resolution problem. Consult your system administrator for assistance in resolving this problem.
2. Open a Telnet session to the router:
  - a. Enter the `show running-config` privileged EXEC command to view the router configuration. Verify that there is either an `snmp-server community string rw` or `snmp-server community string ro` command entry in the configuration.
  - b. Do one of the following:
    - If the command is not present, configure the router with the `snmp-server community` command.
    - If the command is present and write permission is desired, make sure that the `rw` (read-write) keyword is specified, not the `ro` (read only) keyword.

[Table 5-2](#) provides possible solutions for symptoms sometimes experienced by users of CiscoView.

**Table 5-2** Troubleshooting CiscoView

Symptom	Probable Causes	Possible Solutions
Received CiscoView Timeout error messages.	<ul style="list-style-type: none"> <li>• There is a problem with the basic connectivity or setup.</li> <li>• The polling interval is too low.</li> <li>• There might be a problem with SNMP credentials name resolution, or timeout.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform the steps in <a href="#">Testing Basic Connectivity and Setup</a>. Verify that the device is running, and you are able to connect to the device. Use the command <code>ping device name</code> and verify that the device is active.</li> <li>• Verify that SNMP is active. On Cisco routers, SNMP might be inactive and will have to be activated using device CLI.</li> <li>• Increase the timeout if the device is remote, and reduce the timeout if the problem is on the network.</li> </ul>
Unable to modify or configure devices.	<ul style="list-style-type: none"> <li>• The SNMP credentials might be invalid.</li> <li>• The Modify button is disabled.</li> <li>• The SNMP view setting might be incorrect.</li> </ul>	<ul style="list-style-type: none"> <li>• Check SNMP credentials in the DCR (see the <i>User Guide for Common Services 3.3</i> for more information on the DCR).</li> <li>• Verify that the correct SNMP view settings and privileges are set.</li> </ul>

**Table 5-2** *Troubleshooting CiscoView (continued)*

<b>Symptom</b>	<b>Probable Causes</b>	<b>Possible Solutions</b>
A card is missing for a particular device.	The latest device package might not be installed.	Upgrade to the latest device package. See <a href="#">Understanding Device Package Updates</a> for instructions on how to access the CiscoView Planner page. Contact TAC if this does not solve the problem.
No device package exists for a particular device after downloading it through Software Center.	During installation, the web server stopped.	Reinstall the device package and start the web server. From the Summary window of the Device Update wizard, click <b>Cancel</b> to manually stop the installation process and restart the server. For more information, see the Performing Device Update section in <i>User Guide for Common Services 3.3</i> .
There were errors while compiling MIBs during integrations.	MIB compilation failed.	Ignore the errors. This will not affect the completion of the integration.





## APPENDIX **A**

# CiscoView Mini-RMON Manager

---

CiscoView Mini-RMON Manager provides web-enabled, real-time, remote monitoring (RMON) information to users to facilitate troubleshooting and improve network availability. When you use CiscoView Mini-RMON Manager with some Cisco devices, it provides visibility into network problems before they become critical.

To use this application, you must first install the Mini-RMON patch. This patch makes necessary updates to the CiscoView engine and installs the CiscoView Mini-RMON Manager device package. See [Device Packages](#) for more information.

This section contains the following topics:

- [Supported Devices](#)
- [Starting CiscoView Mini-RMON Manager](#)
- [Navigating in CiscoView Mini-RMON Manager](#)
- [Setting Up CiscoView Mini-RMON Manager](#)

# Supported Devices

Table A-1 lists the object identifiers (OIDs) of devices supported by CiscoView Mini-RMON Manager.

**Table A-1** *Devices Supported by CiscoView Mini-RMON Manager*

Device Family	OID
Cisco 1800 Integrated Services Router (ISR)	1.3.6.1.4.1.9.1.638
	1.3.6.1.4.1.9.1.639
	1.3.6.1.4.1.9.1.640
	1.3.6.1.4.1.9.1.641
	1.3.6.1.4.1.9.1.642
	1.3.6.1.4.1.9.1.620
Catalyst 1900	1.3.6.1.4.1.9.5.18
	1.3.6.1.4.1.9.5.28
	1.3.6.1.4.1.9.5.31
	1.3.6.1.4.1.9.5.175
Cisco IAD2430 Integrated Access Device	1.3.6.1.4.1.9.1.549
Cisco 2800 ISR	1.3.6.1.4.1.9.1.576
	1.3.6.1.4.1.9.1.619
Catalyst 2820	wsc2820sysID
Catalyst 2900XL	catalyst2908XL
	catalyst2912XL
	catalyst2912LREXL
	catalyst2912MfXL
	catalyst2916mxl
	catalyst2924CXL
	catalyst2924CXLv
	catalyst2924LREXL
	catalyst2924MXL
	catalyst2924XL
	catalyst2924XLv

**Table A-1** *Devices Supported by CiscoView Mini-RMON Manager (continued)*

<b>Device Family</b>	<b>OID</b>
Catalyst 2950	catalyst295012 catalyst295012G catalyst295024 catalyst295024C catalyst295024G catalyst295024GDC catalyst295024LRESt catalyst295024SX catalyst295048G catalyst295048SX catalyst29508LRESt catalyst2950T24 catalyst2950T48
Catalyst 2955	catalyst2955C12 catalyst2955S12 catalyst2955T12
Catalyst 2960	1.3.6.1.4.1.9.1.694 1.3.6.1.4.1.9.1.695 1.3.6.1.4.1.9.1.696 1.3.6.1.4.1.9.1.697 1.3.6.1.4.1.9.1.716 1.3.6.1.4.1.9.1.717
Catalyst 2970	catalyst297024 catalyst297024TS
Cisco ME 3400	1.3.6.1.4.1.9.1.736
Catalyst 3500XL	1.3.6.1.4.1.9.1.246 1.3.6.1.4.1.9.1.247 1.3.6.1.4.1.9.1.248 1.3.6.1.4.1.9.1.278 1.3.6.1.4.1.9.1.287

**Table A-1** *Devices Supported by CiscoView Mini-RMON Manager (continued)*

<b>Device Family</b>	<b>OID</b>
Catalyst 3550	catalyst355012G catalyst355012T catalyst355024 cat355024Dc cat355024Mmf catalyst355024PWR catalyst355048
Catalyst 3560	1.3.6.1.4.1.9.1.563 1.3.6.1.4.1.9.1.564 1.3.6.1.4.1.9.1.614 1.3.6.1.4.1.9.1.615 1.3.6.1.4.1.9.1.616 1.3.6.1.4.1.9.1.617 1.3.6.1.4.1.9.1.633 1.3.6.1.4.1.9.1.634
Catalyst 3750	catalyst37xxStack catalyst375024ME
Cisco 3800 ISR	1.3.6.1.4.1.9.1.543 1.3.6.1.4.1.9.1.544
Catalyst 4000/4500	wsc2948ggetxsysID wsc2948gsysID wsc2980gasysID wsc2980gsysID wsc4003sysID wsc4006sysID wsc4503sysID wsc4506sysID wsc4912gsysID
Catalyst 4000 IOS	cat4006 cat4503 cat4506 cat4507 catalyst4510 catalyst4948

**Table A-1** *Devices Supported by CiscoView Mini-RMON Manager (continued)*

<b>Device Family</b>	<b>OID</b>
Catalyst 5000	wsc5000sysID wsc5002sysID
Catalyst 5500	wsc5500sysID wsc5505sysID wsc5509sysID
Catalyst 6000/6500/IR7600	cisco7609sysID cisco7613sysID osr7603sysID osr7606sysID wsc6006sysID wsc6009sysID wsc6503sysID wsc6506sysID wsc6509nebasysID wsc6509nebsysID wsc6509sysID wsc6513sysID
Catalyst 6000 IOS	cat6006 cat6009 cat6506 cat6509 cat6509Sp cisco7603 cisco7606 cisco7609 cisco7613 ciscoWSC6503 ciscoWSC6509neba ciscoWSC6509ve

# Starting CiscoView Mini-RMON Manager

To start CiscoView Mini-RMON:

---

**Step 1** Click **Mini-RMON** from one of the following three locations:

- From a device's chassis view, the CiscoView Options bar.
- From the CiscoWorks LMS Portal, the CiscoView portlet.
- From Device Center, the Functions Available pane.

The CiscoView Mini-RMON Manager Overview page appears.

**Step 2** Do one of the following in the Device Selector pane:

- In the Device Name/IP field, enter the name or IP address of the device you want to monitor and then click **Go**.

The SNMP Credentials dialog box appears.

- Perform either a standard or advanced device search. See [Searching for a Device](#) and [Performing an Advanced Device Search](#) for more information.
- From the list of all devices managed by DCR Administration, navigate to and select the device you want to monitor.



---

**Note** DCR Administration displays only those devices that are supported by CiscoView Mini-RMON Manager.

---

If you selected a device from the list, you can stop here. Otherwise, proceed to Step 3.

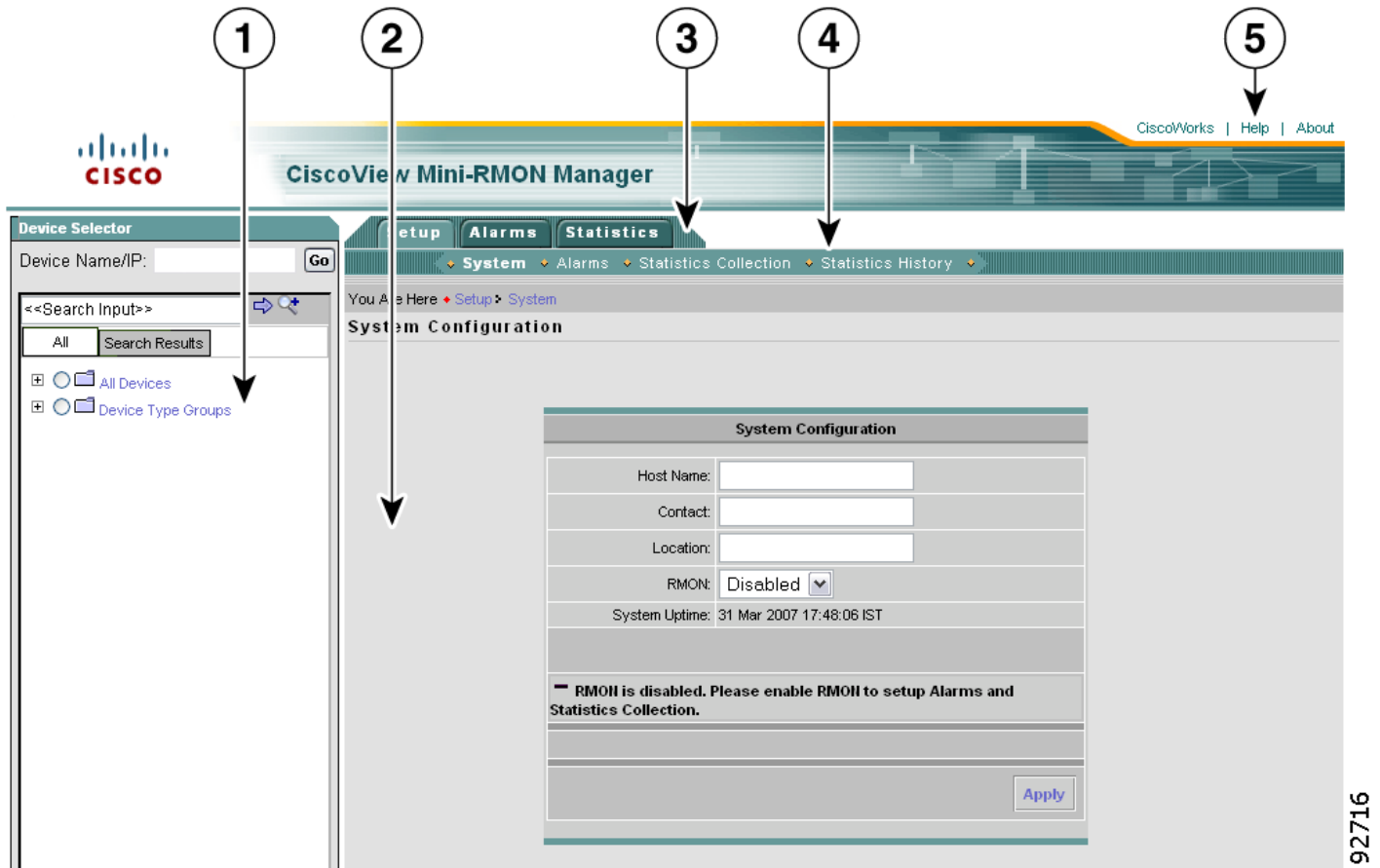
**Step 3** Enter the appropriate SNMPV1/V2C or SNMPV3 credentials and then click **OK**.

---

# Navigating in CiscoView Mini-RMON Manager

After starting CiscoView Mini-RMON Manager, the application desktop opens.

Figure A-1 Mini-RMON Manager



92716

1	Device Selector	4	Options bar
2	Main window	5	Tools bar
3	Feature tabs		

Table A-2 describes each component on the CiscoView Mini-RMON Manager desktop.

**Table A-2 CiscoView Mini-RMON Manager Desktop Component Descriptions**

Component	Description
Device Selector	Allows you to select the device to monitor. You can either enter the IP address of a device or select it from the list.
Main window	Displays the active page or dialog box.
Feature tabs	Serves as the launching point for the threshold management and traffic monitoring pages.
Options bar	Displays the pages you can access when a particular function tab is selected.
Tools bar	Allows you to open the CiscoWorks LMS Portal, access Online help, or find out what CiscoView version is installed.

## Setting Up CiscoView Mini-RMON Manager

This section describes how to set up a device for monitoring with CiscoView Mini-RMON Manager. The following topics are provided:

- [Configuring a System](#)
- [Setting Up Alarm Thresholds](#)
- [Enabling Statistics Collection on Ethernet Ports](#)
- [Setting Up Historical Statistics Collection](#)

### Configuring a System

From this page, you can enter general information for the monitored device.

- 
- Step 1** Select the Setup tab and then click **System**.  
The System Configuration page appears.
- Step 2** Enter the appropriate information.  
See the section, Configuring a System topic in the CiscoView Mini-RMON Manager Online help for descriptions of the provided fields.
- Step 3** Click **Apply**.
- 

By default, RMON functionality is enabled on Cisco IOS devices. However, this is not the case for Catalyst OS devices. If RMON functionality has not already been enabled on the device you want to monitor, you can enable it from this page.

## Setting Up Alarm Thresholds

From the Create Alarm dialog box, you can create alarm thresholds. Each time a threshold is breached, a corresponding alarm event is generated.

- 
- Step 1** Select the Setup tab and then click **Alarms**.  
The Setup Alarm Thresholds page appears.
- Step 2** At the bottom of the page, click **Create** to launch the Create Alarm dialog box.
- Step 3** Enter the appropriate information.  
See the topic, Creating an Alarm in the CiscoView Mini-RMON Manager Online help for descriptions of the provided fields.
- Step 4** Click **OK**.
- 

## Enabling Statistics Collection on Ethernet Ports

From this page, you can specify the Ethernet ports CiscoView Mini-RMON Manager will collect network traffic information for.

- 
- Step 1** Select the Setup tab and then click **Statistics Collection**.  
The Setup Statistics Collection on Ethernet Ports page appears.
- Step 2** With a port selected in the Collection Status on Ethernet Ports table:
- Click **Enable** to enable statistics collection on that port.
  - Click **Disable** to disable statistics collection on that port.
- 

## Setting Up Historical Statistics Collection

From the Enable History Collection on a Port dialog box, you can specify the settings for the collection of historical traffic statistics

- 
- Step 1** Select the Setup tab and then click **Statistics History**.  
The Setup Statistics History Collection on Ethernet Ports page appears.
- Step 2** Go to the bottom of the page and click **Create** to launch the Enable History Collection on a Port dialog box.
- Step 3** Select a port from the list and then enter the appropriate information.  
See the topic, Enabling History Collection on a Port in the CiscoView Mini-RMON Manager Online help for descriptions of the provided fields.
- Step 4** Click **OK**.
-





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