



Device Display Problems

In this scenario, a user calls your network help desk reporting a slow response time in displaying the user's Catalyst switch. It's taking more than 3 minutes for the device to display properly.

Other problems can occur when you display a device:

- CiscoView might stop 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.

Step 3 Refer to the CiscoView Planner page at the following URL:
http://www.cisco.com/cgi-bin/Software/CiscoView/cvresult.cgi?product_class=All+Product+Types&product=All+Products&application=CiscoView+6.1



Note It may take a few minutes for this URL to launch.

Step 4 If necessary, download and install the latest device package. See [Update Your Catalyst Switch Device Package, page 4-3](#) 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:

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- Step 1** From the Common Services tab in the CiscoWorks homepage, 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**.
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To update your device package:

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- Step 1** From the Common Services tab in the CiscoWorks homepage, 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, then click **Check For Updates**.
The Source Location page is displayed. You can check for updates at Cisco.com or at a server.
 - Step 3** To check for updates at Cisco.com, select the Cisco.com radio button.
To check for update from a server:
 - a.** Select the Enter Server Path radio button.
 - b.** Enter the path or browse to the location using the **Browse** tab.

Step 4 Click **Next**.

The Available Device Packages page is displayed. It provides the following information:

- **Package Name:** The name of the package.
- **Type:** The type of the update. For example, whether the update is a device package or IDU patch.
- **Product Name:** The product for which the update is available.
- **Installed Version:** The current version of that product installed in the server.
- **Available Version:** The version of the product that is available (other than the installed version).
- **Readme:** Links to the Readme file associated with the update.
- **Posted Date:** The date on which the update was posted on Cisco.com.
- **Size:** The size of the update.

Step 5 Select the check box corresponding to the package that you wish to update, then click **Next**.

The Download Options page appears. You can choose to install device packages or download device packages.

Step 6 To install device packages, select the **Install Device Packages** radio button.

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Step 7 If you select **Install Device Packages**:

- a. Click **Next**. A summary of your inputs is displayed in the Summary window.
- b. Click **OK** to confirm. A warning message informs you that the daemons are restarted.
- c. Click **OK** to continue with the installation.

If you select **Download Device Packages**:

- a. Enter the folder where the device packages are located in the Server Path field or click **Browse** to navigate to that folder.
 - b. Set the frequency of downloads by selecting a value from the Run Type drop-down list. You have the following options:
 - Immediate
 - Once
 - Daily
 - Weekly
 - Monthly
 - c. If you chose any of the options other than Immediate, set the date and time for the download to begin. Otherwise, proceed to the next step.
 - Select the date from the date picker.
 - Specify the time from the drop-down lists.
 - d. In the Job Description field, enter a description of the download job. This step is mandatory.
 - e. Enter the appropriate email address in the E-mail field.
 - f. Click **Next**. A summary of your inputs is displayed in the Summary window.
 - g. Click **OK** to confirm and continue with the download.
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Verify that the SNMP Timeout/Retry Values are Correct

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

- Step 1** Do one of the following:
- From the CiscoView tab in the CiscoWorks homepage, select **Administration > Device Preferences**.
 - From the Options bar in the CiscoView desktop, click **Preferences**.

The Device Preferences dialog box appears.

- 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.
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Verify that DNS Name Resolution is Working Properly

To verify that DNS name resolution is working properly, ping the device you want to access by its name from the CiscoWorks server machine. If you are unable to 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, page 4-6](#) for more information.
 - Step 3** Verify that the SNMP credentials are set correctly. See [Verify that the SNMP Credentials are Correct, page 4-6](#) for more information.
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