



Managing with CiscoWorks2000

CiscoWorks2000 is the Network Management System (NMS) of choice for all Cisco devices as well as the Cisco CallManager system. However, it is not bundled with Cisco CallManager and must be purchased separately.

Some Cisco IP Telephony applications routinely use CiscoWorks2000 to expedite management of the system. Currently, some remote serviceability features can be most efficiently used with CiscoWorks2000. With adaptation, some features may also be employed with other network management systems.

The CiscoWorks2000 family of web-based products supports maintenance of Cisco Enterprise networks and devices. The products include Resource Management Essentials and Campus Manager, which provide Syslog Analysis, Topology Services, Path Analysis, User Tracking and other network management services.

CiscoWorks2000

Once the software has been acquired, CiscoWorks2000 is accessible from any web browser. The browser must have Java and JavaScript enabled and be configured to accept cookies.

CiscoWorks2000 is used by network administrators and Cisco Service Engineers (CSEs). It provides the ability to manage diagnostic and troubleshooting information collected from your Cisco IP Telephony installation.

Remote Network Management Features

The network management features offered with Remote Serviceability support the fundamental elements and operations of the Cisco CallManager process.

IP Path Analysis Interface

PathTool is one of a suite of tools included in Campus Manager 3.0, which is offered with CiscoWorks2000. It is designed to define your Cisco CallManager system paths in the form of maps, trace logs, or discovery tables.

The PathTool application traces connectivity between two specified points on your network. It analyzes both physical and logical paths (Layers 2 and 3) taken by packets flowing between those points. This makes it possible to trace activity between all of the entities of your Cisco IP Telephony Solutions architecture.

System Log Management

The Syslog Analysis tools are Cisco Syslog Collector and Cisco Syslog Analyzer. They are offered with CiscoWorks2000 as part of the Resource Management Essentials package. Syslog output from Cisco CallManager can alternatively be adapted for use with other network management systems.

The Cisco Syslog Collector keeps common system logs which record messages reported to the Cisco CallManager system. The Cisco Syslog Analyzer controls and displays all events efficiently so they can easily be read, interpreted, and used for system maintenance and problem-solving.

Using the reporting and managing capabilities of these tools, you can monitor and manage a wide range of events and error messages concurrently on each Cisco CallManager server and other Cisco devices on your site.

Simple Network Management Protocol Support

Simple Network Management Protocol Management Information Base tables organize and distribute the information gathered from your company site.

The information in these tables is also accessible to Cisco technical support engineers, who remotely monitor the status of your Cisco CallManager system. However, as an on-site administrator, you have the ability to stop and start services, as well as gain access to and control some diagnostic information.

SNMP instrumentation can be used with a CiscoWorks2000 interface, and it can also be adapted for use with other network management systems.

Cisco Discovery Protocol (CDP)

Cisco Discovery Protocol (CDP) enables Cisco CallManager to advertise itself to other Cisco devices on the network, allowing detection of all of the installations on your site.

Using information provided through CDP, CiscoWorks2000 builds topology maps which show network administrators the Cisco CallManager systems existing on your network.

