



Preface

This guide describes Device Fault Manager (DFM) and provides instructions for configuring, administering, and operating it.

This guide is divided into three parts:

- Part 1 provides DFM reference material: a product overview, network elements DFM manages, faults and exceptions DFM diagnoses, and DFM default settings.
- Part 2 provides DFM administration material: an overview of the Administration and Polling and Thresholds Consoles, how to import devices to the DFM inventory, the DFM inventory collection process, how to customize management settings by using groups, the polling processes used by DFM, how to configure adapters, and general administrative material.
- Part 3 provides general user material: how to access and display diagnostic results with the Monitoring Console, and other typical operator tasks.

This guide also includes six appendices:

- [Appendix A, “Excessive Restarts and Flapping”](#)
- [Appendix B, “MIBs Polled and SNMP Traps Processed or Passed-Through by DFM”](#)
- [Appendix C, “SNMP Trap Notifier MIB”](#)
- [Appendix D, “Device-Specific Information”](#)
- [Appendix E, “Valid Classes, Instances, and Events”](#)
- [Appendix F, “Device Fault Manager Frequently Asked Questions”](#)

Audience

This guide is intended to be read by IT managers seeking to better understand what DFM does, by system administrators configuring and using DFM, and by operators receiving and acting upon notifications.

Conventions

This document uses the following conventions:

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



Note

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

Product Documentation

**Note**

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the DFM documentation on Cisco.com for any updates.

The following product documentation is available:

Release Notes for Device Fault Manager 1.2 Updated for Common Services Version 2.2 on Windows

This document describes new features in this release of DFM, and any known problems and their resolution on a Windows system. This document is available in the following formats:

- Hardcopy packaged with the DFM CD-ROM
- On Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/dfm/dfm123cd/rel_note/win_rn.htm

Release Notes for Device Fault Manager 1.2 Updated for Common Services Version 2.2 on Solaris

This document describes new features in this release of DFM, and any known problems and their resolutions on a Solaris system. This document is available in the following formats:

- Hardcopy packaged with the DFM CD-ROM
- On Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/dfm/dfm123cd/rel_note/sol_rn.htm

Quick Start Guide for LAN Management Solution

This document, and the Maintenance Kit version of the document, describes the basic requirements and procedures for installing, upgrading, and setting up the LAN Management Solution. This document is available in the following formats:

- Hardcopy packaged with the DFM CD-ROM
- On Cisco.com at
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_b/lms/index.htm

Installation and Setup Guide for Device Fault Manager on Windows

This document describes how to install DFM on a Windows system and offers quick-start steps for using DFM. This document is available in the following formats:

- PDF on the DFM CD-ROM
- On Cisco.com at
<http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/dfm/dfm123cd/install/windows/index.htm>
- Printed documentation available by order

Installation and Setup Guide for Device Fault Manager on Solaris

This document describes how to install DFM on a Solaris system and offers quick-start steps for using DFM. This document is available in the following formats:

- PDF on the DFM CD-ROM
- On Cisco.com at
<http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/dfm/dfm123cd/install/solaris/index.htm>
- Printed documentation available by order

User Guide for Device Fault Manager

This document describes DFM; provides instructions for configuring, administering, and operating it; and answers DFM frequently asked questions. This document is available in the following formats:

- PDF on the DFM CD-ROM and from the DFM online help
- On Cisco.com at
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/dfm/dfm123cd/u_gd/index.htm
- Printed documentation available by order

Context-Sensitive Online Help

You can access the help in two ways:

- Select an option from the navigation tree, then click **Help**.
- Click the **Help** button in the dialog box.

Additional Information Online

The following additional information is available online:

Device Fault Manager Frequently Asked Questions

This document describes DFM frequently asked questions. This document is available on Cisco.com at
http://www.cisco.com/en/US/products/sw/cscowork/ps2421/prod_troubleshooting_guides_list.html

Fault History 1.1.1 Drop-in Readme for Solaris

This document describes how to download and configure Fault History on Solaris. This document is available on Cisco.com at
<http://www.cisco.com/cgi-bin/tablebuild.pl/cw-fault-history>

Fault History 1.1.1 Drop-in Readme for Windows

This document describes how to download and configure Fault History on Windows. This document is available on Cisco.com at
<http://www.cisco.com/cgi-bin/tablebuild.pl/cw-fault-history>

You can find information about all supported devices by checking the device support tables on Cisco.com at:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/dfm/dev_sup/index.htm

You can download device packages for new devices by logging into Cisco.com at: <http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-dfm>

Device packages are released cumulatively; that is, new device packages contain the contents of any previous packages.

To determine which packages are installed on your CiscoWorks Server, select **Server Configuration > About the Server > Applications and Versions**.

You can also obtain any published patches from the download site.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can email your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:

http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html

- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:

http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

