



## Preface

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This document describes the applications that make up Resource Manager Essentials (RME). It provides instructions for configuring, administering, and operating RME.

The Resource Manager Essentials User Guide is organized as follows:

Chapter	Description
<a href="#">Chapter 1, “Overview of RME”</a>	Gives you an overview of RME.
<a href="#">Chapter 2, “What's New in this Release”</a>	Provides you with the list of launch points for the various tasks that you can perform with the various RME applications. You can also review the new features provide for this release.
<a href="#">Chapter 3, “Adding and Troubleshooting Devices Using Device Management”</a>	Describes how RME manages devices. Device Management uses the device credentials that are present in Common Services Device and Credentials database. RME allows you to select devices from Device and Credentials database to manage in RME.
<a href="#">Chapter 4, “Managing RME Device Groups Using Group Administration”</a>	Describes how you can group RME devices. RME allows you to define several groups of devices based on a set of criteria and manage the same.
<a href="#">Chapter 5, “Understanding RME Device State Transition”</a>	Describes how device states are transitioned in RME.
<a href="#">Chapter 6, “Managing Inventory Collection and Polling Using Inventory”</a>	Describes how to use the Inventory application. Inventory, or the Inventory Collection Service (ICS) and Poller software component of RME, collects inventory data from the network devices and keeps the inventory updated.
<a href="#">Chapter 7, “Generating Reports”</a>	Gives you an overview of the reports framework in RME.
<a href="#">Chapter 8, “Archiving Configurations and Managing Them Using Archive Management”</a>	Describes how to use the Configuration Management application. Configuration Management gives you easy access to the configuration files for all files or Cisco IOS-based Catalyst switches, Content Service Switches, Content Engines, and Cisco routers in your RME inventory.
<a href="#">Chapter 9, “Using Baseline Templates to Check Configuration Compliance”</a>	Describes how to use Compliance Management to create, deploy, manage baseline templates. It also describes how to check for template compliance.
<a href="#">Chapter 10, “Making and Deploying Configuration Changes Using NetConfig”</a>	Describes how to use the NetConfig application. NetConfig allows you to make configuration changes to your managed network devices whose configurations are archived in the Configuration Archive.

Chapter	Description
Chapter 11, “Editing and Deploying Configurations Using Config Editor”	Describes how to use the Config Editor application. Config Editor you to edit a configuration file that exists in the configuration archive.
Chapter 12, “Using NetShow Commands”	Describes how to use the NetShow application. NetShow enables you to define <b>show</b> commands within Command Sets and run these commands
Chapter 13, “Managing Software Images Using Software Management”	Describes how to use the Software Management application. To ensure rapid, reliable software upgrades, Software Management automates many steps associated with upgrade planning, scheduling, downloading, and monitoring.
Chapter 14, “Tracking Network Changes Using Change Audit”	Describes how to use the Change Audit application. Change Audit tracks and reports changes made in the network. It allows other RME applications to log change information to a central repository.
Chapter 15, “Enabling and Tracking Syslogs Using Syslog Analyzer and Collector”	Describes how to use the Syslog application. Syslog lets you centrally log and track system error messages, exceptions, and other information (such as device configuration changes).
Chapter 16, “Tracking RME Server Changes Using Audit Trail”	Describes how to use the Audit Trail application. Audit Trail tracks and reports changes that the RME administrator makes on the RME server.
Chapter 17, “Checking Bug Status Using Bug Toolkit”	Describes how to use the Bug Toolkit application. Bug Toolkit helps you identify the bugs filed against devices in their network and check the status of the bugs.
Chapter 18, “Working With SmartCase”	Describes how to use the SmartCase application. SmartCase enables you to access Cisco.com from Resource Manager Essentials (RME) to open a Cisco.com case, or to query and update an existing case.
Chapter 19, “Working With Contract Connection”	Describes how to use the Cisco Contract Connection application. Contract Connection lets you verify which of your Cisco devices are covered by a service contract.
Chapter 20, “CLI Utilities”	Describes how to use Command Line Utilities like cwcli, PTT, syslogConf.pl and Software Management CLI.
Chapter 21, “Enabling Approval and Approving Jobs Using Job Approval”	Describes how job approval can be enabled and used.
Chapter 22, “Setting System-wide Parameters Using System Preferences”	Describes how to set system-wide parameters for RME.
Chapter 23, “Usage of PSIRT End of Sale and End of Life Data to Generate Reports”	Describes how to generate PSIRT, End of Sale or End of Life online or offline reports using RME.
Chapter 24, “Virtual Switching System Support”	Describes how to convert two standalone switches into a Virtual Switching System. It also describes how to convert a Virtual Switching System back to standalone switches.

Chapter	Description
<a href="#">Chapter 25, “Usage of Embedded Event Manager in RME”</a>	Describes how to use RME to configure Embedded Event Manager environmental variables, TCL scripts or applets on the devices.
<a href="#">Chapter 26, “Usage of GOLD in RME”</a>	Describes how to use RME to deploy Generic OnLine Diagnostics tests on the devices.
<a href="#">Chapter 27, “Usage of Cisco Smart Call Home in RME”</a>	Describes how to use RME to register the devices with Cisco Smart Call Home.
<a href="#">Appendix A, “RME Troubleshooting Tips and FAQs”</a>	Describes the troubleshooting tips for all the RME applications.
<a href="#">Appendix B, “Understanding Syslog Formats”</a>	Describes the two file formats supported in RME—Comma-Separated Values (CSV) File and XML Schemas.
<a href="#">Appendix C, “RME Command Reference”</a>	Provides a list of the RME commands.
<a href="#">Appendix D, “Managing Devices When RME Server is Within a NAT Boundary”</a>	Describes Network Address Translation (NAT) support in Resource Manager Essentials and provides details of the tasks you need to perform to enable support.

## Audience

This document provides descriptions and scenarios for system administrators, network managers, and other users who might or might not be familiar with RME. Many of the tools described are accessible to system administrators only.

## Conventions

This document uses the following conventions:

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

**User Guide for Resource Manager Essentials 4.2**

This document is available in the following formats:

- 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](http://www.cisco.com/en/US/products/sw/cscowork/ps2073/products_user_guide_list.html)

**Supported Devices Table**

- Supported Devices for Resource Manager Essentials 4.2
- 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](http://www.cisco.com/en/US/products/sw/cscowork/ps2073/products_device_support_tables_list.html)

**Context-Sensitive Online Help for Resource Manager Essentials 4.2**

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

The entire User Guide can be viewed in the Adobe Portable Document Format (PDF) from within the Online Help. To view the PDF, Adobe Acrobat 6.0 or later is required.

The RME device package support for RME is available at install time. You can access the device package help from the Online help.

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- 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.
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## Related Documentation



### Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 1](#) describes the product documentation that is available.

**Table 1**      **Product Documentation**

Document Title	Available Formats
<i>Installing and Getting Started With CiscoWorks LAN Management Solution 3.1</i>	<ul style="list-style-type: none"> <li>• PDF on the product DVD and on the documentation CD-ROM.</li> <li>• On Cisco.com at this URL: <a href="http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html</a></li> </ul>
<i>Data Migration Guide for LAN Management Solution 3.1</i>	<ul style="list-style-type: none"> <li>• PDF on the product DVD and on the documentation CD-ROM.</li> <li>• On Cisco.com at this URL: <a href="http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/cscowork/ps2425/prod_installation_guides_list.html</a></li> </ul>
<i>User Guide for Common Services 3.2</i>	<ul style="list-style-type: none"> <li>• PDF on the product DVD and on the documentation CD-ROM.</li> <li>• On Cisco.com at this URL: <a href="http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html</a></li> </ul>

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.