



Overview

CiscoWorks Common Services is a family of products based on Internet standards for managing Cisco enterprise networks and devices. All CiscoWorks Common Services products use and depend on the CiscoWorks Common Services Server.

The CiscoWorks Common Services Server represents a common set of management services that are shared by multiple network management applications. Additionally, Common Services 2.2 provides management of user roles and privileges. This allows you to control access to the applications as well as specific features within the applications.

The roles and privileges are controlled by built-in authentication and authorization services. You can also use an external authentication server to set up and enforce customized roles and privileges.

This server is included on the CiscoWorks Common Services CD-ROM, and provides services for:

- [Interacting with the CiscoWorks Desktop](#)
- [Setting Up the CiscoWorks Server](#)
- [Administering the CiscoWorks Server](#)
- [Adding External Connections to the CiscoWorks Server](#)
- [Database Administration for MC Applications](#)
- [System Administration](#)
- [Logging](#)
- [Diagnosing Problems with the CiscoWorks Server](#)

Understanding How Applications Use the CiscoWorks Server

Although many applications depend on the CiscoWorks Common Services Server, all applications do not use the provided features to the same extent. You should understand how particular applications interact with the CiscoWorks Common Services Server.

Enabling Options on the CiscoWorks Server

The CiscoWorks Common Services Server is designed as a three-tiered infrastructure divided into:

- Runtime services—Desktop, process management, security, and the help engine (enabled at installation)
- System services—Database engine and utilities, as well as event distribution services and job management
- Core services—Database administration, system administration, and logging services

While Runtime services are enabled by default, System services are enabled when a suite is installed and an application that requires the service enables it. Core services are enabled when Management Center (MC) applications are installed. Finally, CiscoWorks Server applications are then integrated into the CiscoWorks Common Services desktop.

If a particular suite of applications does not use a service, the applications might not appear on the CiscoWorks Server desktop. Applications and application suites might not use some features at all or to the fullest extent to which they are available. For more information, see the user guide for your application to determine the extent to which the features are used.

Understanding Time Zone Settings

Many time zones are supported by the CiscoWorks Common Services Server and its associated CiscoWorks application suites. However, applications that have scheduling and reporting functions, and applications that produce or use time stamps vary based on certain factors:

- Server and client—Time stamps can differ between server and client if they are located in different time zones.
- Platforms—Windows and UNIX servers support different time zones and are not synchronized.

For detailed information, see the release notes included with your CiscoWorks applications.

Performing Tasks on the CiscoWorks Server

Most tasks directly require system administrator level privileges because they affect the performance and behavior of the CiscoWorks Server (For more information, see [“Setting Up User Accounts” section on page 3-1](#)). However, some tasks are accessible to all users (see [Table 1-1](#)). These tasks are server tasks only; suite-specific tasks available to all users are described in their respective user guides or online help.

Table 1-1 Tasks Accessible By All Users

Task	For More Information, See
Home > My Shortcuts	“Using Online Help” section on page 2-9.
Server Configuration > About the Server > Applications and Versions	“Verifying Server Status” section on page 6-2.
Server Configuration > Setup > Security > Modify My Profile	“Setting Up User Accounts” section on page 3-1.
Server Configuration > Setup > Security > Permissions Report	“Setting Up User Accounts” section on page 3-1.
Server Configuration > Administration > Process Management > Process Status	“Using Basic Administrative Tools” section on page 4-2.

Table 1-1 Tasks Accessible By All Users (continued)

Task	For More Information, See
Server Configuration > Administration > Log File Status	“Using Basic Administrative Tools” section on page 4-2.
Server Configuration > Diagnostics > Connectivity Tools > NSLookup	“Testing Device Connectivity” section on page 6-4.
Server Configuration > Diagnostics > Connectivity Tools > Traceroute	“Testing Device Connectivity” section on page 6-4.
Server Configuration > Diagnostics > Connectivity Tools > Ping	“Testing Device Connectivity” section on page 6-4.
Server Configuration > Diagnostics > Connectivity Tools > Management Station to Device	“Testing Device Connectivity” section on page 6-4.
Management Connection > CCO Tools	“Using CCO Connections” section on page 5-2.

Learning More About the CiscoWorks Server

The online help included with CiscoWorks Common Services includes detailed explanations and procedures for the related tasks. For tips about accessing online help, see the [Using Online Help, page 2-9](#).

From the CiscoWorks Common Services desktop, select **Home > Additional Resources** to view these options:

- Cisco’s Home Page (Cisco.com)—Links to Cisco.com.
- Enterprise Network Management—Links to network management product information.
- Documentation—Links to Cisco product documentation on the web and provides updates to documentation and release notes.
- Service and Support—Links to internet technical support, technical documents, software center, contract and service management, and service and support programs.
- Partners and Resellers—Links to the Cisco Resellers and Certified Partners home page.