



A

adding

device support, incremental [1-16](#)

software enhancements [1-16](#)

unmanaged devices to Inventory [7-5](#)

advanced report (Syslog Analysis) [3-4](#)

applications [2-1](#)

24-Hour Reports, overview [1-8](#)

Availability [2-7](#)

benefits of [2-7](#)

functional flow [2-7](#)

overview [1-3](#)

Case Management [2-11](#)

overview [1-3](#)

Change Audit [2-12](#)

functional flow [2-12](#)

new features [2-12](#)

overview [1-3](#)

troubleshooting [A-2](#)

Configuration Management [2-16](#)

benefits of [2-19](#)

Config Editor option [2-43](#)

configuration archive [2-23](#)

functional flow [2-20](#)

NetConfig option [2-28](#)

Network Show Commands option [2-37](#)

new features [2-16](#)

overview [1-4](#)

tasks (table) [3-2](#)

troubleshooting [A-11](#)

Contract Connection [2-49](#)

overview [1-4](#)

Data Extracting Engine

overview [1-5](#)

Device Navigator

overview [1-5](#)

Device Views [2-2](#)

applications and device credentials
(table) [2-5](#)

device credentials, setting [2-4](#)

figure [2-3](#)

overview [1-5](#)

tasks (table) [2-4](#)

types of views [2-2](#)

Inventory [2-55](#)

benefits of [2-56](#)

functional flow [2-57](#)

hardware encryption report [3-2](#)

image upgrade report [3-2](#)

- new features [2-55](#)
- overview [1-6](#)
- troubleshooting [A-14](#)
- unmanaged devices, adding to [7-5](#)
- usage scenario, with Contract Connection [15-1](#)
- VPN management solution report [3-2](#)
- Job Approval [2-66](#)
 - overview [1-6](#)
 - process [2-66](#)
 - tasks (table) [2-68](#)
 - workflow (figure) [2-67](#)
- Software Management [2-69](#)
 - benefits of [2-70](#)
 - Change Audit, using with [6-1](#)
 - functional flow [2-70](#)
 - functional flow (figure) [2-71](#)
 - new features [2-69](#)
 - overview [1-7](#)
 - tasks (table) [2-73](#)
 - troubleshooting [A-19](#)
 - workflow (figure) [2-72](#)
- Syslog Analysis [2-76](#)
 - Availability, using with [5-1](#)
 - certificate report [3-3](#)
 - compression-decompression report [3-3](#)
 - custom reports, creating [14-1](#)
 - de-encapsulation report [3-3](#)
 - functional flow [2-78](#)
 - hardware encryption report [3-3](#)
 - IKE report [3-4](#)
 - messages from selected VPN devices, report [3-4](#)
 - new features [2-77](#)
 - overview [1-7](#)
 - packet replay report [3-3](#)
 - troubleshooting [A-32](#)
 - workflow [2-80](#)
 - workflow, vs. Change Audit workflow (figure) [2-81](#)
- System Configuration [2-6](#)
 - overview [1-8](#)
 - tasks (table) [2-6](#)
 - table of [1-3](#)
 - usage scenario, with Inventory [15-1](#)
- architecture [1-9](#)
 - Cisco.com [1-11](#)
 - CiscoWorks Server [1-10](#)
 - database and functions [1-10](#)
 - functional architecture (figure) [1-9](#)
 - web clients [1-11](#)
- audience for this document [xi](#)
- Auto Update Server (see under PIX devices, managing) [12-1](#)
- Availability application [2-7](#)
 - benefits of [2-7](#)
 - functional flow [2-7](#)
 - illustration [2-8](#)
 - tasks (table) [2-9](#)
 - workflow [2-8](#)

overview [1-3](#)
 using with Syslog Analysis, scenario [5-1](#)

B

backup.pl command, description [C-1](#)
 backup directory, sample [A-51](#)

C

Case Management application [2-11](#)
 cautions
 regarding
 commands entered in user and adhoc templates [2-34](#)
 deleting software images from the Essentials Server [7-5](#)
 significance of [xii](#)
 CCO (Cisco Connection Online)
 retrieving software images from [6-3](#)
 upgrade analysis, performing [6-2](#)
 username and password, when used [15-2](#)
 Change Audit application [2-12](#)
 FAQs on tracking
 configuration changes [A-2](#)
 who made what changes [A-2](#)
 functional flow [2-12](#)
 illustration [2-13](#)
 tasks (table) [2-15](#)
 workflow (figure) [2-14](#)

new features [2-12](#)
 overview [1-3, 1-4](#)
 troubleshooting [A-2](#)
 usage scenarios
 with Configuration Management [13-1](#)
 with multiple applications [7-1](#)
 with Software Management [6-1](#)

CiscoWorks Server

architectural component [1-10](#)
 FAQs on
 backing up data for a single application [A-51](#)
 directory structure when backing up data [A-45](#)
 which devices supported by particular applications [A-51](#)
 troubleshooting [A-44](#)

command reference

backup.pl [C-1](#)
 crmimport [C-1](#)
 cwconfig [C-2](#)
 cwexport [C-3](#)
 cwinvcreport [C-2](#)
 dbpasswd.pl [C-3](#)
 dbRestoreOrig.pl [C-4](#)
 dig [C-4](#)
 dmgted [C-4](#)
 import_rme.pl [C-5](#)
 pdexec [C-5](#)
 pdmsg [C-5](#)

- pdreg [C-6](#)
- pdrun.pl [C-6](#)
- pdshow [C-5](#)
- pdterm [C-5](#)
- ProxyAdminInterface.pl [C-6](#)
- RemoveJrmJobs.pl [C-6](#)
- RemoveRmeJobs.pl [C-6](#)
- restorebackup.pl [C-7](#)
- RmeJobCreateService.pl [C-7](#)
- RmeJobEnableService.pl [C-7](#)
- SampleEmailScript.pl [C-8](#)
- uninstall.sh [C-8](#)
- command sets in Network Show Commands for more than 10 devices (FAQ) [A-3](#)
- compression-decompression report (Syslog Analysis) [3-3](#)
- Configuration Management application [2-16](#)
 - benefits of [2-19](#)
 - Change Audit, using with [13-1](#)
 - Config Editor option [2-43](#)
 - benefits of [2-46](#)
 - functional flow (figure) [2-47](#)
 - tasks (table) [2-48](#)
 - FAQs on
 - devices imported from NMS, comparing configurations [A-3](#)
 - finding out what devices are supported [A-3](#)
 - functional flow [2-20](#)
 - archive-specific tasks (table) [2-25](#)
 - configuration archive [2-23](#)
 - illustration [2-21](#)
 - NetConfig, Config Editor, and Network Show commands [2-24](#)
 - workflow (figure) [2-22](#)
 - NetConfig option [2-28](#)
 - benefits of [2-33](#)
 - functional flow (figure) [2-33](#)
 - new features [2-28](#)
 - tasks (table) [2-35](#)
 - usage scenario [10-1](#)
 - Network Show Commands option [2-37](#)
 - benefits of [2-39](#)
 - commands, error messages regarding [A-4](#)
 - commands, FAQs on [A-4](#)
 - commands, functional flow (figure) [2-41](#)
 - commands, how many per set [A-4](#)
 - commands, inclusiveness [A-4](#)
 - command sets for more than 10 devices [A-3](#)
 - new features [2-37](#)
 - tasks (table) [2-42](#)
 - new features [2-16](#)
 - overview [1-4](#)
 - tasks (table) [3-2](#)
 - troubleshooting [A-11](#)
 - usage scenarios
 - Configuration Management alone [9-1](#)
 - with Change Audit [13-1](#)
 - with multiple other applications [7-1](#)
- configuring multiple devices [10-1](#)

- prerequisites [10-1](#)
 - procedures [10-3](#)
 - NetConfig job, defining [10-4](#)
 - template, creating [10-3](#)
 - verifying [10-6](#)
 - Contract Agent access, updating [15-2](#)
 - Contract Connection application [2-49](#)
 - FAQs on serial numbers
 - different types [A-13](#)
 - out of sync [A-13](#)
 - why Electronic Serial Number field might be blank [A-14](#)
 - troubleshooting [A-13](#)
 - usage scenario, with Inventory [15-1](#)
 - workflow [2-50](#)
 - contract status of devices, updating
 - prerequisites [15-1](#)
 - procedures [15-1](#)
 - verifying [15-2](#)
 - crmimport command, description [C-1](#)
 - custom reports in Syslog Analysis
 - creating [14-1](#)
 - verifying creation of [14-2](#)
 - viewing [5-3](#)
 - cwconfig command, description [C-2](#)
 - cwinvcreport command, description [C-2](#)
-
- D**
- Data Extracting Engine (DEE) [2-50](#)
 - dbpasswd.pl command, description [C-3](#), [C-4](#)
 - device configuration changes
 - checking [13-1](#)
 - prerequisites [13-1](#)
 - procedures [13-2](#)
 - using a template [9-1](#)
 - prerequisites [9-1](#), [10-1](#)
 - procedures [9-3](#)
 - verifying [9-1](#)
 - device data, importing to Inventory [11-1](#)
 - prerequisites [11-1](#)
 - procedure [11-2](#)
 - verification [11-4](#)
 - Device Navigator [2-52](#)
 - Device Navigator application
 - functional flow
 - tasks (table) [2-53](#)
 - devices
 - (see also PIX devices) [12-1](#)
 - configuring multiple [10-1](#)
 - prerequisites [10-1](#)
 - procedures [10-3](#)
 - verifying [10-6](#)
 - contract status on, updating [15-4](#)
 - Device Serial Number field blank, FAQ on [A-16](#)
 - disabled, troubleshooting [2-34](#)
 - imported from NMS, comparing configurations [A-3](#)
 - monitoring [5-1](#)

- prerequisites [5-1](#)
 - procedures [5-2](#)
 - verifying [5-4](#)
 - network
 - checking contract status of [15-2](#)
 - updating contract status on [15-4](#)
 - Network Show command sets for more than 10 (FAQ) [A-3](#)
 - outside the NAT, managing [4-2](#)
 - serial numbers
 - updating [15-3](#)
 - verifying, FAQ on [A-16](#)
 - verifying update of [15-4](#)
 - why they may not match shipment serial numbers [15-3](#)
 - supported
 - adding support incrementally [1-16](#)
 - by Configuration Management, FAQ on determining [A-3](#)
 - by Inventory, FAQ on determining [A-15](#)
 - by which applications, FAQ on determining [A-51](#)
 - syslog messages for, not getting [A-32](#)
 - troubleshooting configuration of [2-34](#)
 - unmanaged, adding to Inventory [7-5](#)
 - upgrading [6-1](#)
 - prerequisites [6-1](#)
 - procedures [6-2](#)
 - verifying [6-9](#)
 - VPN
 - advanced report, messages from selected [3-4](#)
 - search report [3-2](#)
 - Device Views application [2-2](#)
 - device credentials, setting [2-4](#)
 - illustration [2-3](#)
 - overview [1-5](#)
 - tasks (table) [2-4](#)
 - view types [2-2](#)
 - dig command, description [C-4](#)
 - directory structure used by CiscoWorks Server for backups (FAQ) [A-45](#)
 - dmgtd command, description [C-4](#)
 - documentation
 - additional online [xiv](#)
 - obtaining [xv](#)
 - related [xiv](#)
-
- ## E
- Essentials Server
 - deleting images from, caution regarding [7-5](#)
 - maintaining [7-1](#)
 - ConfigArchive files, removing old [7-10](#)
 - configuration, quick download to a device [7-7](#)
 - configuration files, removing from the archive [7-6](#)
 - images, removing from the software library [7-4](#)

old data, removing from the Job Control report [7-5](#)

prerequisites for maintenance [7-1](#)

procedures [7-2](#)

records, removing from the Change Audit log [7-2](#)

unmanaged devices, adding to Inventory [7-5](#)

verifying maintenance [7-11](#)

Change Audit log records removed [7-12](#)

configuration files removed from archive [7-13](#)

old ConfigArchive jobs removed [7-14](#)

old data removed from the Job Control report [7-12](#)

quick downloads [7-13](#)

software images removed from the library [7-12](#)

unmanaged devices added to Inventory [7-13](#)

F

file import formats [B-1](#)

comma-separated values (CSV) file [B-1](#)

device integration file (DIF) [B-4](#)

functionality, adding [1-16](#)

G

getting started [1-11](#)

H

hardware encryption report (Inventory) [3-2](#)

help

(see also troubleshooting) [A-1](#)

online documentation [xiv](#)

I

IKE report (Syslog Analysis) [3-4](#)

images (see software images) [3-2](#)

import_rme.pl command, description [C-5](#)

importing device data to Inventory [11-1](#)

prerequisites [11-1](#)

procedure [11-2](#)

verification [11-4](#)

Inventory application [2-55](#)

benefits of [2-56](#)

determining devices supported by, FAQ on [A-15](#)

device data, importing [11-1](#)

prerequisites [11-1](#)

procedure [11-2](#)

verifying [11-4](#)

FAQs on

data collection methods [A-15](#)

device serial number, verifying and correcting [A-16](#)

Device Serial Number field blank [A-16](#)

devices supported [A-15](#)

- Inventory Poller [A-15](#)
 - most recent changes [A-16](#)
 - Schedule Collection, how often to run [A-15](#)
 - Schedule Collection, when last performed [A-15](#)
- functional flow [2-57](#)
 - illustration [2-58](#)
 - tasks (table) [2-60](#)
 - workflow (figure) [2-59](#)
- new features [2-55](#)
- overview [1-6](#)
- reports
 - hardware encryption [3-2](#)
 - image upgrade [3-2](#)
 - VPN management solution [3-2](#)
- tasks (table) [3-2](#)
- troubleshooting [A-14](#)
- unmanaged devices, adding to [7-5](#)
- usage scenarios
 - with Contract Connection [15-1](#)
 - with multiple applications [7-1](#)
- inventory information, maintaining [15-1](#)
 - prerequisites [15-1](#)
 - procedures [15-1](#)
 - device serial numbers, updating [15-3](#)
 - network devices, checking contract status of [15-2](#)
 - verifying [15-2](#)
 - contract status on network devices [15-4](#)
 - device serial numbers updated [15-4](#)

J

- Job Approval application [2-66](#)
 - overview [1-6](#)
 - process [2-66](#)
 - tasks (table) [2-68](#)
 - workflow (figure) [2-67](#)

M

- maintaining the Essentials Server (see Essentials Server) [7-1](#)
- monitoring devices [5-1](#)
 - prerequisites [5-1](#)
 - procedures [5-2](#)
 - custom report, viewing [5-3](#)
 - network availability, determining current [5-2](#)
 - syslog messages, viewing latest [5-3](#)
 - verifying [5-4](#)

N

- NAT (see under devices) [4-2](#)
- NetConfig (Configuration Management option) [2-28](#)
 - benefits of [2-33](#)
 - functional flow (figure) [2-33](#)
 - new features [2-28](#)
 - tasks (table) [2-35](#)

- usage scenarios, using alone [10-1](#)
 - Network Address Translation Support [4-1](#)
 - Network Show Commands (Configuration Management option) [2-37](#)
 - FAQs on
 - commands, error messages [A-4](#)
 - commands, how many per set [A-4](#)
 - commands, inclusiveness [A-4](#)
 - command sets for more than 10 devices [A-3](#)
 - functional flow (figure) [2-41](#)
 - new features [2-37](#)
 - tasks (table) [2-42](#)
 - new features
 - in Change Audit [2-12](#)
 - in Configuration Management [2-16](#)
 - Config Editor option [2-44](#)
 - NetConfig option [2-28](#)
 - Network Show Commands option [2-37](#)
 - in Inventory [2-55](#)
 - in Software Management [2-69](#)
 - in Syslog Analysis [2-77](#)
-
- O**
- OSPF NOMEMORY errors, correcting [14-1](#)
 - overview [1-1](#)
 - adding
 - functionality [1-16](#)
 - incremental device support [1-16](#)
 - applications [1-3](#)
 - Availability [1-3](#)
 - Change Audit [1-3, 1-4](#)
 - Configuration Management [1-4](#)
 - Device Views [1-5](#)
 - Inventory [1-6](#)
 - Job Approval [1-6](#)
 - Software Management [1-7](#)
 - Syslog Analysis [1-7](#)
 - System Configuration [1-8](#)
 - table of [1-3](#)
 - architecture [1-9](#)
 - features [1-2](#)
 - functional architecture
 - Cisco.com [1-11](#)
 - CiscoWorks Server [1-10](#)
 - database and functions [1-10](#)
 - illustration [1-9](#)
 - web clients [1-11](#)
 - functions [1-12](#)
 - administrative tasks [1-13](#)
 - system configuration [1-14](#)
 - task workflow [1-14](#)
 - user tasks [1-13](#)
 - getting started [1-11](#)
 - supported devices [1-15](#)
 - time zone implementation [1-16](#)

-
- P**
- packet replay report (Syslog Analysis) [3-3](#)
 - password policy [8-1](#)
 - enabling password policy [8-2](#)
 - jobs, defining [8-3](#)
 - job status, verifying [8-5](#)
 - prerequisites [8-2](#)
 - pdexec command, description [C-5](#)
 - pdmsg command, description [C-5](#)
 - pdreg command, description [C-6](#)
 - pdrun.pl command, description [C-6](#)
 - pdshow command, description [C-5](#)
 - pdterm command, description [C-5](#)
 - PIX devices, managing through the Proxy Server [12-1](#)
 - images, distributing [12-5](#)
 - prerequisites [12-3](#)
 - procedures [12-4](#)
 - Proxy Server
 - importing [12-4](#)
 - verifying importation [12-5](#)
 - privileges, Contract Agent
 - updating [15-2](#)
 - when required [15-2](#)
 - reports
 - advanced, report of messages from selected VPN devices (Syslog Analysis) [3-4](#)
 - certificate report (Syslog Analysis) [3-3](#)
 - compression-decompression (Syslog Analysis) [3-3](#)
 - custom reports in Syslog Analysis
 - creating [14-1](#)
 - prerequisites to creating [14-1](#)
 - verifying creation of [14-2](#)
 - viewing [5-3](#)
 - de-encapsulation (Syslog Analysis) [3-3](#)
 - hardware encryption
 - Inventory [3-2](#)
 - Syslog Analysis [3-3](#)
 - IKE report (Syslog Analysis) [3-4](#)
 - image upgrade (Inventory) [3-2](#)
 - packet replay report (Syslog Analysis) [3-3](#)
 - Syslog Analysis [3-3](#)
 - VPN configuration (Configuration Management) [3-2](#)
 - VPN management solution (Inventory) [3-2](#)
 - restorebackup.pl command, description [C-7](#)
 - RmeJobCreateService.pl command, description [C-7](#)
 - RmeJobEnableService.pl command, description [C-7](#)
-
- R**
- removeJrmJobs.pl command, description [C-6](#)
 - removeRmeJobs.pl command, description [C-6](#)

S

- SampleEmailScript.pl command, description [C-8](#)
- Schedule Collection (Inventory)
 - how often to run (FAQ) [A-15](#)
 - when last performed [A-15](#)
- scheduling
 - Schedule Collection
 - how often to run, FAQ on [A-15](#)
 - when last performed, FAQ on [A-15](#)
 - software image upgrade jobs, in scenario [6-6](#)
- servers
 - CiscoWorks (see CiscoWorks Server) [A-45](#)
 - Essentials (see Essentials Server) [7-1](#)
- software images
 - caution regarding deleting [7-5](#)
 - image upgrade report [3-2](#)
 - removing from the software library [7-4](#)
 - retrieving from CCO [6-3](#)
- Software Management application [2-69](#)
 - benefits of [2-70](#)
 - Change Audit, using with [6-1](#)
 - functional flow [2-70](#)
 - illustration [2-71](#)
 - tasks (table) [2-73](#)
 - workflow (figure) [2-72](#)
 - functional flow (figure) [2-71](#)
 - new features [2-69](#)
 - overview [1-7](#)
 - troubleshooting [A-19](#)
 - usage scenario
 - with Change Audit [6-1](#)
 - with multiple other applications [7-1](#)
 - workflow (figure) [2-72](#)
- supported devices, overview [1-15](#)
- Syslog Analysis application [2-76](#)
 - FAQs on
 - location of syslog messages [A-33](#)
 - not getting syslog messages for devices [A-32](#)
 - syslog window appears to lock up [A-33](#)
- functional flow [2-78](#)
 - illustration [2-79](#)
 - on Windows [2-79](#)
- new features [2-77](#)
- overview [1-7](#)
- reports
 - certificate [3-3](#)
 - compression-decompression [3-3](#)
 - custom, creating [14-1](#)
 - de-encapsulation [3-3](#)
 - hardware encryption [3-3](#)
 - IKE [3-4](#)
 - messages from selected VPN devices [3-4](#)
 - packet replay [3-3](#)
 - syslog custom report [14-1](#)
- tasks (table) [2-82](#)
- troubleshooting [A-32](#)
- usage scenarios

- alone [14-1](#)
- with Availability [5-1](#)
- with multiple other applications [7-1](#)
- using with Availability, scenario [5-1](#)
- workflow [2-80](#)
 - Change Audit workflow, comparison [2-80](#)
 - illustration [2-80](#)
- syslog custom report (Syslog Analysis)
 - scenario [14-1](#)
 - prerequisites [15-1](#)
 - procedures [14-1](#)
 - verifying [14-2](#)
- System Configuration application [2-6](#)
 - overview [1-8](#)
 - tasks (table) [2-6](#)

T

- technical support
 - (see also troubleshooting) [A-1](#)
- Telnet passwords, changing (scenario) [9-1](#)
- templates
 - for configuring multiple devices,
 - creating [10-3](#)
 - for device configuration changes, using [9-1](#)
 - prerequisites [9-1](#)
 - procedures [9-3](#)
 - verifying [9-1](#)
- time zone implementation, overview [1-16](#)
- troubleshooting [A-1](#)

- Change Audit [A-2](#)
- Cisco, contact when updating
 - Contract Agent profile [15-2](#)
 - contract status on network devices [15-4](#)
- CiscoWorks Server [A-44](#)
- Configuration Management [A-11](#)
- Contract Connection [A-13](#)
 - FAQs on [A-13](#)
- disabled devices [2-34](#)
- Inventory [A-14](#)
- misconfigured devices [2-34](#)
- Software Management [A-19](#)
 - FAQs, access to [A-19](#)
 - troubleshooting [A-28](#)
- Syslog Analysis [A-34](#)
- typographical conventions used in this
 - document [xi](#)

U

- uninstall.sh command, description [C-8](#)
- updating
 - Contract Agent profile [15-2](#)
 - contract status of devices
 - prerequisites [15-1](#)
 - verifying [15-1, 15-2](#)
 - contract status on network devices [15-4](#)
 - device serial numbers [15-3](#)
- upgrade analysis through CCO, performing [6-2](#)
- upgrading devices [6-1](#)

- prerequisites [6-1](#)
- procedures [6-2](#)
 - CCO upgrade analysis, performing [6-2](#)
 - software images, retrieving from CCO [6-3](#)
 - software image upgrade, scheduling [6-6](#)
 - upgrade, tracking [6-8](#)
- verifying [6-9](#)

V

- VPN Security Management Solution [3-1](#)
 - Configuration Management reports [3-1](#)
 - search VPN devices [3-2](#)
 - VPN configuration report [3-2](#)
 - Inventory reports [3-2](#)
 - hardware encryption reports [3-2](#)
 - image upgrade reports [3-2](#)
 - Syslog Analysis reports [3-3](#)
 - advanced report, messages from selected VPN devices [3-4](#)
 - certificate report [3-3](#)
 - compression-decompression report [3-3](#)
 - de-encapsulation report [3-3](#)
 - hardware encryption reports [3-3](#)
 - IKE report [3-4](#)
 - packet replay report [3-3](#)
 - VPN Syslog Analysis Tasks (table) [3-3](#)

