



Getting Started With Home Agent Service Manager

This chapter explains how to get started with Home Agent Service Manager. The sections in this chapter are:

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Logging Into CiscoWorks

To access the CiscoWorks desktop:

Step 1 Enter the following URL in the browser window:

`http://<server-name-or-ip-addr>:1741`

where *server-name-or-ip-addr* is the name or IP address of the CiscoWorks server and *1741* is the default TCP port.

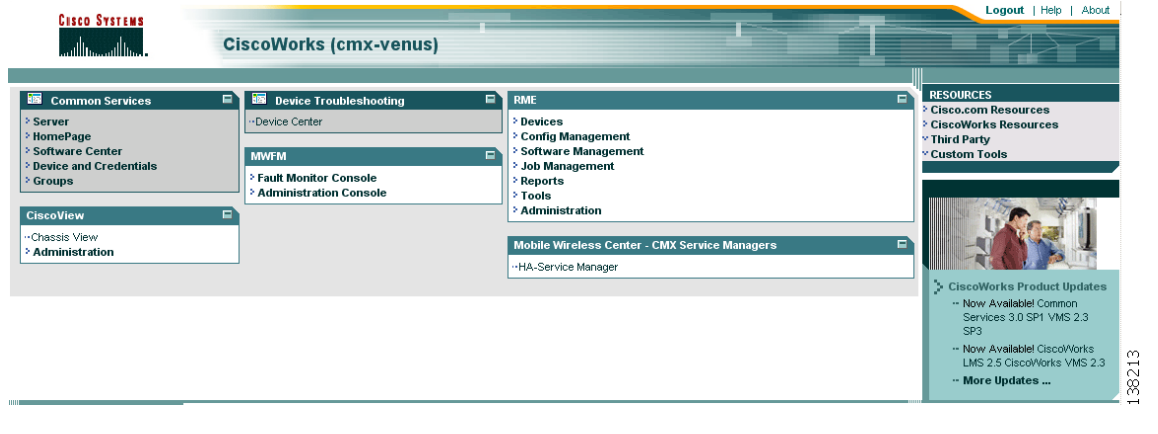
Common Services receives HTTP requests at port 1741. Ensure that you append **:1741** to the end of your server name or IP address when accessing the server through your browser.

The CiscoWorks login window appears.

Step 2 If you have installed the HA Service Manager package and are logging in for the first time, enter the password, that you used during the CiscoWorks Common Services installation, in the **User Name** and **Password** fields.

Step 3 Click **Connect** or **Enter**. You are now logged in to the CiscoWorks desktop, shown in [Figure 2-1 on page 2-2](#).

Figure 2-1 CiscoWorks Desktop (to be updated)



Accessing Home Agent Service Manager

To access the Home Agent Service Manager, choose **Mobile Wireless Center-CMX Service Managers > HA Service Manager**. The Group Selection window appears.

Before you enable service-activation, you must categorize device entities into a logical group. You can download the service-activation configurations to all the devices in the group only after you select an HA device group. For information on how to proceed with group selection, see [Selecting an HA Device Group, page 4-2](#). If you have just installed HA SM and are logging in for the first time, you must create a new group. For information, see [Creating an HA Device Group, page 3-3](#).



Note

[Table 2-1](#) describes the various operator privileges that are required for HA SM tasks.

Downloading Software Updates For HA Service Manager

You can select any update for HA Service Manager from the CiscoWorks Homepage. To do this, choose **Common Services > Software Center > Software Updates**. The Software Updates page appears.

See the Common Services Online Help, or [User Guide for CiscoWorks Common Services 3.0.3](#), for more details.

Before Using HA Service Manager

Before you configure a Home Agent by using the HA SM:

- Read the *Release Notes for Cisco Home Agent Service Manager*.
- Ensure that the supported Home Agent devices and their IOS versions are correct. For more information, see the “Supported Devices” section in the *Release Notes for Cisco HA Service Manager*.

- Ensure that the device is configured as Home Agent. Without this configuration, HA SM will fail to identify the device as a Cisco Home Agent device. For more information, see: <http://www.cisco.com/univercd/cc/td/doc/product/software/ios123/123newft/123limit/123y/123yf11/ha21/ha21cr.htm#wp1049120>
- Enable Mobile IP service in the device.
- Enable SNMP so that the HA SM can check the version of the device.
- Install CiscoWorks LMS Bundle 2.5 prior to installing the HA SM.
- Install CS and RME prior to installing the HA SM. The recommended versions are CS 3.0.3 and RME 4.0.4 with LMS 2.5.1.
- Add the Home Agent to be configured to the Device Credentials Repository (DCR).
- Each device that the HA SM references must be in the Resource Manager Essentials (RME) inventory, and the device should be in Normal state.

In the Normal device state, the device has been successfully contacted by RME or the device has contacted RME at least once (polling, successful job completion, Syslog receipt, and so on.). This indicates that this is a real device in the network (at one point in time).

For more information on the RME inventory, see the “Adding and Troubleshooting Devices Using Device Management” section in the *User Guide for Resource Manager Essentials 4.0*.

About Operator Privileges

The CiscoWorks Common Services, set to default, uses CiscoWorks Server authentication (Non ACS), to authenticate users and authorize them to access CiscoWorks Common Services applications.

The CiscoWorks Server authentication scheme has five roles. You cannot change these roles, or the privileges assigned to those roles. The list of privileges is, sorted from least privileged to the most privileged:

- Help Desk
- Approver
- Network Operator
- Network Administrator
- System Administrator

Assigning Adhoc Task to Users

When you create a new user with the role of a Network Operator, the Network Administrator must assign NetConfig task access privileges to the new user. To perform service activation tasks through the HA SM, Network Operators must have the Adhoc task assigned to their usernames in the RME NetConfig window. To assign this task to the Network Operator:

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- Step 1** Choose **Resource Manager Essentials > Config Mgmt > NetConfig > Assigning Tasks**.
 - Step 2** Enter the username of the user to whom you want to assign the task.
 - Step 3** Choose the Adhoc task from the Available tasks list box and click **Add**.
 - Step 4** Click **Assign** to assign the task access privileges to the specified user.
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Table 2-1 shows which operator types have privileges for various HA SM functions.

Table 2-1 Operator Privileges Required for HA SM Tasks

Task Name	System Administrator	Network Administrator	Network Operator	Approver	Help Desk
Batch File Download		X	X		
Batch Mode	X	X	X		
Debugging		X	X		
Device Group Management	X	X	X	X	X
Display Config		X	X		
Fetch Group Config		X	X		
Group Connect	X	X	X		
Group Creation	X	X			
Group Deletion	X	X			
Group Selection	X	X	X	X	X
Group View	X	X			
List HA Devices	X	X	X	X	X
Provisioning HA DNS		X	X		
Provisioning HA VRF		X	X		
Provisioning Hotlining		X	X		
Provisioning IP Pool		X	X		
Provisioning ODAP Client		X	X		
Provisioning ODAP Generic Client		X	X		
Provisioning Security Association		X	X		
Provisioning Virtual Network		X	X		
Provisioning With NAI		X	X		
Provisioning Without NAI		X	X		
Show Commands		X	X		
Sync Report		X	X		
Syslog	X	X	X		