



Overview of CiscoWorks2000

This chapter, which provides an overview of CiscoWorks2000 that is used with Cisco CallManager, contains the following topics:

- [CiscoWorks2000, page 22-2](#)
- [Remote Network Management Features, page 22-2](#)

CiscoWorks2000 serves as the network management system (NMS) of choice for all Cisco devices as well as the Cisco CallManager system. Because it is not bundled with Cisco CallManager, you must purchase it separately. Use the following tools with CiscoWorks2000 for remote serviceability:

- System Log (see [Chapter 24, “System Log Management Configuration”](#))
- Path Analysis (see [Chapter 23, “Path Analysis Configuration”](#))
- Cisco Discovery Protocol (see [Chapter 25, “Cisco Discovery Protocol Support Configuration”](#))
- Simple Network Management Protocol (see [Chapter 28, “Simple Network Management Protocol Configuration”](#))

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 is acquired, access CiscoWorks2000 from any web browser. The browser must have Java and JavaScript enabled and be configured to accept cookies.

Network administrators and Cisco Service Engineers (CSE) use CiscoWorks2000. It manages 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 designates one of a suite of tools included in Campus Manager 3.0, which is offered with CiscoWorks2000. This tool defines 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 tool makes it possible to trace activity between all entities of your Cisco IP Telephony Solutions for the Enterprise architecture.

System Log Management

The Syslog Analysis tools comprise Cisco Syslog Collector and Cisco Syslog Analyzer. Alternatively, CiscoWorks2000 offers these tools as part of the Resource Management Essentials package. You can adapt Syslog output from Cisco CallManager for use with other network management systems.

The Cisco Syslog Collector keeps common system logs that 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 (SNMP) Management Information Base (MIB) tables organize and distribute the information gathered from your company site.

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

You can use SNMP instrumentation with a CiscoWorks2000 interface, and you can also adapt it for use with other network management systems.

Cisco Discovery Protocol

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

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

