



# Overview

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CiscoWorks Common Services (Common Services) represents a common set of management services that are shared by CiscoWorks applications. CiscoWorks is a family of products based on Internet standards for managing networks and devices. All CiscoWorks products use and depend on Common Services.

Common Services provides a foundation for CiscoWorks applications to share a common model for data storage, login, user role definitions, access privileges, security protocols, as well as navigation.

It creates a standard user experience for all management functions. It also provides the common framework for all basic system level operations such as installation, data management including backup-restore and import-export, event and message handling, and job and process management.

Common Services 3.0 provides a set of new features required to drive the CiscoWorks applications towards a common look and feel. The new CiscoWorks Homepage replaces the existing desktop.

Common Services 3.0 enables sharing of critical information among the various products, and provides a new framework for delivering timely support of new devices. In addition, it supports new platforms, and provides enhanced security mechanisms.

# New Features

The major new features in this release:

- **CiscoWorks Homepage**  
Provides launch points for CiscoWorks family of products and other resources. The HTML based CiscoWorks Homepage replaces the Java applet based Desktop.
- **Device and Credential Repository (DCR)**  
Provides a central place for management of devices and their credentials that the different applications managing those devices can use. Sharing of devices and credentials help in common administration.
- **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.
- **Groups**  
Provides a mechanism for applications to create shared device groups. Provides grouping facility based on various attributes in Device and Credential Repository (DCR).
- **Software Center**  
Allows you to download and deploy device packages and software patches.
- **Enhanced security to support SNMPv3 authNoPriv**  
Provides packet level security, integrity protection, and replay protection. However, it does not encrypt the packets.
- **Enhanced restore framework.**  
Enables Common Services and its applications to restore the data backed up from an earlier version.
- **Security mechanisms for managing security in Single-Server and Multi-Server scenarios. Granular role based access.**
- **New utilities for diagnosing problems with CiscoWorks Server, and managing log files.**
- **New licensing framework.**

- Support for IPv6.
- HTML based Online help.

## Understanding Time Zone Settings

Common Services and associated CiscoWorks application suites support many time zones. However, applications that have scheduling and reporting functions, and applications that produce or use time stamps vary based on:

- 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.

## Learning More About the Common Services

You can find detailed information on the features and functions of CiscoWorks Common Services in the following sections:

- [Interacting With CiscoWorks Homepage](#)
- [Setting up Security](#)
- [Generating Reports](#)
- [Administering Common Services](#)
- [Managing Device and Credentials](#)
- [Administering Groups](#)
- [Using Device Center](#)
- [Working With Software Center](#)

In addition, the Online help included with Common Services provides explanations and procedures for the related tasks.

You can launch the Online help from the CiscoWorks Homepage by clicking the Help button on top of the right hand side of the CiscoWorks Homepage.

For tips about accessing Online help, see [Using Online Help](#).

You can check the version details and licensing information about Common Services by clicking the About button on top of the right hand side of the CiscoWorks Homepage.