



Preface

This document provides instructions for installing and configuring Resource Manager Essentials (RME) 4.0.5 on Windows.

Audience

This document is for anyone who installs, configures and uses Resource Manager Essentials (RME) software. Network administrators and operators should have these skills:

- Basic Windows system administrator skills
- Basic network management skills

Conventions

This document uses the following conventions:

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



Note

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

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Product Documentation

The following product documentation is available:

**Note**

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

Release Notes for Resource Manager Essentials 4.0.5

- Release Notes for Resource Manager Essentials on Solaris, Software Release 4.0.5.
- Release Notes for Resource Manager Essentials on Windows, Software Release 4.0.5.

These documents are available in the following formats:

- PDF on the LMS 2.6 Documentation CD-ROM.
- On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2073/prod_release_notes_list.html

Installation and Setup Guide for Resource Manager Essentials 4.0.5

- Installation and Setup Guide for Resource Manager Essentials on Solaris, Software Release 4.0.5.
- Installation and Setup Guide for Resource Manager Essentials on Windows, Software Release 4.0.5.

These documents are available in the following formats:

- PDF on the LMS 2.6 Documentation CD-ROM.
- On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2073/prod_installation_guides_list.html

User Guides for Resource Manager Essentials 4.0.5

This document is available in the following formats:

- PDF on the LMS 2.6 Documentation CD-ROM.
- From the Resource Manager Essentials online help.
- On Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps2073/products_user_guide_list.html

Supported Devices Table

- Supported Devices for Resource Manager Essentials
- Supported Devices for Software Management Application
- Supported Devices for Configuration Management Application

These documents are available on Cisco.com at:

http://www.cisco.com/en/US/products/sw/cscowork/ps2073/products_device_support_tables_list.html

RME 4.x Troubleshooting Tips and FAQs

This document is frequently updated with latest technical FAQs and troubleshooting tips. It also contains the error messages for the specific device types.

This document is available only on Cisco.com at:

http://www.cisco.com/en/US/products/sw/cscowork/ps2073/prod_troubleshooting_guides_list.html

Context-Sensitive Online Help for Resource Manager Essentials

You can access the online help by selecting an option from the navigation tree, then click **Help** (extreme right corner of your browser window).

**Note**

To view documents in Adobe Portable Document Format (PDF), Adobe Reader 6.0 or later is required.

The RME device package support for RME 4.0.5 is available at install time. You can access the device package help from the Online help. To do so:

Step 1 Select an option from RME desktop and click **Help**.

The Help launches in a separate browser window.

Step 2 Click **Main** at the extreme right corner of the page.

The Help window is refreshed and you see these nodes in the left navigation pane:

- CiscoWorks Common Services
- Resource Manager Essentials

Step 3 Expand the Resource Manager Essentials node.

The following leaf and node appear in the left navigation pane:

- RME User Guide (leaf)
- Device Packages (node)

Step 4 Expand the Device Packages node to view the help for device packages.

Related Documentation

**Note**

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

The following additional documentation is available:

Quick Start Guide for LAN Management Solution, Release 2.5.1

This document provides basic requirements for installing, upgrading, and setting up LAN Management Solution (LMS) 2.5.1 so you can get your server up and running quickly. In addition, the document also contains an exhaustive list of documentation for LMS 2.5.1. This document is available in the following formats:

- On Cisco.com at
http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_lan_management_solution/2.5.1/quickstart/guide/lms251qn.html
- PDF on the LMS 2.6 Documentation CD-ROM.

Data Migration Guide for LAN Management Solution 2.5.1

This document describes the steps involved in backing up, upgrading, and migrating data for CiscoWorks LAN Management Solutions (LMS) 2.5.1.

- On Cisco.com at
http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_lan_management_solution/2.5.1/data_migration/guide/dmg251.html
- PDF on the LMS 2.6 Documentation CD-ROM.

User Guide for CiscoWorks Server 3.0.3

This document describes CiscoWorks Common Services, gives an overview of the applications that make up Common Services, provides conceptual information about network management, and describes common tasks you can accomplish with CiscoWorks Common Services. This document is available in the following formats:

- PDF on the LMS 2.6 Documentation CD-ROM and from the CiscoWorks Common Services online help.
Help > Server Configuration > User Guide for Common Services.
- On Cisco.com at
http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_common_services_software/3.0.3/user_guide/usrguide.html

Installation and Setup Guide for CiscoWorks Common Services 3.0.3

This document describes instructions for installing and configuring CiscoWorks Common Services. There are two separate installation guides for Windows and Solaris. This document is available in the following formats:

- On Cisco.com at
http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html
- PDF on the LMS 2.6 Documentation CD-ROM.

User Guides for Resource Manager Essentials 4.0.3

This document is available in the following formats:

- PDF on the LMS 2.6 Documentation CD-ROM.
- From the Resource Manager Essentials online help.
- On Cisco.com at
http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_resource_manager_essentials/4.0.3/user_guide/u_guide.html

Installation and Setup Guide for Resource Manager Essentials 4.0.3

- Installation and Setup Guide for Resource Manager Essentials on Solaris, Software Release 4.0.3.
- Installation and Setup Guide for Resource Manager Essentials on Windows, Software Release 4.0.3.

These documents are available in the following formats:

- PDF on the LMS 2.6 Documentation CD-ROM..
- On Cisco.com at
http://www.cisco.com/en/US/products/sw/cscowork/ps2073/prod_release_notes_list.html

Quick Start Guide for LAN Management Solution, Release 2.6

This document provides basic requirements for installing, upgrading, and setting up LAN Management Solution (LMS) 2.6 so you can get your server up and running quickly. In addition, the document also contains an exhaustive list of documentation for LMS 2.6. This document is available in the following formats:

- On Cisco.com at
http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html
- As hardcopies with your product.

Data Migration Guide for LAN Management Solution 2.6

This document describes the steps involved in backing up, upgrading, and migrating data for CiscoWorks LAN Management Solutions (LMS) 2.6.

- On Cisco.com at
http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html
- As hardcopies with your product.

User Guide for CiscoWorks Server 3.0.5

This document describes CiscoWorks Common Services, gives an overview of the applications that make up Common Services, provides conceptual information about network management, and describes common tasks you can accomplish with CiscoWorks Common Services. This document is available in the following formats:

- PDF on the LMS 2.6 Documentation CD-ROM and from the CiscoWorks Common Services online help.
Help > Server Configuration > User Guide for Common Services.
- On Cisco.com at
http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html

Installation and Setup Guide for CiscoWorks Common Services 3.0.5

This document describes instructions for installing and configuring CiscoWorks Common Services. This document is available in the following formats:

- PDF on the LMS 2.6 Documentation CD-ROM.
- On Cisco.com at
http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html

Additional Information Online

You can download device packages for new devices by logging into Cisco.com:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme>

You can find information about all supported devices on Cisco.com at these locations:

http://www.cisco.com/en/US/products/sw/cscowork/ps2073/products_device_support_tables_list.html

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

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

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

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

The Product Documentation DVD is created monthly and is released in the middle of the month. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

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

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only — security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies — psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: <http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL: <http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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



Note

Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.



Tip

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box

and then click the **Technical Support & Documentation**.radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

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

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the magazine for Cisco networking professionals. Each quarter, *Packet* delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can subscribe to *Packet* magazine at this URL:

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

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

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

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

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

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

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

