



## **Quick Start Guide for LAN Management Solution**

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# 1 SUPPLEMENTAL LICENSE AGREEMENT

## **SUPPLEMENTAL LICENSE AGREEMENT FOR CISCO SYSTEMS NETWORK MANAGEMENT SOFTWARE: CiscoWorks LAN MANAGEMENT SOLUTION**

**IMPORTANT—READ CAREFULLY:** This Supplemental License Agreement (“SLA”) contains additional limitations on the license to the Software provided to Customer under the Software License Agreement between Customer and Cisco. Capitalized terms used in this SLA and not otherwise defined herein shall have the meanings assigned to them in the Software License Agreement. To the extent that there is a conflict among any of these terms and conditions applicable to the Software, the terms and conditions in this SLA shall take precedence.

By installing, downloading, accessing or otherwise using the Software, Customer agrees to be bound by the terms of this SLA. If Customer does not agree to the terms of this SLA, Customer may not install, download, or otherwise use the Software. When used below, the term “server” refers to central processor unit.

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### **1. ADDITIONAL LICENSE RESTRICTIONS.**

- **Installation and Use.** The Software components are provided to Customer solely to install, update, supplement, or replace existing functionality of the applicable Network Management Software product. Customer may install and use following Software components:
  - Resource Manager Essentials (RME): May be installed on one (1) server in Customer's network management environment.
  - nGenius Real Time Monitor (RTM): May be installed on one (1) server in Customer's network management environment.
  - Device Fault Manager (DFM): May be installed on one (1) server in Customer's network management environment.
  - Campus Manager (CM): May be installed on one (1) server in Customer's network management environment.
  - CiscoView/ CD One: Contains shared resources used by other components in this bundle. In many cases, all components in this bundle can be installed on a single server. If some components of this bundle are installed on separate servers, a copy of CD One can be installed with each component in Customer's network management environment.
- **Reproduction and Distribution.** Customer may not reproduce nor distribute software.

### **2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.**

Please refer to the Cisco Systems, Inc. Software License Agreement.



## 2 LAN Management Solution 2.1 Overview

The LAN Management Solution (LMS) provides applications for configuring, administering, monitoring, and troubleshooting a campus network. It enables network administrators to more effectively manage their LAN and campus networks.

You must install the LMS software on a system that meets specific requirements. You must configure client systems and some applications before use.

In this document you will find:

- Features available in this release
- Hardware and software requirements for optimal performance.
- A description of bundle contents, including links for accessing online documentation.
- Order of installation and detailed procedures for installing each application. If other CiscoWorks2000 bundled products are already installed on your system, you might not need to install all of the applications included in this bundle.



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**Note**

Instructions for ordering documentation and contacting Cisco Systems for additional assistance. In addition to the enclosed hardcopy documents, PDF versions of product documentation are available on the product CDs. See the installation instructions for the individual products and print out the relevant documentation before proceeding with the installation. You can also order printed copies of documentation using the sources in the “Obtaining Documentation” section on page 37.

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Registered Cisco.com users can access the most current upgrade and promotion information at [http://www.cisco.com/warp/customer/cc/pd/wr2k/prodlit/cwok\\_st.htm](http://www.cisco.com/warp/customer/cc/pd/wr2k/prodlit/cwok_st.htm).

This quick start guide provides basic requirements and procedures for installing, upgrading, and setting up LAN Management Solution (LMS) 2.1 so you can get your server up and running as quickly as possible. This guide provides typical installation instructions. For custom installation instructions, see the installation guides available in PDF in the Documentation directory on the product CDs.

### What's New?

- Secure Socket Layer (SSL) encryption to provide secure access between the client browser and the management server, and Secure Shell (SSH) to provide secure access between the management server and devices.
- Support for new devices and Cisco IOS releases.
- Updated CiscoWorks Server database and Web server services.

## Bundle Contents

The following table lists the contents of the LMS bundle for Solaris and Windows 2000.

Product	Provides this Functionality	Consisting of
CD One, 5th Edition (CD One)	CiscoWorks2000 Server and CiscoView 5.4 provide common web services and support for third-party network management solutions as well as real time views of networked Cisco Systems devices.	<ul style="list-style-type: none"><li>• CD One, 5th Edition product CD-ROM</li><li>• Printed Documentation:<ul style="list-style-type: none"><li>– <i>Release Notes for CD One, 5th Edition on Windows</i></li><li>– <i>Release Notes for CD One, 5th Edition on Solaris</i></li></ul></li><li>• PDF<sup>1</sup> versions of:<ul style="list-style-type: none"><li>– <i>Installation and Setup Guide for CD One on Solaris</i></li><li>– <i>Installation and Setup Guide for CD One on Windows 2000</i></li><li>– <i>User Guide for CiscoWorks2000 Server</i></li></ul></li><li>• Online<sup>2</sup> version of:<ul style="list-style-type: none"><li>– Supported Devices Table</li></ul></li></ul>



Product	Provides this Functionality	Consisting of
Resource Manager Essentials 3.4 (Essentials)	Web-enabled administration tool for simplifying the device software and configuration management of Cisco routers and switches.	<ul style="list-style-type: none"><li>• Resource Manager Essentials 3.4 product CD-ROM</li><li>• Printed Documentation:<ul style="list-style-type: none"><li>– <i>Release Notes for Resource Manager Essentials 3.4 on Solaris</i></li><li>– <i>Release Notes for Resource Manager Essentials 3.4 on Windows 2000</i></li></ul></li><li>• PDF versions of:<ul style="list-style-type: none"><li>– <i>Installation and Setup Guide for Resource Manger Essentials on Solaris</i></li><li>– <i>Installation and Setup Guide for Resource Manger Essentials on Windows 2000</i></li><li>– <i>User Guide for Resource Manger Essentials</i></li></ul></li><li>• Online version of:<ul style="list-style-type: none"><li>– Supported Devices Table for Resource Manager Essentials 3.4</li></ul></li></ul>
Campus Manager 3.2 (Campus)	Web-based suite of network management tools that enables administrators to obtain graphical views of network topology and end-user information.	<ul style="list-style-type: none"><li>• Campus Manager 3.2 product CD-ROM</li><li>• Printed Documentation:<ul style="list-style-type: none"><li>– <i>Release Notes for Campus Manager 3.2 on Windows 2000</i></li><li>– <i>Release Notes for Campus Manager 3.2 on Solaris</i></li></ul></li><li>• PDF versions of:<ul style="list-style-type: none"><li>– <i>Installation and Setup Guide for Campus Manager on Solaris</i></li><li>– <i>Installation and Setup Guide for Campus Manager on Windows 2000</i></li><li>– <i>User Guide for Campus Manager</i></li><li>– Online help</li></ul></li><li>• Online version of:<ul style="list-style-type: none"><li>– Supported Devices Table for Campus Manager 3.2</li></ul></li></ul>

Product	Provides this Functionality	Consisting of
Device Fault Manager 1.2 (DFM)	Real-time, detailed fault analysis for Cisco devices and proactively notifies network managers of critical network conditions. It monitors faults, determines the cause of Cisco device faults, provides Cisco device-level fault correlation, and notifies you by pager or e-mail.	<ul style="list-style-type: none"> <li>• Device Fault Manager 1.2 product CD-ROM</li> <li>• Printed Documentation: <ul style="list-style-type: none"> <li>– <i>Release Notes for Device Fault Manager 1.2 on Solaris</i></li> <li>– <i>Release Notes for Device Fault Manager 1.2 on Windows 2000</i></li> </ul> </li> <li>• PDF versions of: <ul style="list-style-type: none"> <li>– <i>Installation and Setup Guide for Device Fault Manager on Windows 2000</i></li> <li>– <i>Installation and Setup Guide for Device Fault Manager on Solaris</i></li> <li>– <i>User Guide for Device Fault Manager</i></li> </ul> </li> <li>• Online version of: <ul style="list-style-type: none"> <li>– Supported Devices table on Cisco.com</li> </ul> </li> </ul>
NetScout nGenius Real-Time Monitor 1.4 (RTM)	Web-based system designed to manage and monitor packets, and application and protocol traffic on the network. RTM provides tools for troubleshooting and monitoring traffic thresholds. This client-server network management solution is offered to Cisco Systems customers in cooperation with NetScout Systems, Inc.	<ul style="list-style-type: none"> <li>• Real Time Monitor 1.4 product CD-ROM.</li> <li>• Printed Documentation: <ul style="list-style-type: none"> <li>– <i>NetScout nGenius Real-Time Monitor 1.4 Release Notes</i></li> <li>– <i>Supplement and Release Notes for NetScout nGenius Real-Time Monitor Release 1.4</i></li> </ul> </li> <li>• PDF version of: <ul style="list-style-type: none"> <li>– <i>NetScout nGenius Real-Time Monitor 1.4 Installation Guide</i></li> </ul> </li> <li>• Online version of: <ul style="list-style-type: none"> <li>– NetScout nGenius Real-Time Monitor 1.4 Solution Update</li> </ul> </li> </ul>

1. PDF versions of support documentation are located on the product CD-ROM.
2. Online versions of support documentation are located on Cisco.com.



## Server Requirements

You can install the LMS 2.1 bundle CDs on Solaris or Windows 2000 systems.

This section describes server requirements for installing all of the LMS bundle CDs on one server.

### Notes

- The requirements listed are based on managing 500 devices, with all applications hosted on a single server. Table 1 provides details about the minimum server requirements for the LMS bundle.
- If your LMS applications are distributed on multiple servers or you have chosen not to install some of them, the minimum requirements might be less than those given in Table 1. Refer to the individual LMS application installation guides for specific product requirements and detailed install instructions.
- If you are managing more than 500 devices or if you are running additional Cisco or third-party applications on the servers, the requirements might be higher. See the individual LMS application installation guides for specific product requirements and detailed installation instructions.
- A warning message is displayed if obsolete Solaris patches are present on your system. Before running CD One, 5th Edition, download and install the latest recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com).

The minimum server requirements for the LMS bundle are listed in Table 1.

**Table 1** *Minimum Server Requirements for LMS Bundle*

<b>Requirement</b>	<b>Solaris</b>	<b>Windows 2000</b>
Hardware	<ul style="list-style-type: none"><li>• Sun UltraSPARC 60 MP with 440 MHz or faster processor (dual processor required for hosting multiple management solutions)</li><li>• Sun UltraSPARCIII (Sun Blade 1000 Workstation or Sun Fire 280R Workgroup Server) (dual processor required for hosting multiple management solutions)</li><li>• CD-ROM drive</li></ul>	<ul style="list-style-type: none"><li>• IBM PC-compatible computer with 550 MHz or faster Pentium III (dual processor required for hosting multiple management solutions)</li><li>• CD-ROM drive</li></ul>
Available memory (RAM)	<ul style="list-style-type: none"><li>• 1 GB RAM (UltraSPARCIII Workstation or UltraSPARC 60 MP)</li><li>• 2 GB RAM (UltraSPARCIII Server)</li><li>• 8 MB E-Cache (both)</li></ul>	1 GB

**Table 1 Minimum Server Requirements for LMS Bundle (continued)**

Requirement	Solaris	Windows 2000
Available disk drive space	<ul style="list-style-type: none"> <li>• 9 GB, with 2 GB swap space (UltraSPARC 60 MP)</li> <li>• 36 GB internal FC-AL disk drive (UltraSPARCIII Workstation)</li> <li>• Dual 36 GB internal FC-AL disk drives (UltraSPARCIII Server)</li> </ul>	<ul style="list-style-type: none"> <li>• 9 GB</li> <li>• 2 GB virtual memory</li> </ul>
Software <sup>1</sup>	Solaris 2.7 or 2.8 <sup>2</sup>	One of the following <sup>3</sup> : <ul style="list-style-type: none"> <li>• Windows 2000 Server</li> <li>• Windows 2000 Professional with Service Pack 2<sup>4</sup></li> </ul>

1. CD One supports US English and Japanese versions of these operating systems. Set the default locale to US English.
2. Refer to “Solaris Patches” for a list of required and recommended Solaris patches for the LMS bundle.
3. Do not install on a FAT file system.
4. To verify the Service Pack version, select **Start > Run**, then enter **winvver**

## Solaris Patches

Table 2 lists the Solaris patches for the LMS 2.1 bundle.

**Table 2 Solaris Patches for LMS Bundle<sup>1</sup>**

Operating System	Required	Recommended
Solaris 2.7	106327, 106980, 107081, 107636	112300, 108376
Solaris 2.8	111626, 111327, 110945, 110934, 110898, 110700, 110670 <sup>2</sup> , 109326, 108827, 108652, 108528	110951, 110662, 110615, 110286, 109324, 111085

1. To verify that these patches have been applied, use the **showrev -p** command.
2. This patch requires the presence of base patch, SUNWsutl.



## TCP and UDP Ports

LMS uses the following TCP and UDP ports:

### Incoming Ports

- 42343/tcp (JRun), 57860/tcp (JRun Server Manager ControlServer - Used for Jrun Administration), 42344/tcp (ANI HTTP server), 514/udp (Standard port for syslog), 1741/tcp (port used for the CiscoWorks2000 HTTP server), 1742/tcp (used when the Web Server is running on SSL mode), Database ports: 43441-43449 (The ports used by different applications are different. For example, CD One uses 43441 and Essentials uses 43442)

### Outgoing Ports

- 161/udp (standard port for SNMP polling), 162/udp (standard port for SNMP traps), 23/tcp (standard port for Telnet), 22/tcp (standard port for SSH), 80/tcp (default HTTP for device navigator)

### Incoming and Outgoing Ports:

- 42340/tcp (CiscoWorks2000 Daemon Manager, the tool that manages server processes), 42342/udp (Osagent), 7580/tcp (default port; alternate port: 42352/tcp) (ESS HTTP port), 69/udp (standard port for TFTP), 1683 (HIOP port for CiscoWorks2000 gatekeeper), 8088 (HIOP port for CiscoWorks2000 gatekeeper), 514/tcp (RCP port), 7500/tcp (default port; alternate port: 42351/tcp) (ESS listening port), 7588/tcp (default port; alternate port: 42353/tcp) (ESS routing port), 7500/udp (default port; alternate port: 42350/udp) (ESS service port)



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**Note** For information about accessing the server, see the chapter “Preparing to Use CD One” in *Installation and Setup Guide for CD One on Solaris*.

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# Client Requirements

## Hardware and Software

**Table 3** LMS Bundle Client Server Requirements

Requirement Type	Minimum Requirement
System software and hardware	<p>Any one of these systems:</p> <ul style="list-style-type: none"><li>• Sun UltraSPARC 10 with 333 MHz processor, 256 MB RAM, and 512 MB swap space running Solaris 2.7 or 2.8.</li><li>• IBM RS/6000 workstation with 256 MB RAM and 512 MB swap space, running AIX 4.3.3.</li><li>• HP9000 series with 256 MB RAM and 512 MB swap space, running HP-UX 11.0.</li><li>• IBM PC-compatible computer with 300 MHz Pentium processor, 256 MB RAM, and 512 MB virtual memory running Windows NT 4.0 (Workstation or Server) with Service Pack 6a, Windows 98, or Windows 2000 Server or Professional edition with Service Pack 2.</li></ul> <p>Color monitor with video card set to 256 colors.</p>
Browser	<p>Any one of these browsers:</p> <ul style="list-style-type: none"><li>• Solaris—Netscape Navigator 4.76.</li><li>• HPUX and AIX—Netscape Navigator 4.77, 4.78, or 4.79.</li><li>• Windows 98/NT/2000—Netscape Navigator 4.77, 4.78, or 4.79; Microsoft Internet Explorer 5.5 (with Service Pack 2), or 6.0.</li></ul> <p>Java Virtual Machine (JVM) version:</p> <ul style="list-style-type: none"><li>• 5.0.0.3802 or later (for Microsoft Internet Explorer 5.5 with Service Pack 2).</li><li>• 5.0.0.3805 or later (for Microsoft Internet Explorer 6.0).</li></ul>



### 3 Installing the Bundle

To install an application, log in as local administrator (on Windows) or root (on Solaris) on the system on which you want to install the application. Table 4 describes the recommended order in which you should install the LMS components.



**Note** You *must* install CD One before installing any other applications, except RTM 1.4. You *must* install Net Scout nGenius Real-Time Monitor (RTM) 1.4 on a dedicated machine. Failing to install Net Scout nGenius Real-Time Monitor on a dedicated system will severely impact performance. For more information on installing RTM 1.4, see Performing the Installation chapter in *NetScout nGenius Real-Time Monitor 1.4 Installation Guide*.

While it is strongly recommended that you follow the order of installation described in this section, you can install the remaining applications in any order.

### Prerequisites for Installing the Bundle

- Required (or desired) operating system upgrades have been performed, and required service packs are installed.
- All installed applications are supported by CD One, 5th Edition. Applications not supported by CD One, 5th Edition, will be disabled when you upgrade CD One.

**Table 4**      **Installation Tasks**

<b>Task Sequence/ Approximate Time</b>	<b>For Detailed and Custom Installation, Refer to</b>	<b>Prerequisites</b>
1. Install CD One, 5th Edition. 40 minutes.	<ul style="list-style-type: none"><li>• <i>Installation and Setup Guide for CD One, 5th Edition</i></li><li>• <i>Release Notes for CD One, 5th Edition</i><sup>1</sup></li></ul>	See “Prerequisites for Installing the Bundle”

**Table 4 Installation Tasks (continued)**

Task Sequence/ Approximate Time	For Detailed and Custom Installation, Refer to	Prerequisites
<p><b>2.</b> Install Resource Manager Essentials 3.4. 30 minutes.</p>	<ul style="list-style-type: none"> <li>• <i>Installation and Setup for Guide for Resource Manager Essentials</i></li> <li>• <i>Release Notes for Resource Manager Essentials 3.4</i><sup>1</sup></li> </ul>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>• CD One, 5th Edition</li> <li>• All installed applications are supported by CD One, 5th Edition</li> </ul>
<p><b>3.</b> Install Campus Manager 3.2. 10 minutes.</p>	<ul style="list-style-type: none"> <li>• <i>Installation and Setup Guide for Campus Manager</i></li> <li>• <i>Release Notes for Campus Manager 3.2</i><sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>• All (or desired) operating system upgrades and service packs</li> </ul> <p><b>Optional:</b> If HP OpenView is installed and operational:</p>
<p><b>4.</b> Install Device Fault Manager 1.2. 30 minutes.</p>	<ul style="list-style-type: none"> <li>• <i>Installation Guide for Device Fault Manager</i></li> <li>• <i>Release Notes for Device Fault Manager 1.2</i><sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>• Stop all HP OpenView services</li> <li>• If HP OpenView is installed on a Windows NTFS partition, create an account with full NTFS privileges</li> </ul> <p><b>Optional (for DFM 1.2):</b></p> <ul style="list-style-type: none"> <li>• HP OpenView or NetView to use the HPOV-NetView Adapter</li> <li>• NetView on the same drive (for local integration) or on the same drive as the HPOV-NetView Adapter (for remote integration)</li> <li>• Upgrade the Fault History 1.0 drop-in to Fault History 1.1 (downloadable from the Software Center on Cisco.com)</li> </ul>



**Table 4**     **Installation Tasks (continued)**

<b>Task Sequence/ Approximate Time</b>	<b>For Detailed and Custom Installation, Refer to</b>	<b>Prerequisites</b>
5. Install nGenius Real-Time Monitor 1.4 30 minutes.	<ul style="list-style-type: none"><li>• <i>NetScout nGenius Real-Time Monitor 1.4 Installation Guide</i></li><li>• <i>Supplement and Release Notes for NetScout nGenius Real-Time Monitor Release 1.4</i> (Cisco document)<sup>1</sup></li><li>• <i>nGenius Real-Time Monitor 1.4 Release Notes</i><sup>1</sup> (NetScout Systems document)</li></ul>	—

1. Refer to Release Notes for any last-minute updates.

## Notes on Installing the Bundle

- You can enable or disable SSL from the CiscoWorks2000 desktop, if you want to use secure access between the client browser and the management server. For more information, see the *User Guide for CiscoWorks2000 Server*. You cannot enable SSL if there is a non SSL-compliant application installed on CiscoWorks2000 server.
- Campus Manager 3.2 and Device Fault Manager 1.2 are not SSL-compliant. If your CiscoWorks2000 Server is integrated with any Network Management Station (NMS) in your network using the integration utility (Network Management Integration Module), you must perform the integration every time you enable or disable SSL in the CiscoWorks2000 Server. You must do this to update the application registration in the NMS. For more information, see the “Integrating with Third-Party Vendors” section in CiscoView online help.
- CiscoWorks2000 applications are installed in the default directory /opt/CSCOPx (on Solaris) or C:\Program Files\CSCOPx (on Windows). If you select another directory during installation, the application is installed in that directory. On Solaris, if you select an installation directory different from the default, the /opt/CSCOPx directory is created as link to the directory you selected. If you remove the link after installation, the product might malfunction.
- Close all open or active programs. Do not run other programs during the installation process.

- Network inconsistencies might cause installation errors while installing from a remote mount point.
- You can press **Ctrl-C** (on Solaris) or click **Cancel** (on Windows) at any time to end the installation. However, any changes to your system (for example, installation of new files or changes to system files) will not be undone.
- If errors occurred during installation, check the installation log file `/var/tmp/ciscoinstall.log`.
- If you are using Windows 2000, do not use a cloned version of the Administrator account.
- On Windows, when prompted to replace a newer file with an older file, you should always keep the newer file.
- On Windows, when prompted to do so by an installation, you should always reboot your system.
- On windows, do not select an encrypted directory for installation. CiscoWorks2000 does not support directory encryption.

### **For nGenius Real-Time Monitor**

- You must install RTM on a dedicated system. Failure to do so might severely impact system performance and make your system unsupported.
- Do not install RTM on a Windows system that has the server name nGenius.
- Before installing RTM, it is recommended that you have 300 MB of space available in the `/tmp` or `Temp` directory.

### **Tips**

- For troubleshooting information, see the Troubleshooting appendixes in the product-specific documentation.
- For mounting and unmounting instructions, see the mounting and unmounting appendixes in the product-specific documentation.



## 4 Installing CD One

### Initiating the Installation



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**Note** This procedure assumes you are doing a *typical* installation and are not integrating CD One with a third-party NMS during installation. For custom installation and third-party NMS integration instructions, see *Installation and Setup Guide for CD One*.

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#### On Solaris

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**Step 1** As root, log on to the system on which you want to install CD One, and mount the CD One CD-ROM on a local or remote CD-ROM drive.

**Step 2** Start the installation.

- For a local installation, enter:

```
# cd /cdrom/cdrom0/  
# ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir  
# ./setup.sh
```

where *remotedir* is the remote location where the CD-ROM is mounted.

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#### On Windows

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**Step 1** Log on to the machine as local administrator, on which you want to install the CD One, 5th Edition software, and insert the CD One, 5th Edition CD-ROM into the CD-ROM drive. The Installer Window appears, asking you if you want to install CD One.

**Step 2** Click **Install** to continue. The Welcome screen appears.

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## Installing the Software

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- Step 1** Enter **y** and press **Return** (on Solaris) or **Next** (on Windows). The Setup Type dialog box appears.
- Step 2** Select **Typical**. Enter **y** and press **Return** (on Solaris) or **Next** (on Windows). The Start Copying Files dialog box appears, verifying current settings.
- Step 3** Enter **y** and press **Return** (on Solaris) or **Next** (on Windows) to continue. The installation program checks dependencies and system requirements. The Requirements Verification dialog box appears.
- Step 4** Enter **y** and press **Return** (on Solaris) or **OK** (on Windows). The installation continues. A message similar to the following might display:
- ```
Installation will create user casuser. Do you want to proceed with the
installation?
```
- Casuser is the user who administers and maintains CiscoWorks2000 server without having root privileges.
- Step 5** Press **Return** if you receive the casuser message. The installation program adds the new user *casuser* and the new group *casusers* to the system. A message displays asking you for the location where you want to install CD One.
- Step 6** Press **Return** to accept the default location or enter a different directory. The Installation checks dependencies and system requirements.
- Step 7** The Installation displays a message asking you to choose install components. On Solaris, enter the *number* corresponding to the option you want or **q** to quit. On Windows, select the components you want to install.
- 1—NMS Integration Utility to install only the Integration Utility
  - 2—Common Management Foundation (CMF) Base Desktop to install a subset of CMF (Select this option only if the application you will be installing next requires the CMF Base Desktop and you do not want to install CiscoView or the NMS Integration Utility.)
  - 3—CiscoView to install only CiscoView
  - 4—CiscoView, NMS Integration Utility, and CMF to install all CD One components (Recommended for most systems.)



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**Note** For information about the Integration Utility, see *Using CiscoView 5.4*.

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The Installation performs several preinstallation and dependency checks on your system.

On Solaris, the preinstallation checks such as TCP/IP address resolution, TCP/IP port use, disk space, and RAM checks cause messages to appear on the screen.

On Windows, a messages displays:

```
By default install will select random password for casuser. Do you want to
change password for casuser?
```

Select **y** or **Yes** to change the password and the CiscoWorks2000 Change Password dialog box appears. Enter the password and confirm it.

The Installation displays prompts allowing you to change the default passwords for Admin user, Guest user, and the CMF and ANI database.

**Step 8** Enter a new password, and confirm it.

The Installation continues. A message displays:

```
The Integration Utility will be installed now. The Integration Utility integrates
Cisco device packages and Cisco applications into third-party SNMP management
platforms. You can choose to integrate with a third-party SNMP management platform
during this install or later.
```

```
Do you want to integrate with the third-party product now
```

**Step 9** Do one of the following:

- Enter **n** and press **Return** (on Solaris) or **Later** (on Windows) to integrate with a third-party NMS after installation.



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**Note** This step is recommended to complete the installation quickly, and to avoid installation failure resulting from errors in third-party NMS integration. If you selected **n** (on Solaris) or **Later** (on Windows), go to Step 14.

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- Enter **y** and press **Return** (on Solaris) or **Now** (on Windows) to integrate with a third-party NMS during installation. The installation continues.

**Step 10** Select the adapter from the list of available adapters, or select **other** to select an adapter that is not listed (you are prompted to enter the adapter path name of the adapter), or select **none** to integrate after the installation is complete. If you select **none**, go to Step 14.

**Step 11** If you are installing only the Integration Utility, enter the CiscoWorks2000 server name, protocol type (HTTP, HTTPS) and port number.

**Step 12** (Solaris systems.) Enter the browser location, or press **Return** to accept the default location (/opt/netscape/netscape).

A message appears, asking if you want to enable download options from Cisco.com.

**Step 13** Select one of the following:

- **n** (on Solaris) or **No** (on Windows) to disallow future upgrades from the Cisco.com.
- **y** (on Solaris) or **Yes** (on Windows) to enable future upgrades from the Cisco.com.  
Enter your Cisco.com user ID and password.

If you do not have a user account and password on Cisco.com, contact your channel partner or make a request at [www.cisco.com](http://www.cisco.com).

**Step 14** On Windows a dialog box might display services that are running. To stop the services and continue the installation, click **Yes**. Eject the CD-ROM.

On Solaris, unmount and eject the CD-ROM.

**Step 15** Prepare the client system for use. For more information, see the chapter “Preparing to Use CD One” in *Installation and Setup Guide for CD One*.

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## 5 Installing Resource Manager Essentials

### Installing Resource Manager Essentials on Solaris

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**Step 1** As root, log on to the system on which CD One is installed, and mount Resource Manager Essentials 3.4 CD-ROM on a local or remote CD-ROM drive. Start the installation.

- For a local installation, enter:

```
# cd /cdrom/cdrom0/  
# ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir  
# ./setup.sh
```

where *remotedir* is the remote location where the CD-ROM is mounted.

The installation program checks for required patches and other dependencies and displays the following options:

```
1) Resource Manager Essentials  
2) Resource Manager Essentials Incremental Device Support  
3) All of the above  
Select one of the items using its number or enter q to quit [q]
```



---

**Note** Option 3 is the most likely choice for new installations of Essentials 3.4. If you try to install only one of the components without the others already on your system, the installation fails.

---

**Step 2** Enter 3 and press **Return**. The installation program checks dependencies and system requirements.

- If there is not enough disk space to install Essentials and Incremental Device Support, the installation program displays an error message and stops.
- If the minimum requirements are not met, the installation program displays an error message and continues with the installation.

**Step 3** The Installation displays:

For security reasons Cisco recommends that you change the default password for RME database. Do you want to change the RME Database Password?

**Step 4** Do one of the following:

- Enter **y** to change password.
  - Enter the new password.
  - Re-enter the password against the Confirm Password prompt.
- Enter **n** to retain the old password.

The Installation completes without displaying more questions, and the system prompt appears.

**Step 5** Unmount and eject the CD-ROM.

---

## Installing Resource Manager Essentials on Windows 2000

---

**Step 1** Log on to the machine as local administrator, on which you want to install the Resource Manager Essentials 3.4 software, and insert the Essentials 3.4 CD-ROM into the CD-ROM drive. The Installer Window appears, asking you if you want to install Essentials.

**Step 2** Click **Install**. The Welcome screen appears.

**Step 3** Click **Next** to continue.

The Setup Type dialog box appears.

**Step 4** Select **Typical** to install both Essentials and Incremental Device Support (Incremental Device Support).



---

**Note** You must install both Essentials and Incremental Device Support. If you try to install Essentials only, the installation will fail.

---

**Step 5** Click **Next** to continue.

The Start Copying Files dialog box appears.

**Step 6** Click **Next**.

The Installation checks dependencies and system requirements.



The Requirements Verification dialog box displays the results of the requirements checking and informs you whether the installation can continue. Do one of the following:

- If minimum requirements are met, click **OK**.
- If recommended requirements are not met, an error message appears. To continue the installation, click **OK**.

The Installer window appears, displaying:

For security reasons Cisco recommends that you change the default password for RME database. Do you want to change the RME Database Password?

**Step 7** Do one of the following:

- Click **Yes** to change password. The CiscoWorks2000 Change Password dialog box appears.
  - Enter the password in the Password field.
  - Re-enter the password in the Confirm Password field.
- Click **No** to retain the old password.

**Step 8** The Setup screen appears, displaying installation progress while files are copied and applications are configured. Then the Setup Complete dialog box appears.

**Step 9** Click **Finish**. Resource Manager Essentials 3.4 installation is complete.

**Step 10** Eject the CD-ROM. Restart the machine.

---

# 6 Installing Device Fault Manager

## Initiating the Installation

Refer to Table 4 for prerequisites before installing Device Fault Manager (DFM) 1.2.

### On Solaris

---

**Step 1** As root, log on to the system on which you want to install Device Fault Manager 1.2, and mount the Device Fault Manager CD-ROM on a local or remote CD-ROM drive. Start the installation.

- For a local installation, enter:

```
# cd /cdrom/cdrom0
# ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir
# ./setup.sh
```

where *remotedir* is the remote location where the CD-ROM is mounted.

The installation program stops CiscoWorks2000, performs a requirements check, and displays the following prompt:

```
WARNING: User casuser already exists, the installation process will overwrite its
privilege.
Do you want to continue ? (y/n)? [y]
```

**Step 2** Press **Return** to confirm installing the packages with the correct privileges. The installation program displays the following installation choices (the choices might vary, depending on your configuration):

```
1) CiscoWorks2000 Device Fault Manager
2) Device Fault Manager HPOV-NetView adapters
Select one of the items using its number or enter q to quit [q]
```



#### Note

If the HPOV-NetView Adapter or RME Adapter installation options are displayed and you choose one of them, but HP OpenView, NetView or Essentials are not installed, the adapters will still be installed.

---



**Step 3** Select **1** and press **Return**. This installs the complete DFM package, which contains DFM, the DFM incremental device support base package, the HPOV-NetView Adapter, and the RME Adapter. (For more information on installed components, see the chapter “Prerequisites” in *Installation Guide for Device Fault Manager on Solaris*.)

The installation program checks dependencies and system requirements.

- If there is not enough disk space for the installation, the installation program displays an error message and stops.



---

**Note** Do not be alarmed if you see the following message:

```
INFO: total size (MB) required = 87
```

This message applies to disk space required by the current set of individual packages being installed.

---

- If the minimum recommended requirements are not met, the installation program displays an error message and continues installing.

If DFM detects another application using port 162, DFM displays the following message:

```
WARNING: Installation has detected port 162 in use. DFM is set to use port 9000 for receiving SNMP traps.
```

If you see this message, after the installation completes, you must configure the SNMP Trap Adapter to use a different UDP port, such as port 9000. (For more information, see the chapter “Getting Started” in *Installation Guide for Device Fault Manager on Solaris*.)

---

## On Windows 2000

---

**Step 1** Log on to the machine as local administrator, on which you want to install the Device Fault Manager 1.2 software, and insert the DFM 1.2 CD-ROM into the CD-ROM drive. The Installer Window appears, asking you if you want to install DFM.

**Step 2** Click **Install**. The Welcome window appears.

**Step 3** Click **Next**. The Setup Type dialog box appears.

**Step 4** Select **Typical** to install the complete DFM package, which contains DFM, the DFM incremental device support base package, the HPOV-NetView Adapter, and the RME Adapter. (For more information on installed components, see the chapter “Prerequisites” in *Installation Guide for Device Fault Manager on Windows 2000*.)

**Note**

---

If the HPOV-NetView Adapter or RME Adapter installation options are displayed and you choose one of them, but HP OpenView, NetView or Essentials are not installed, the adapters will still be installed.

---

- Step 5** Click **Next**. The Start Copying Files window appears.
- Step 6** Click **Next**. The Installation checks dependencies and system requirements.
- Step 7** The Requirements Verification dialog box displays the results of the requirements check and advises whether the installation can continue. One of the following should then occur:
- If minimum requirements are met, click **OK**. The Setup screen appears, displaying installation progress while files are copied. The Setup Complete dialog box appears.
  - If recommended requirements are not met, an error message appears. To continue the installation, click **OK**.

If DFM detects another application using port 162, DFM displays the following message:

```
WARNING: Installation has detected port 162 in use. DFM is set to use port 9000
for receiving SNMP traps.
```

If you see this message after the installation completes, you must configure the SNMP Trap Adapter to use a different UDP port, such as port 9000. (See the chapter “Getting Started” in *Installation Guide for Device Fault Manager on Windows 2000*.)

---

## Installing the Software

---

- Step 1** The Installation asks if you will be using DFM 1.2 with a remote version of VHM 1.0. Do one of the following:
- If you will be using a remote version of VHM 1.0 with DFM 1.2, enter **Y** and press **Return** (on Solaris) or **Yes** (on Windows).  
On Solaris, the installation proceeds without displaying any more questions, and the system prompt appears. The installation copies the files to the CiscoWorks2000 default installation directory. Go to Step 3.  
On Windows, the installation copies the files to the CiscoWorks2000 default installation directory. The Restart Window appears. Go to Step 3.
  - If you will not be using a remote version of VHM 1.0 with DFM 1.2 press **Return**. Go to Step 2.

**Note**

---

You *must* give the same answer to this question when you install adapters. If you answer N and provide a DFM username and password, you *must* provide the same username and password pair when you install adapters.

---

**Step 2** The Installation asks for your DFM username and password. Valid username or password is 4-20 characters, [a-z], [A-Z], [0-9],- \_,\$.

Enter a username and password using valid characters. You can change your username and password. For more information, see *User Guide for Device Fault Manager*, available from the online help.

On Solaris, the installation proceeds without displaying any more questions, and the system prompt appears. The installation copies the files to the CiscoWorks2000 default installation directory.

On Windows, the installation copies the files to the CiscoWorks2000 default installation directory. The Restart Window appears. Reboot your Windows machine.

**Step 3** On Solaris, unmount and eject the CD-ROM. On Windows, eject the CD-ROM.

- Step 4** If you plan to use remote adapters with Device Fault Manager 1.2, perform these steps:
- a. Make sure the machine running the DfmBroker is registered with DNS.
  - b. Install all remote adapters as described in the chapter “Installing Device Fault Manager” in *Installation Guide for Device Fault Manager*.
- Step 5** If you are installing DFM and RTM on the same server, change the default configuration of DFM to forward traps properly:
- Reconfigure DFM to forward traps to port 395 (For more information, see the *Installation Guide for Device Fault Manager*).
  - If you have not already done so, reconfigure RTM to listen for traps on the correct port (For more information, see the *NetScout nGenius Real-Time Monitor 1.4 Installation Guide*).
- 

If the standard UDP trap port (162) is being used by another NMS, you must configure the SNMP Trap Adapter to use a different UDP port, such as port 9000. See “Getting Started” in *Installation Guide for Device Fault Manager*.

If you install another NMS after installing DFM, you must:

1. Configure DFM to forward traps to the listening port for the NMSs. For more information, see the chapter “Getting Started” in *Installation Guide for Device Fault Manager*.
2. Make sure the NMSs are configured to receive traps at the port you specified earlier. See the appropriate documentation for the NMS.

When HP OpenView or NetView is restarted, CiscoWorks2000 automatically configures the adapters to forward SNMP traps from HP OpenView or NetView to DFM. If you install HP OpenView or NetView later, you will have to either configure the SNMP Trap Adapter to use another port (as described in the chapter “Getting Started” *Installation Guide for Device Fault Manager*), or reinstall DFM.

If a local version of Essentials is already installed (or installed later), CiscoWorks2000 automatically configures the adapters to forward Essentials inventory device information to DFM. To do this with remote versions of HP OpenView, NetView, or Essentials, you must install the remote adapters as described in the chapter “Installing Device Fault Manager” in *Installation Guide for Device Fault Manager*.



## 7 Installing Campus Manager

### Installing Campus Manager on Solaris

---

**Step 1** As root, log on to the system on which CD One is installed, and mount Campus Manager 3.2 CD-ROM on a local or remote CD-ROM drive. Start the installation.

For a local installation, enter:

```
# cd /cdrom/cdrom0/  
# ./setup.sh
```

For a remote installation, enter:

```
# cd remotedir  
# ./setup.sh
```

where *remotedir* is the remote location where the CD-ROM is mounted.

The installation program checks for compatible patches, dependencies, and disk space.

**Step 2** Answer any questions that result from the checks.

The installation program displays many messages about the various packages being installed and the services being started. The packages include application software and device adapter packages for all devices that can be managed with Campus Manager applications.

**Step 3** The installation completes. Unmount and eject the CD-ROM.

---

### Installing Campus Manager on Windows 2000

---

**Step 1** Log on to the machine as local administrator, on which you want to install the Campus Manager 3.2 software, and insert the Campus 3.2 CD-ROM into the CD-ROM drive. The Installer Window appears, asking you if you want to install Campus.

**Step 2** Click **Install** to continue. The Welcome window opens.

**Step 3** Click **Next** to continue.

The Start Copying Files dialog box opens, displaying the target directory and program folder. The target directory is the directory in which you installed CD One, 5th Edition.

**Step 4** Click **Next** to continue.

When installation completes, the Setup Complete dialog box opens.

**Step 5** Click **Finish**. Campus Manager 3.2 installation is complete.

**Step 6** Eject the CD-ROM. Restart the machine.

---



## 8 Installing nGenius Real-Time Monitor 1.4

### Initiating the Installation

#### On Solaris

---

**Step 1** At the command prompt, enter:

```
xhost + systemname
```

where *systemname* is the name of the server from which you are installing the software.

**Step 2** Log in as root.

**Step 3** Set the *DISPLAY* environment variable.

**Step 4** Ensure that you meet all system requirements, including the appropriate UNIX operating system patches. For instructions, see the chapter “System Recommendations” in *NetScout nGenius Real-Time Monitor 1.4 Installation Guide*.

**Step 5** Insert the *nGenius Real-Time Monitor CD-ROM*.

**Step 6** Ensure that the CD is mounted to the CD-ROM directory.

**Step 7** At the command prompt, navigate to the root of the CD-ROM and run `install.sh`.



#### Note

---

The initialization of the nGenius Real-Time Monitor installation might take several minutes depending on your system specifications, including the CD-ROM drive speed.

---

#### On Windows

To initiate the installation:

---

**Step 1** Log in as local administrator on the system on which you want to install nGenius Real-Time Monitor 1.4.

**Step 2** Insert the applicable *nGenius Real-Time Monitor CD-ROM*.  
(Solaris or Windows) and run `install.bat` from the CD-ROM root.

**Note**

---

The initialization of the nGenius Real-Time Monitor installation might take several minutes depending on your system specifications, including the CD-ROM drive speed.

---

## Installing the Software

---

- Step 1** In the nGenius splash screen, select a language and click **OK**.
- Step 2** In the Introduction message box, read the displayed information, and click **Next**.
- Step 3** In the Select Dialect dialog box, select the applicable dialect for viewing the license agreement and click **Next**.
- Step 4** In the License Agreement dialog box, read and accept the license information, and click **Next**. You must accept the terms of the license to proceed with the installation. If you are performing an upgrade, proceed to Step 10.
- Step 5** In the Choose Installation Location dialog box, perform one of the following actions:
- Accept the default directory, */opt/NetScout* or *Drive:\NetScout*, and click **Next**.
  - Click Choose to browse to another location. You can enter a folder name (no spaces) in the text field to create a directory. Click **Next**.
  - In the text field, enter a directory name (no spaces) to create a new folder, and click **Next**.
- Step 6** In the Additional Information Panel dialog box, ensure that the computer Host Name and IP address display correctly.

**Note**

---

You must select the language applicable to your geographical location to display the appropriate product license agreement during installation. If the installation program does not detect the Host Name or IP address, or if the program displays localhost as the Host Name and 127.0.0.1 as the Host IP, you must exit the installation and edit the following file:

---

On Windows: `<windows>\system32\drivers\hosts`

On Solaris: `/etc/hosts`

- Step 7** Ensure that the correct Host Name and Host IP are at the top of the list, and restart the installation from the beginning.



**Step 8** See Table 5 to complete the Additional Information Panel dialog box.

**Table 5** *Additional Information Panel (Windows)*

| <b>Field</b>                    | <b>Description</b>                                                                                                             |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Web Server Port                 | The default port is 8080.                                                                                                      |
| Database Server Port            | The installation program locates an appropriate port. NetScout Systems recommends that you do not change the default.          |
| nGenius User Account Login Name | The default is Administrator.                                                                                                  |
| nGenius User Account Password   | (Optional) Enter a password using up to 15 alphanumeric characters. Do not use non-printing characters such as spaces or tabs. |
| Confirm Password                | Reenter the password.                                                                                                          |

**Step 9** Click **Next**. In the Database Password Panel dialog box, enter and confirm a password, then click **Next**.



**Note**

If you are upgrading, the database password that you created when you installed nGenius Real-Time Monitor is assigned automatically. All nGenius Real-Time Monitor device configurations and logged data are preserved. The following restrictions apply when creating or changing database passwords:

- 1 to 15 alphanumeric characters (first character cannot be a number)
- No non-printing characters such as spaces or tabs
- No Sybase keywords.

**Step 10** Review the information displayed in the Preinstallation Summary dialog box, and click **Install**. The installation displays progress as files are transferred. This process can take approximately ten minutes.

A message displays, indicating that the system files are being updated. If you are upgrading from nGenius Real-Time Monitor 1.3, a database upgrade notice displays. For database upgrade instructions, see “Performing the Installation” in the *NetScout nGenius Real-Time Monitor 1.4 Installation Guide*.



---

**Note** If you are upgrading from a previous version, do not start the nGenius Server until you have upgraded your database.

---

The nGenius Real-Time Monitor software automatically creates the following secured user account:

Username: ngenius

Password: (Windows only) Same as database password you created in Step 8



---

**Note** To change the database password or the secured user password, refer to “Changing the Default Database and Secured User Passwords” in the *NetScout nGenius Real-Time Monitor 1.4 Installation Guide*.

---

**Step 11** If you are installing RTM and DFM on the same server, change the default configuration of RTM to receive traps properly:

- Stop the *nGenius Server* process.
  - Open the file `//nGenius_directory/bin/serverprivate.properties` (where `//nGenius_directory` is the path to the installed nGenius server files).
  - Change `devicelistener.portlist=162,395` to `devicelistener.portlist=395`.
  - If you have not already done so, reconfigure DFM to forward traps to port 395 (For more information, see *NetScout nGenius Real-Time Monitor 1.4 Installation Guide*.)
-



## 9 Where to Go Next

After you have installed the required CDs, and have added devices to inventory and the device dashboard, you are ready to use and troubleshoot your LMS environment.

### Related Documentation

**Note**

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

---

For information about installing, troubleshooting, and using the products within the LMS bundle, see these sources of information:

| <b>To learn more about...</b>   | <b>See this document</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Product Package</b><br>(Printed Copy) | <b>Product CD</b><br>(PDF <sup>1</sup> in Documentati on directory) | <b>Cisco.com</b><br>(PDF <sup>1</sup> and HTML) | <b>Cisco Doc. CD<sup>2</sup></b><br>(PDF <sup>1</sup> , HTML) | <b>Online Help</b><br>(PDF <sup>1</sup> ) |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------|-------------------------------------------|
| The product's known bugs (DDTs) | <i>Release Notes for CD One, 5th Edition on Solaris</i><br><i>Release Notes for CD One, 5th Edition on Windows 2000</i><br><i>Release Notes for Resource Manager Essentials 3.4 on Solaris</i><br><i>Release Notes for Resource Manager Essentials 3.4 on Windows 2000</i><br><i>Release Notes for Campus Manager 3.2 on Solaris</i><br><i>Release Notes for Campus Manager 3.2 on Windows 2000</i><br><i>Release Notes for Device Fault Manager 1.2 on Solaris</i><br><i>Release Notes for Device Fault Manager 1.2 on Windows 2000</i> | Yes                                      | No                                                                  | Yes                                             | Yes                                                           | No                                        |
|                                 | <i>NetScout nGenius Real-Time Monitor 1.4 Release Notes</i><br><i>Supplement and Release Notes for NetScout nGenius Real-Time Monitor Release 1.4</i>                                                                                                                                                                                                                                                                                                                                                                                    | Yes                                      | No                                                                  | Yes                                             | Yes                                                           | No                                        |



| <b>To learn more about...</b>    | <b>See this document</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Product Package</b><br>(Printed Copy) | <b>Product CD</b><br>(PDF <sup>1</sup> in Documentati on directory) | <b>Cisco.com</b><br>(PDF <sup>1</sup> and HTML) | <b>Cisco Doc. CD<sup>2</sup></b><br>(PDF <sup>1</sup> , HTML) | <b>Online Help</b><br>(PDF <sup>1</sup> ) |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------|-------------------------------------------|
| Performing a custom installation | <i>Installation and Setup Guide for CD One on Solaris</i> (DOC-7814069=)<br><i>Installation and Setup Guide for CD One on Windows 2000</i> (DOC-7814068=)<br><i>Installation and Setup Guide for Resource Manager Essentials on Solaris</i> (DOC-7813991=)<br><i>Installation and Setup Guide for Resource Manager Essentials on Windows 2000</i> (DOC-7813990=)<br><i>Installation and Setup Guide for Campus Manager on Solaris</i> (DOC-7813986=)<br><i>Installation and Setup Guide for Campus Manager on Windows 2000</i> (DOC-7813985=)<br><i>Installation and Setup Guide for Device Fault Manager on Solaris</i> (DOC-7814237=)<br><i>Installation and Setup Guide for Device Fault Manager on Windows 2000</i> (DOC-7814237=) | No                                       | Yes                                                                 | Yes                                             | Yes                                                           | No                                        |
|                                  | <i>NetScout nGenius Real-Time Monitor 1.4 Installation Guide</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Yes                                      | Yes                                                                 | Yes                                             | Yes                                                           | No                                        |

| <b>To learn more about...</b>         | <b>See this document</b>                                                                                                                                                                                                                                                                                  | <b>Product Package</b><br>(Printed Copy) | <b>Product CD</b><br>(PDF <sup>1</sup> in Documentati on directory) | <b>Cisco.com</b><br>(PDF <sup>1</sup> and HTML) | <b>Cisco Doc. CD<sup>2</sup></b><br>(PDF <sup>1</sup> , HTML) | <b>Online Help</b><br>(PDF <sup>1</sup> ) |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------|-------------------------------------------|
| Features, tasks, and troubles hooting | <i>User Guide for Cisco Works2000 Server</i><br>(DOC-7814072=)<br><i>User Guide for Resource Manager Essentials</i> (DOC-7813951=)<br><i>User Guide for Campus Manager</i><br>(DOC-7813973=)<br><i>Using Cisco View 5.4</i> (DOC-787117=)<br><i>User Guide for Device Fault Manager</i><br>(DOC-7814235=) | No <sup>2</sup>                          | Yes                                                                 | Yes                                             | Yes                                                           | Yes <sup>3</sup>                          |
|                                       | <i>NetScout nGenius Real-Time Monitor 1.4 Getting Started Guide</i>                                                                                                                                                                                                                                       | No                                       | Yes                                                                 | Yes                                             | Yes                                                           | No                                        |

1. Requires Adobe Acrobat 4.0 or later.
2. Not shipped in bundle. To order printed versions of the user guides, see the “Obtaining Documentation” section on page 37 and refer to the product numbers listed in the table.
3. From the CiscoWorks2000 desktop, click Help. Select Application. Open the application User Guide document. Click PDF button.



## Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

### World Wide Web

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

<http://www.cisco.com>

Translated documentation is available at the following URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products Marketplace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Registered Cisco.com users can order the Documentation CD-ROM 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 corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

### Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Feedback** at the top of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

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

We appreciate your comments.

## Obtaining Technical Assistance

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

### Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to:

- 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

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following 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 types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- 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.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

The Cisco TAC Web Site allows you 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 Web Site, go to the following URL:

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

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires 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 the following URL to register:

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

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; 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 will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following 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). In addition, please have available your service agreement number and your product serial number.



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