



CiscoWorks2000

This chapter provides information about CiscoWorks2000, the software that is used with Cisco CallManager, and contains the following topics:

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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 21, “System Log Management”](#))
- Path Analysis (see [Chapter 20, “Path Analysis”](#))
- Cisco Discovery Protocol (see [Chapter 22, “Cisco Discovery Protocol Support”](#))
- Simple Network Management Protocol (see [Chapter 18, “Simple Network Management Protocol”](#))

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.

Requirements

Once the software is acquired, access CiscoWorks2000 from any web browser. Make sure that the browser has Java and JavaScript enabled and is 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.

CiscoWorks2000 Configuration Checklist

Table 19-1 provides the step for configuring CiscoWorks2000.

Table 19-1 CiscoWorks2000 Configuration Checklist

Configuration Step		Related Procedures and Topics
Step 1	Obtain CiscoWorks2000 configuration information from the CiscoWorks2000 user documentation.	http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/index.htm

Where to Find More Information

Related Topics

- [Chapter 18, “Simple Network Management Protocol”](#)
- [Chapter 20, “Path Analysis”](#)
- [Chapter 21, “System Log Management”](#)
- [Chapter 22, “Cisco Discovery Protocol Support”](#)
- [Chapter 25, “Overview of CiscoWorks2000,” *Cisco CallManager Serviceability Administration Guide*](#)
- [Chapter 26, “Path Analysis Configuration,” *Cisco CallManager Serviceability Administration Guide*](#)
- [Chapter 27, “System Log Management Configuration,” *Cisco CallManager Serviceability Administration Guide*](#)
- [Chapter 28, “Cisco Discovery Protocol Support Configuration,” *Cisco CallManager Serviceability Administration Guide*](#)
- [Chapter 31, “Simple Network Management Protocol Configuration,” *Cisco CallManager Serviceability Administration Guide*](#)

Additional Cisco Documentation

- CiscoWorks2000 user documentation:
<http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/index.htm>