



APPENDIX **B**

User Tracking Utility

CiscoWorks User Tracking Utility is a Windows desktop utility that provides quick access to useful information about users or hosts discovered by Campus Manager User Tracking application.

UTU comprises a server-side component and a client utility.

To use UTU, Campus Manager must be installed and functioning on your machine, and accessible through the network.

This appendix explains:

- [User Tracking Utility 1.1.1](#)
- [User Tracking Utility 2.0](#)

User Tracking Utility 1.1.1

User Tracking Utility 1.1.1 is a separate utility in the LMS 3.0 DVD that you can install if required.

UTU 1.1.1 has the following additional features:

- Support for silent installation mode for easy deployment.
- Support for communication with Campus Manager server in Secure Sockets Layer (SSL) mode, as well as Non SSL mode.

You can use the UTU search band to search for the Users/Hosts in your network. You can search using user name, host name or IP address, or MAC address. Searching by Host is the default search criteria.

This section contains:

- [Hardware and Software Requirements for UTU 1.1.1](#)
- [Downloading UTU 1.1.1](#)
- [Installing UTU 1.1.1](#)
- [Accessing UTU 1.1.1](#)
- [Configuring UTU 1.1.1](#)
- [Searching for Users or Hosts](#)
- [Using Search Patterns in UTU 1.1.1](#)
- [Uninstalling UTU 1.1.1](#)
- [Upgrading to UTU 1.1.1](#)
- [Re-installing UTU 1.1.1](#)

Hardware and Software Requirements for UTU 1.1.1

Table B-1 lists the minimum system requirements for UTU 1.1.1.

Table B-1 System Requirements

Requirement Type	Minimum Requirements
System Hardware	IBM PC-compatible computer with Intel Pentium processor.
System software	<ul style="list-style-type: none"> • Windows 2000 (Professional or Server) with SP4 • Windows 2003 Standard Edition • Windows 2003 Enterprise Edition • Windows XP
Memory (RAM)	128 MB
Additional required software	Campus Manager 5.0
Network Connectivity	Campus Manager 5.0 must be running, and accessible through the network

Downloading UTU 1.1.1

You can download UTU 1.1 and install it from the CiscoWorks User Tracking Utility 1.1.1.exe file.

To download UTU:

-
- Step 1** Locate the file CiscoWorksUserTrackingUtility1.1.1.exe at:
<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus-crypto>
- Step 2** Save the file to a temporary directory on your system.
-

Installing UTU 1.1.1

UTU 1.1.1 supports installation in Normal mode and Silent mode.

To install UTU 1.1.1 in Normal mode:

-
- Step 1** Log into the system with local system administrator privileges.
- Step 2** Navigate to the directory that contains CiscoWorksUserTrackingUtility1.1.1.exe.
- Step 3** Double-click CiscoWorksUserTrackingUtility1.1.1.exe to begin installation.
 The User Tracking Utility Welcome screen appears.
- Step 4** Click **Next**.
 The Choose Destination Location dialog box appears. By default, UTU 1.1.1 is installed in the directory C:\Program Files\CSCOutu.

- Step 5** Click **Next** to install UTU 1.1.1 in the default directory.
Or
- Click **Browse** to choose a different directory and click **OK**.
 - Click **Next** to continue with the installation.
- The Configure CiscoWorks Campus Manager Server Details dialog box appears.
- Step 6** Enter the name or IP address of the server on which Campus Manager is installed.
- Step 7** Enter the HTTP port number of the Campus Manager server.
The default port number is 1741.
- Step 8** Click **Next**.
The following message appears:
Is CiscoWorks LMS Server SSL Enabled?
- Step 9** Click **Yes** if the Campus Manager server is SSL enabled, otherwise, click **No**.
The Configure LMS Server Authentication dialog box appears. You can also configure these server details after installation.
- Step 10** Enter a valid CiscoWorks Campus Manager Server user name and password.
This is used to verify the validity of the user when searching for users or hosts.
- Step 11** Confirm the password and click **Next**.
The Setup Complete dialog box appears.
- Step 12** Click **Finish** to complete the installation.
User Tracking Utility 1.1.1 is installed at the destination location you specified in [Step 5](#) above.
However, it does not create a program group under **Start > Programs**. To access the utility, see [Accessing UTU 1.1.1](#).
-

To install UTU in Silent mode:

At the command prompt, enter:

```
exe-location\CiscoWorksUserTrackingUtility1.1.1.exe -a -s -f1file-location\setup.iss
```

where

- exe-location* is the directory where you have installed CiscoWorksUserTrackingUtility1.1.1.exe
- file-location* is the directory where you have installed the setup.iss file.

Do not add a space after the **-f1** option. Use the complete path for *file-location*.

For example:

If the install directory for UTU 1.1.1 is C:\utu, enter the following at the command prompt:

```
c:\utu\CiscoWorksUserTrackingUtility1.1.1.exe -a -s -f1c:\utu\setup.iss
```

To configure the server information, modify the setup.iss file before running the silent install. Edit the following fields:

```
[SdShowDlgEdit2-0]
szEdit1= hostname
szEdit2= server-port
Result=1
[AskYesNo-0]
Result=1          <1- SSL Enabled, 0 - SSL Disabled>
[SdShowDlgEdit3-0]
szEdit1=username
szEdit2=password
szEdit3=password
```

You cannot re-install UTU 1.1.1 on a system that already has this application installed on it. You must check for existing installations of UTU before beginning a fresh installation.

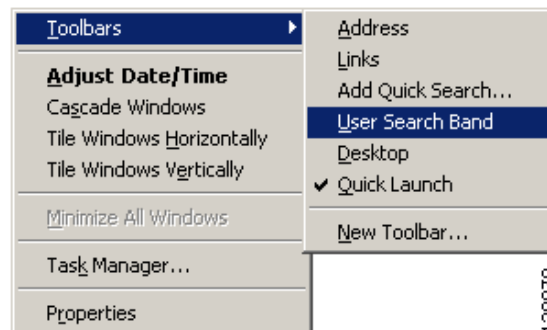
To confirm UTU installation on your system, right-click the taskbar and select **Toolbars** of your machine. You can find User Search Band option in the popup menu.

Accessing UTU 1.1.1

To display the UTU 1.1.1 desktop band on the taskbar:

-
- Step 1** Right-click the taskbar of the machine on which you installed UTU 1.1.1.
 - Step 2** Select **Toolbars > User Search Band**, as shown in [Figure B-1](#).

Figure B-1 **Selecting the Toolbar**



The UTU 1.1.1 desktop band appears on the taskbar with the title User Information.

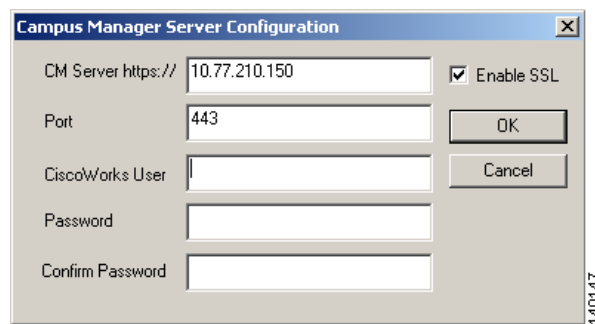
Configuring UTU 1.1.1

You must configure UTU 1.1.1 only if you want to change the Campus Manager server configurations that you entered while installing UTU.

To configure UTU:

-
- Step 1** Right-click the User Information search area on the taskbar of the machine on which you installed UTU. A popup menu appears.
- Step 2** Select **Configure**.
The CiscoWorks Campus Manager Server Configuration dialog box appears.
- Step 3** Modify the settings as required.
- Step 4** Click **Enable SSL** to communicate with an SSL enabled server.
The port number changes to 443, which is the default port for SSL. See [Figure B-2](#).

Figure B-2 Enabling SSL



- Step 5** Click **OK** to configure or **Cancel** to quit.
-

Searching for Users or Hosts

You can use UTU search band to search for the users or hosts in your network. You can search using user name, host name or IP address, or MAC address. The default search criterion is host name or IP address of the host.

To search for users or hosts:

-
- Step 1** Enter host name or IP address in the User Information field on the taskbar of the machine.
The default search criterion is host name or IP address of the host. To customize this search criterion:
- Right-click the Users Information search area.
A popup menu appears with the default search criterion **Host/IP** as selected.
 - Select **User**, **Host/IP**, or **MAC Address** from this popup menu.
The selected criterion is set for future searches until you change the criterion.
- [Table B-2](#) describes the search criteria in UTU 1.1.1.

Table B-2 Search Criteria in UTU

Search Criterion	Description
User	User name of the hosts in the network.
Host/IP	Host name or IP address.
MAC Address	MAC address of the hosts in the network.

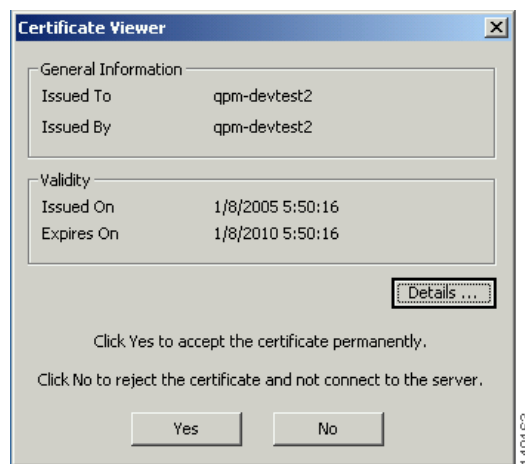
Step 2 Enter any value related to user name, host name, IP address, or the MAC address in the User Information field.

For example, you can enter `10.77.208*` in the User Information field.

Step 3 Press **Enter**.

If your server is not SSL enabled, go to [Step 6](#).

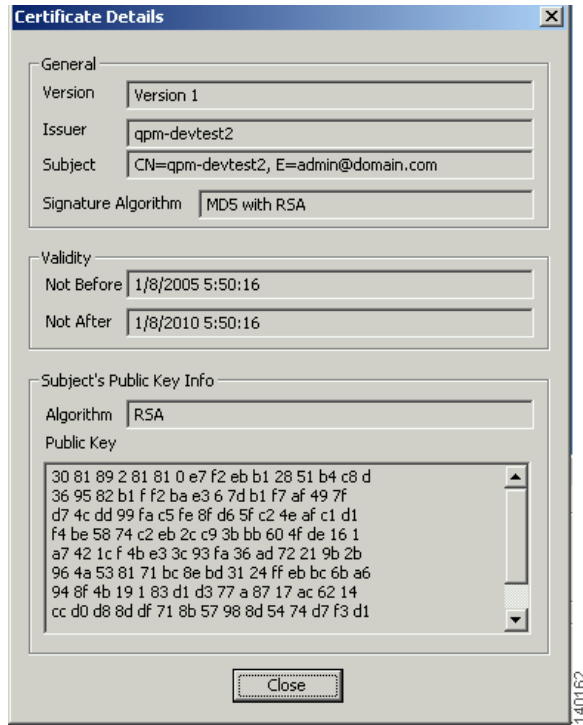
When you query for data from an SSL enabled server, the Certificate Viewer dialog box appears. See [Figure B-3](#).

Figure B-3 Certificate Viewer

Step 4 Click **Details** to view the certificate details.

You can verify the authenticity and correctness of the SSL server here. See [Figure B-4](#).

Figure B-4 Certificate Details



Step 5 Click either:

- **Yes** in the Certificate Viewer dialog box to accept and store the certificate. SSL connection is established with the server.

Or

- **No** not to store the certificate and no connection is established with the server.

The Certificate Viewer dialog box appears only while configuring for the first time. If you had clicked **Yes** the first time, you are not prompted to store the certificate during subsequent sessions.

Step 6 Select an entry in the Select Entry popup box.

UTU 1.1.1 displays the search results. This is a list of user names, host names, IP addresses, or MAC addresses, in a Select Entry popup menu.

Step 7 Select **Copy All to Clipboard** in the Select Entry popup to copy the complete search result.

Another popup box appears with the details for that particular entry, as described in [Table B-3](#).

Table B-3 Details for Each Entry in Select Entry Box

Entry	Description
User Name	User name of the user logged in to the host.
Host Name	Name of the host discovered by User Tracking.
MAC Address	MAC address of the host.
IP Address	IP address of the host.
Subnet	Subnet to which the host belongs.
Switch	Device name or IP address of the switch.

Table B-3 Details for Each Entry in Select Entry Box (continued)

Entry	Description
Port	Port number to which the host is connected.
Port State	State of the port: Static or Dynamic.
VLAN	VLAN to which the port of the switch belongs.
Port Speed	Bandwidth of the port of the switch.
Port Duplex	Port Duplex configuration details on the device.
Last Seen	Last time User Tracking discovered this host.
Copy to Clipboard	Copies the entries and the details to clipboard.

The search results for the value you enter in the User Information field depends on the default search criterion.

Using Search Patterns in UTU 1.1.1

UTU searches for the user or hosts, which match the user name, host name or IP address, or MAC address. You can search for users or hosts by entering a pattern. For example if you enter

- **cisco**, it displays users or hosts, where the user name or host name matches Cisco.
- **cisco***, it displays users or hosts that begin with the word Cisco
- **10.77.208***, it displays host IP addresses that begin with 10.77.208.

Uninstalling UTU 1.1.1

Before you uninstall UTU 1.1.1, you must hide the UTU desktop band.

To do that, right-click the taskbar of the machine on which you installed UTU 1.1.1, and deselect **User Search Band** in the Toolbars popup menu.

To uninstall UTU 1.1.1:

-
- Step 1** Select **Start > Settings > Control Panel > Add/Remove Programs** from the Windows taskbar. The Add/Remove Programs dialog box appears.
 - Step 2** Select **CiscoWorks User Tracking Utility**.
 - Step 3** Click **Change/Remove**. The system prompts you to confirm uninstallation.
 - Step 4** Click **Yes**.
 - Step 5** Click **Change/Remove**. The system prompts you to confirm uninstallation.
 - Step 6** Click **Yes**. The Remove Programs From Your Computer dialog box appears.

- Step 7** Either:
- Click **Yes**
The shared DLL, and UTBand.dll files, are removed.
 - Click **OK**.
- Or
- Click **No**
The uninstallation proceeds, but it does not completely uninstall UTU. To complete the uninstallation process, you must:
 - Go to the command prompt and access the directory where you have installed UTU.
The default directory is C:\Program Files\CSCOutu.
- Step 8** Enter `regsvr32 /u UTBand.dll`
The following message appears:
`DLLUnregisterServer in UTBand.dll failed`
- Step 9** Click **OK**.
- Step 10** Enter `del UTBand.dll`
This removes the UTU installation completely from the machine.
- Step 11** Restart your system.
-

Upgrading to UTU 1.1.1

You can upgrade User Tracking Utility from UTU 1.1 to UTU 1.1.1.

When you install UTU 1.1.1 above UTU 1.1, UTU prompts you to uninstall the previous version. A message appears:

```
WARNING: The setup program has detected a previous version of CiscoWorks User Tracking Utility. To install CiscoWorks User Tracking Utility 1.1.1, previous version of the product must be uninstalled. Do you want to uninstall CiscoWorks User Tracking Utility 1.1 now?
Yes/No
```

Click either **Yes** to upgrade, or **No** to quit.

Re-installing UTU 1.1.1

You must not install UTU 1.1.1 on a system that already has this application installed on it. You must check for existing installations of UTU before beginning a fresh installation.

To check for an existing installation of UTU:

Step 1 Right-click the taskbar of the machine.

Step 2 Select **Toolbars**.

If you see the User Search Band option, it means you have UTU installed on the system.

You must first uninstall the current installation of UTU, and then start the new installation.

User Tracking Utility 2.0

UTU is supported on Campus Manager 5.0.6, 5.1.4 and 5.2.1.

UTU 2.0 supports silent installation mode for easy deployment. It supports communication with Campus Manager server in Secure Sockets Layer (SSL) mode.

The following are the list of features supported in the CiscoWorks User Tracking Utility 2.0 release:

- Windows Vista Support

UTU 2.0 is built on Microsoft .Net Framework and Windows Presentation Foundation (WPF). With this, UTU 2.0 now works on Windows Vista client systems

- Support for Phone Number Search

UTU supports searching phone numbers in addition to existing search criteria.

This section explains:

- [Hardware and Software Requirements for UTU 2.0](#)
- [Downloading UTU 2.0](#)
- [Installing UTU 2.0](#)
- [Accessing UTU 2.0](#)
- [Configuring UTU 2.0](#)
- [Searching for Users, Hosts or IP Phones](#)
- [Uninstalling UTU 2.0](#)
- [Upgrading to UTU 2.0](#)
- [Re-installing UTU 2.0](#)

Hardware and Software Requirements for UTU 2.0

Table B-4 lists the minimum system requirements for UTU.

Table B-4 System Requirements

Requirement Type	Minimum Requirements
System hardware	IBM PC-compatible computer with Intel Pentium processor.
System software	<ul style="list-style-type: none"> • Windows 2003 • Windows 2008 • Windows XP with SP2 or SP3 • Windows Vista
Memory (RAM)	512 MB
Additional required software	<ul style="list-style-type: none"> • Campus Manager 5.0.6 or 5.1.4 or 5.2.1 • Microsoft .Net Runtime 3.5 Service Pack 1 <p>You can download Microsoft .Net Runtime 3.5 Service Pack 1 from http://www.microsoft.com</p>
Network Connectivity	Campus Manager 5.0.6 or 5.1.4 or 5.2.1 must be running, and accessible through the network

Downloading UTU 2.0

UTU requires CiscoWorksUserTrackingUtility2.0.exe file to be downloaded and installed.

To download UTU 2.0:

-
- Step 1** Click <http://www.cisco.com/cisco/software/navigator.html>
 - Step 2** Select the Software Product Category as **Network Management**.
You must be a registered Cisco.com user to access this Software Download site. The site prompts you to enter your Cisco.com username and password in the login screen, if you have not logged in already.
 - Step 3** Select **Routing and Switching Management > CiscoWorks LAN Management Solution Bundle > CiscoWorks Campus Manager** from the product tree.
 - Step 4** Select the Campus Manager 5.2 version.
 - Step 5** Select the product software type as **CiscoWorks Campus Manager User Tracking Utility**.
 - Step 6** Select a product release version from the Latest Releases folder.
The software updates corresponding to the selected product version display at the right of the web page.
 - Step 7** Locate the file CiscoWorksUserTrackingUtility2.0.zip
This zip file contains CiscoWorksUserTrackingUtility2.0.exe and setup.iss file (required for silent installation).

- Step 8** Click the Download Now button to download and save the device package file to any local directory on CiscoWorks Server.
- Step 9** Extract the file using any file extractor such as WinZip.
-

Installing UTU 2.0

You can install UTU 2.0 either in normal installation mode or silent installation mode.

Before you install UTU 2.0, check whether your system meets the requirements mentioned in [Hardware and Software Requirements for UTU 2.0](#).

This section explains:

- [Installing UTU 2.0 in Silent Mode](#)
- [Installing UTU 2.0 in Normal Mode](#)

Installing UTU 2.0 in Silent Mode

To install UTU in silent mode, run the following command at the command prompt:

```
exe-location\CiscoWorksUserTrackingUtility2.0.exe -a -s -f1file-location\setup.iss
```

where

- *exe-location* is the directory where you have extracted the CiscoWorksUserTrackingUtility2.0.exe file
- *file-location* is the directory where you have the setup.iss file.

Do not use space after the -f1 option. Use the complete path for *file-location*.

For example, if the install directory for UTU is c:\utu, enter the following at the command prompt:

```
c:\utu\CiscoWorksUserTrackingUtility2.0.exe -a -s -f1c:\utu\setup.iss
```

Editing Setup.iss File

UTU is installed in the C:\Program Files\CSCOutu2.0 directory, by default.

If you want to install UTU in some other directory, you must edit the content of the setup.iss file. Change the value of the szDir attribute in the setup.iss file.

For example, if you want to set the installation directory as D:\utu20, change szDir=C:\Program Files\CSCOutu2.0 to szDir=D:\utu20 in the setup.iss file.

Setup.log File

The setup.log file is created during the installation in the same directory where you have extracted the setup.iss file.


You should see the setup.log file to check the installation completion status.

The value of the ResultCode attribute in the setup.log informs you whether the installation has completed successfully. The value 0 denotes that the UTU installation in silent mode is successful.

When the value of the ResultCode attribute is other than 0, you must install UTU again.

Installing UTU 2.0 in Normal Mode

To install UTU in normal installation mode:

-
- Step 1** Log into the system with local system administrator privileges.
- Step 2** Navigate to the directory that contains CiscoWorksUserTrackingUtility2.0.exe.
- Step 3** Double-click CiscoWorksUserTrackingUtility2.0.exe to begin installation.
The User Tracking Utility Welcome screen appears.
- Step 4** Click **Next**.
A warning message appears if you have not installed .Net Framework 3.5 SP1.
You can install .Net Framework 3.5 SP1 after terminating the current UTU installation or before completing the current UTU installation.
- Step 5** Click **Next**.
A confirmation message appears.
- Step 6** Click **Yes**.
The Choose Destination Location dialog box appears. By default, UTU is installed in the directory C:\Program Files\CSCOut2.0.
-  **Note** If you have installed .Net Framework 3.5 SP1 already on the system, the installer directs you to the Choose Destination dialog box, when you click Next in the User Tracking Utility Welcome screen.
-
- If you click No in the confirmation message, the warning message appears again stating that you have not installed .Net Framework 3.5 SP1.
You can download and install .Net Framework 3.5 SP1. and then continue with the UTU installation.
- Step 7** Click **Next** to install UTU in the default directory.
or
- Click **Browse** to choose a different directory and click **OK**.
 - Click **Next** to continue with the installation.
- The installation continues.
- Step 8** Click **Finish** to complete the installation.
User Tracking Utility is installed at the destination location you specified in [Step 5](#) above and a shortcut to UTU is created on the desktop. To access the utility, see [Accessing UTU 2.0](#).
-

Accessing UTU 2.0

To access UTU, click either:

- **Start > Programs > CiscoWorks UTU 2.0 > CiscoWorks User Tracking Utility 2.0**

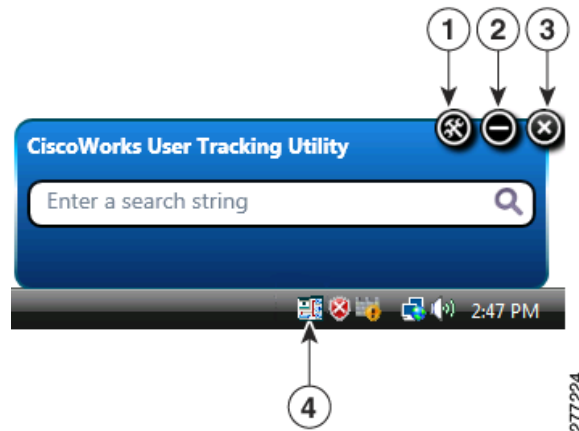
Or

- UTU 2.0 shortcut available on the desktop

The UTU band appears. See [Figure 1](#) for UTU 2.0 band.

You can also find an icon in the task bar. You can use this icon to restore the UTU band when minimized.

Figure B-5 User Tracking Utility - Search Band



- | | |
|-------------------|-----------------------|
| 1 - Settings Icon | 2 - Minimize icon |
| 3 - Close icon | 4 - UTU task bar icon |

After a system restart and during the startup, the system launches the UTU automatically.

Configuring UTU 2.0

You must configure UTU to set the Campus Manager server configurations.

To configure UTU:

-
- Step 1** Click the Settings icon.
Or
- Right-click the UTU search band.
A popup menu appears.
 - Click **Settings**.
The CiscoWorks Campus Manager Server Settings dialog box appears.
- Step 2** Enter the name or IP Address of the server on which Campus Manager is installed.
- Step 3** Enter the port number of the Campus Manager server.
The default HTTP port number is 1741.
You can modify the port number if required.
- Step 4** Click **Enable SSL** for communicating with an SSL enabled server.
The port is changed to 443, which is the default port for SSL. See [Figure B-6](#).
You can modify the port number if required.

Figure B-6 Enabling SSL

- Step 5** Enter a valid CiscoWorks Campus Manager Server user name and password. This is used to verify the validity of the user when searching for users, hosts, or IP Phones.
- Step 6** Confirm the password by re-entering it.
- Step 7** Select the Remember me on this computer checkbox if you want the client system to remember your credentials. The credentials are preserved only for the current user of Windows system. The credentials are not available when you log into the Windows system with a different user name.
- Step 8** Click **Apply** to save the changes.

Searching for Users, Hosts or IP Phones

You can use UTU Search Band to search for the users, hosts, or IP Phones in your network.



Note UTU search is case-insensitive.

To search for users, hosts, or IP Phones:

- Step 1** Right-click the UTU search band. A popup menu appears with the default search criterion **Host name/IP Address** selected.
- Step 2** Select a search criterion from the popup menu.

You can search using:

- User name
- Host name or IP Address
- Device name or IP Address
- MAC Address
- Phone number

The default search criterion is host name or IP Address of the host.

The selected criterion is set for future searches until you change the criterion.

Step 3 Enter any value related to user name, host name, device name, IP Address, Phone number or the MAC Address in the UTU search field.

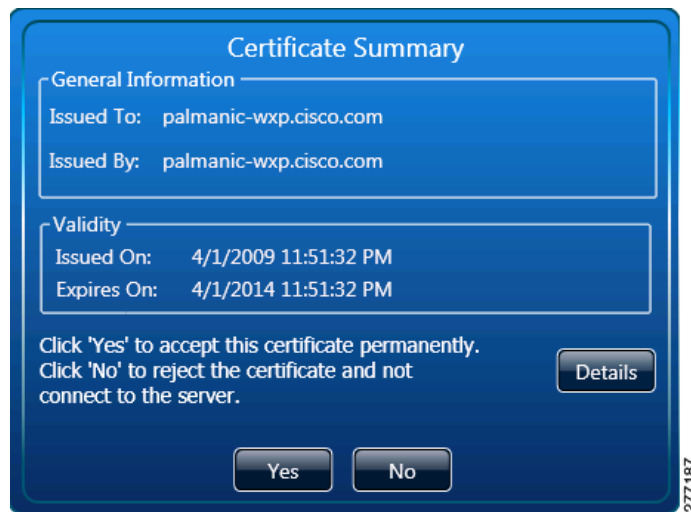
For example, you can enter **10.77.208** in the search field.

Step 4 Press **Enter**.

If your server is not SSL enabled, go to [Step 7](#).

When you query for data from an SSL enabled server, the Certificate Viewer dialog box appears. See [Figure B-7](#).

Figure B-7 *Certificate Viewer*



Step 5 Click **Details** to view the certificate details.

You can verify the authenticity and correctness of the SSL server here. See [Figure B-8](#).

Figure B-8 Certificate Details



You can click **Summary** to go back to the Certificate Viewer dialog box.

Step 6 Click **Yes** in the Certificate Viewer dialog box or Certificate Details dialog box to accept and store the certificate.

SSL connection is established with the server.

If you click **No**, the certificate is not stored and no connection is established with the server.



Note

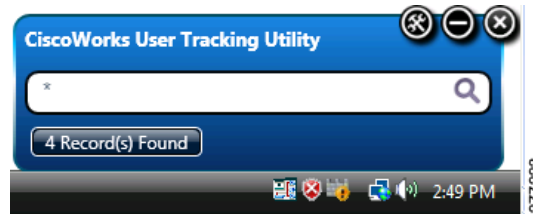
The Certificate Viewer dialog box appears only for the first time configuration. If you had clicked **Yes** the first time, you are not prompted to store the certificate during subsequent sessions.

Step 7 Click the *X* Record(s) Found button to launch the results window.

X denotes the number of matches found. See [Figure 9](#).

For example, if there 4 matches found, the UTU Search band displays 4 Record(s) Found.

Figure 9 UTU Search Band displaying the number of matching records



UTU search returns top 500 records only if the number of matches exceed 500. You must refine your search if you want better and accurate results.

Step 8 Select an entry in the Results window.

UTU displays the search results, which is a list of user names, host names, IP Addresses, or MAC Addresses, in a Results window.

The Results window has the following options:

- **Copy to Clipboard**, where you can copy the selected search result record.
- **Copy All to Clipboard**, where you can copy all the search result records.
- **Close**, which you can use to close the window.

For a selected search result record, the Results window displays the details as described in:

- [Table B-3](#) for all search criteria except Phone Number
- [Table B-6](#) for search based on Phone Number

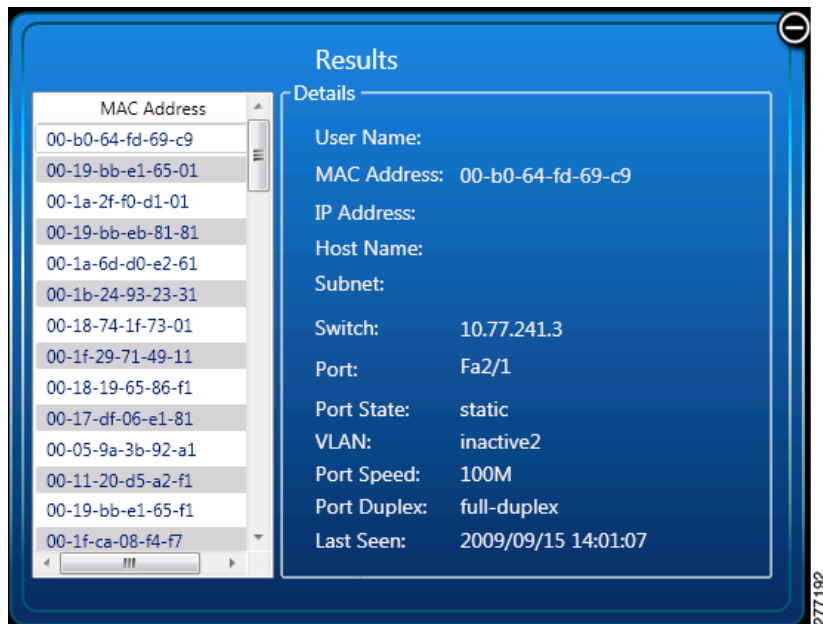
See [Figure B-10](#) for MAC Address search results window and [Figure B-11](#) for IP Phone search results window.

Table B-5 Details for Each Entry in Results Window For a User or Host Search

Entry	Description
User Name	Name of the user logged in to the host.
MAC Address	Media Access Control (MAC) address of network interface card in end-user node.
Host IP Address	IP Address of the host.
Host Name	Name of the host discovered by User Tracking.
Subnet	Subnet to which the host belongs.
Subnet Mask	Subnet mask of the host
Device name	Name of the switch.
Device IP Address	IP Address of the switch
VLAN	VLAN to which the port of the switch belongs.
Port	Port number to which the host is connected.
Port Description	Description of the port number to which the host is connected.
Port State	State of the port: Static or Dynamic.
Port Speed	Bandwidth of the port of the switch.

Table B-5 Details for Each Entry in Results Window For a User or Host Search

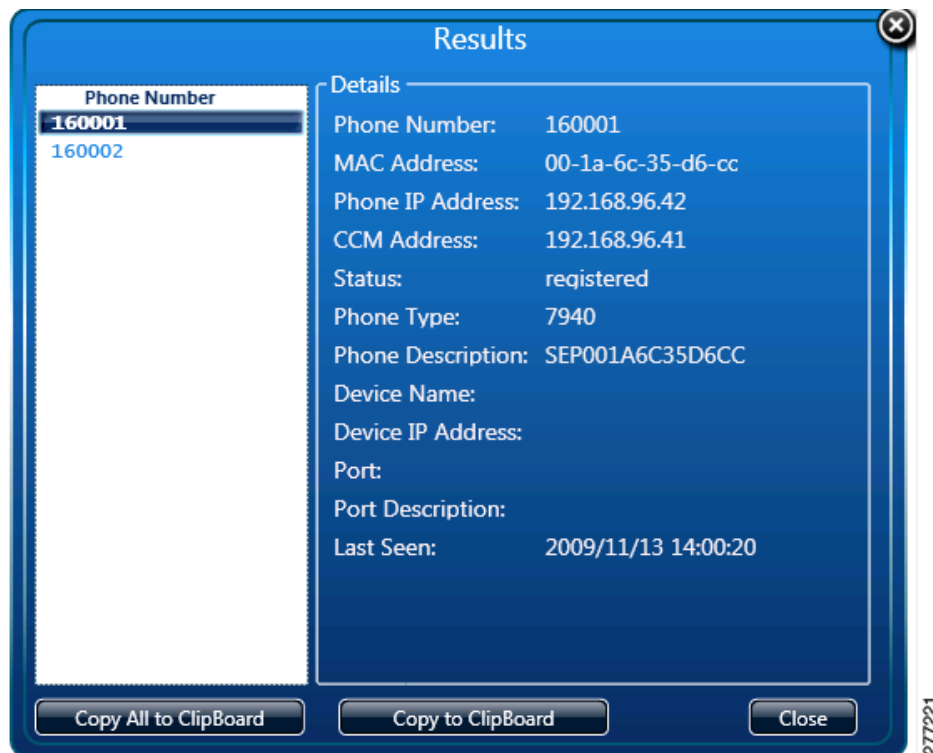
Entry	Description
Port Duplex	Port Duplex configuration details on the device.
Last Seen	Date and time when User Tracking last found an entry for this user or host in a switch. Last Seen is displayed in the format yyyy/mm/dd hh:mm:ss.

Figure B-10 MAC Address Search Results Window**Table B-6** Details for Each Entry in Results Window For a Phone Number Search

Entry	Description
Phone Number	IP Phone number
MAC Address	Media Access Control (MAC) address of network interface card on the phone.
Phone IP Address	IP Address of the phone.
CCM Address	IP Address of the Cisco Call Manager
Status	Status of the phone, as known to Cisco Call Manager
Phone Type	Model of the phone. Can be SP30, SP30+, 12S, 12SP, 12SPplus, 30SPplus, 30VIP, SoftPhone, or unknown.
Phone Description	Description of the phone.
Device Name	Name corresponding to IP Address of device.
Device IP Address	IP Address of the device

Table B-6 Details for Each Entry in Results Window For a Phone Number Search

Entry	Description
Port	Port number to which the phone is connected.
Port Description	Description of the port to which the phone is connected.
Last Seen	Date and time when User Tracking last found an entry. Last Seen is displayed in the format yyyy/mm/dd hh:mm:ss.

Figure B-11 IP Phone Number Search Results Window

Note The search results for the value you enter in the search field depends on the default search criteria.

Using Search Patterns in UTU 2.0

UTU searches for the users, hosts, or IP Phones which match the search criterion. See [Searching for Users, Hosts or IP Phones](#) for more information.

You can search for users, hosts, or IP Phones by entering a search pattern or substring of a search pattern.

For example, entering **Cisco** displays host names that start with, end with or contain Cisco for a search on host names.

You do not have to use wildcard character * to match a pattern or substring of the pattern.

To search for a MAC Address, you can use one of the following MAC Address patterns or a substring of these patterns:

- *xxxx.xxxx.xxxx*
- *xx:xx:xx:xx:xx:xx*
- *xxxxxxxxxxxx*
- *xx-xx-xx-xx-xx-xx*

Here *x* denotes an hexadecimal number.

Uninstalling UTU 2.0

Ensure that UTU is not running while uninstalling.

If you try to uninstall UTU when it is running, an error message appears and uninstallation terminates.

To uninstall UTU:

-
- Step 1** Select **Start > Programs > CiscoWorks UTU 2.0 > Uninstall CiscoWorks User Tracking Utility 2.0** from the windows task bar.
- The Uninstallation wizard appears and prompts you to confirm the UTU uninstallation.
- Step 2** Click **Yes**.
- The Uninstallation continues.
- Step 3** Click **Finish** to exit the uninstallation wizard.
-

Upgrading to UTU 2.0

You can install UTU 2.0 on the same system where UTU 1.1.1 is installed.

You can choose to install UTU 2.0 on any directory other than the directory where UTU 1.1.1 is installed.

See [Installing UTU 2.0](#) for installation instructions.

Re-installing UTU 2.0

Re-installation of UTU 2.0 is supported on the normal mode of installation.

In the normal mode of installation, you are prompted with a confirmation message whether you want to continue the installation. You must provide your inputs to continue the installation.

See [Installing UTU 2.0](#) for installation instructions.

The user profiles that are created already are not be lost during re-installation.