



Preparing to Use CiscoWorks Common Services

After installing Common Services, you must configure the server and client systems.

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Configuring Client Systems

Through the following tasks, you can configure your client system to use Common Services.

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The system that has Common Services installed on it can be used as both the server and the client. If you are using the system as client, you must configure the web browser.

Setting Display Fonts

For Windows, set the display to use small fonts:

Step 1 Select **Start > Settings > Control Panel**.

The Control Panel window appears.

Step 2 Double-click the Display icon.

The Display Properties dialog box appears.

Step 3 Click **Settings**, then select **Advanced**.

- If **Small Fonts** is selected in the Font Size list, your display font is set correctly.
- If **Small Fonts** is not selected, select it from the Font Size drop-down list, then click **OK**.

The System Settings Change dialog box appears.

Step 4 If you changed the font size, click **Yes** to restart your system.

Configuring Web Browser

To configure your web browser:

Step 1 Enable Java and JavaScript:

In Netscape Navigator:

- a. Select **Edit > Preferences > Advanced**.
- b. Select the Enable Java check box and click **OK**.

In Internet Explorer:

- a. Select **Tools > Internet Options > Advanced**.
- b. Under the Microsoft VM heading, select **Java console enabled, JIT compiler for virtual machine enabled, and Java logging enabled** and click **OK**.

In Mozilla:

- a. Select **Edit > Preferences > Advanced**.
- b. Under **Enable features that help interpret web pages**, select **Enable Java**.

Step 2 Set your browser cache to at least 6 MB:

In Netscape Navigator:

- a. Select **Edit > Preferences > Advanced > Cache**.
- b. Set the cache to 6 MB and click **OK**.

In Internet Explorer:

- a. Select **Tools > Internet Options > General**, then click **Settings**.
- b. Set the cache to at least 6 MB using the **Amount of disk space to use** slide bar.
- c. Click **OK** to close the Settings dialog box and return to the Internet Options dialog box and click **OK** again.

In Mozilla:

- a. Select **Edit > Preferences > Advanced > Cache**.
- b. Under **Cache Options**, set the cache to 6 MB.

Step 3 Configure your browser to accept all cookies:

In Netscape Navigator:

- a. Select **Edit > Preferences > Privacy & Security**.
- b. Select the **Enable all cookies** radio button and click **OK**.

In Internet Explorer:

- a. Select **Tools > Internet Options > Privacy**.
- b. Scroll the settings bar down to select **Accept all Cookies** and Click **OK**.

In Mozilla:

- a. Select **Edit > Preferences > Privacy & Security > Cookies**.
- b. Under **Cookies**, select **Enable all cookies** radio button.
- c. Click **OK** to save your preferences.

Step 4 Configure your browser to compare each page with its cached version every time it loads a page:

In Netscape Navigator:

- a. Select **Edit > Preferences > Advanced > Cache**.
- b. Select the **Every time I view the page** radio button and click **OK**.

In Internet Explorer:

- a. Select **Tools > Internet Options > General** and click **Settings** under Temporary Internet files group.
- b. Select the **Every visit to the page** radio button and click **OK** twice.

In Mozilla:

- a. Select **Edit > Preferences > Advanced**.
- b. Select the **Every time I view the page** radio button and click **OK**.

This option must be set to prevent Internet Explorer from using the cached information for help links. If it is not set, the first help link is displayed properly. However, the second time you click a link, the first page is displayed again.

In Mozilla:

- a. Select **Edit > Preferences > Advanced > Cache**.
- b. Select the **Every time I view the page** radio button and click **OK**.

Step 5 Change the default timeout to 20 minute.

This is only for Internet Explorer —See the instructions on the Microsoft Support Web site.

Step 6 Enable style sheets:

In Netscape Navigator:

- a. Select **Edit > Preferences > Composer**.
- b. Select the **Use CSS styles instead of HTML elements and attributes** check box and click **OK**.

In Internet Explorer:

- a. Select **Tools > Internet Options > General**, then click **Accessibility**.
- b. Make sure that the **Format documents using my style sheet** check box is not selected and click **OK** to close the Accessibility dialog box.
- c. Click **OK** again to close the Internet Options dialog box.

In Mozilla:

- a. Select **Edit > Preferences > Composer**.
- b. Select the **Use CSS styles instead of HTML elements and attributes** check box and click **OK**.

Step 7 Change the default font to sans-serif for improved readability:

In Netscape Navigator:

- a. Select **Edit > Preferences > Appearance > Fonts**.
- b. Select a sans-serif font (for example, Arial) and a font size in the **Typeface** and **Size** selection areas and click **OK**.

The text in the browser window is redrawn using the new fonts.

In Internet Explorer:

- a. Select **Tools > Internet Options > General** and click **Fonts**.
- b. Select a sans-serif font (for example, Arial) from the **Web page font** and **Plain text font** lists and click **OK**.
- c. Click **OK** to close the dialog box.

The text in the browser window is redrawn using the new fonts.

In Mozilla:

- a. Select **Edit > Preferences > Appearance**.
- b. Under the Appearance category, select **Fonts**. (If no options are visible in this category, double-click **Appearance** to expand the list.)
- c. From the **Fonts for** drop-down list, select a language group/script. For example, to set default fonts for West European languages/script (Latin), choose **Western**.
- d. From the **Proportional** drop-down list, select Sans Serif. Then select an appropriate Sans serif font from the **Sans serif** drop-down list and specify the font size you want for proportional text.

Step 8 Disable any pop up blocker utility installed on your client system.

If you have browser problems after configuring your browser, increase your disk cache settings.

After the web browser is installed on the client system, there are no additional disk space requirements.

However, because the browser uses the local disk to store cached information, make sure you have enough disk space for the amount of cached information you want to store. All Common Services information is stored on the CiscoWorks server.

Accessing CiscoWorks Server

CiscoWorks Common Services uses port 1741 for the HTTP server and port 443 for HTTPS server (SSL).

To access the server from a client system, enter any one of these URLs in your web browser:

- If SSL is disabled and if you have installed Common Services on the default port, and enter:

`http://server_name:1741`

- If SSL is enabled, and if you have installed Common Services on the default port, enter:

`https://server_name:443`

where *server_name* is the hostname of the server on which you installed Common Services.

The CiscoWorks Login page appears.

See *Invoking CiscoWorks Homepage* and *Logging in to Common Services* sections in the *User Guide for CiscoWorks Common Services 3.0* for more information.

Also, see [“TCP and UDP Ports Information” section on page 2-6](#).

Using Device Center

Device Center provides a one stop place where you can see a summary for a device, and launch troubleshooting tools, management tasks, and reports for the selected device. It provides a device centric navigation paradigm, which helps you to concentrate on device centric features and information from one single location.

See *Using Device Center* chapter in the *User Guide for CiscoWorks Common Services 3.0* for more information about launching Device Center and using the Device Center functions.

Using Device and Credentials Repository

The Device and Credential Repository (DCR) is a common repository of devices, their attributes, and credentials. These are to be used by various network management applications, to manage devices in a management domain. The Device and Credential Admin (DCA) provides an interface to administer DCR.

It enables multiple applications to share device lists and credentials using a client-server mechanism, with secured storage and communications. The applications can read or retrieve the information. The applications can also update the information in DCR so that it could be shared with other applications.

See *Managing Device and Credentials* chapter in the *User Guide for CiscoWorks Common Services 3.0* for more information about Adding Devices, Deleting Devices, Editing Device Credentials, Importing Devices and Credentials, Exporting Devices & Credentials, Excluding Devices, and, Viewing Devices List.

Using Integration Utility

The Integration Utility allows you to launch CiscoView from an SNMP platform even when CiscoView is running on a different system than the NMS. It also allows you to integrate other applications into NMS menu.

See *User Guide for CiscoWorks Integration Utility 1.6* for information about configuring the Integration Utility.

Using CiscoView

CiscoView is a graphical SNMP-based device management tool that provides real-time views of networked Cisco Systems devices.

See *User Guide for CiscoView 6.1* for information about launching and using CiscoView.

Casuser Permissions

In order to install and run the CiscoWorks, make sure that localSystem account, and casusers group (which is created by CiscoWorks installation) have sufficient permissions to load system DLLs from system32 directory, as well as command line utilities provided by Windows, such as cmd, regedit, cacls, ping, nslookup, etc.

The same permissions should be granted to the user who is running installation of CiscoWorks. In addition, such user must be a member of the local group Administrators. Permissions for this user are required for the time of installation or uninstallation only.

**Note**

All CiscoWorks processes are running as localSystem, or casuser. Casuser is the user created by installation along with the casusers group, and included into the group.
