



Cisco SMB Support Assistant Client 1.3

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Introduction

The Cisco SMB Support Assistant Client application is designed to help you install and administer Cisco networking products offered through the SMB Support Assistant program.

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System Requirements

- Operating System
 - Windows 2000 Professional with Service Pack 2, Service Pack 3, and Service Pack 4
 - Windows XP with Service Pack 1
- Internet Explorer 6.0 with Service Pack 1 on Windows
- PC or laptop with at least 20 GB of hard disk space and 512 MB of RAM
- Broadband Internet connectivity for faster response to the Cisco SMB Support Assistant Portal (recommended)
- Device managers for supported devices
 - Cisco Network Assistant 3.0(1) or later on your PC for Catalyst switches
 - Cisco Security Device Manager 2.0 or later for routers

Note: SDM is not supported on all router types; see [SDM Support](#) for a list of supported devices.

 - Cisco PIX Device Manager 3.0(4) or later for PIX Security Appliances
 - Cisco Adaptive Security Device Manager 5.0.1 or later for Adaptive Security Appliances (ASA)

- o Cisco Wireless Access Point Device Manager for all Aironet wireless devices

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What's New

The Cisco SMB Support Assistant Client 1.3 is an incremental release that offers these new features:

Support for New Devices

The Client supports the Cisco Catalyst 4000 series switches in features like Basic Setup, Health Check, Password Recovery, and Discover Network. Aironet 1000 series wireless devices are supported only for the Health Check tool.

Enhancement in Device Access Configuration

You can create, modify, or delete credentials simultaneously for multiple devices that use HTTP or Telnet connection types. You can also select a single device to configure, modify, or delete the credentials.

Enhancements in Discover Network

The Discover Network feature searches for Cisco devices in your network.

The Client now offers two discovery methods:

- The Root Device method uses Cisco Discovery Protocol (CDP) to discover Cisco devices that are directly connected to the root device. This method has been enhanced to discover Cisco devices that are 10 hops away from the root device.
- The Local LAN Sweep method discovers all Cisco devices connected in your PC's local LAN. The Remote LAN Sweep feature has been added and uses a specified IP address range to discover devices on any particular remote LAN connected to the router.

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Supported Devices

The SMB Support Assistant Client currently supports these devices:

Catalyst Switches

- CE500
- C2900 XL (EOS Device)
- C2940
- C2950
- C2955
- C2960
- C2970
- C3500XL (EOS Device)
- C3550
- C3560
- C3750
- C4000

Routers

- 800BB (806, 827, 827-4V, 827H, 831, 836, 837, 85x, 87x, SB10x)

- 800TRAD (801, 802, 803, 804, 805, 811, 813)
- 1700
- 1800
- 2600
- 2800
- 3800

Security Devices

- ASA 5510
- PIX 501
- PIX 506E
- PIX 515E

Wireless Access Points

- AIR340 (EOS Device)
- AIR350 (EOS Device)
- AIR1000
- AIR1100
- AIR1200
- AIR1300
- AIR1400
- BR350

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Supported Cisco IOS Software Releases

The SMB Support Assistant Client currently supports devices that run these versions of Cisco IOS® Software:

Routers

- 800, 1700, 1800, 2600, 2800, and 3800 routers with Cisco IOS Software Releases 12.3 and later

Catalyst Switches

- Catalyst Express 500 with 12.2(25)FY
- Catalyst 2900 XL with Cisco IOS Software Release 12.0(5)WC10
- Catalyst 2940 with Cisco IOS Software Release 12.1(20)EA1a
- Catalyst 2950 with Cisco IOS Software Release 12.1(22)EA5
- Catalyst 2960 with Cisco IOS Software Release 12.2(25)FX
- Catalyst 2970 with Cisco IOS Software Release 12.1(19)EA1d
- Catalyst 3500 XL with Cisco IOS Software Release 12.0(5)WC
- Catalyst 3550 with Cisco IOS Software Release 12.1(11)EA1a
- Catalyst 3560 with Cisco IOS Software Release 12.2(25)SED

- Catalyst 3570 with Cisco IOS Software Release 12.1(19)EA1d
- Catalyst 4000 with Cisco IOS Software Release 12.2(25)EWA5

Security Devices

- ASA 5510 with ASA software version 7.0(2)
- PIX 501 and 506E with PIX software version 6.3(4)
- PIX 515E with PIX software version 7.0

Wireless Access Points

- AP 350 with Cisco IOS Software Release 12.3(4)JA
- AP 1000 with wireless software version 3.2.78.0
- AP 1100 with Cisco IOS Software Release 12.3(2)JA
- AP 1200 with Cisco IOS Software Release 12.3(4)JA
- AP 1300 with Cisco IOS Software Release 12.3(2)JA

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SDM Support

For a list of all routers and devices that support the Security Device Manager interface, please refer to the Client help file at **Help > References > Link for SDM supported devices**.

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Caveats

- **CSCsc43250** — If you have Cisco Security Agent (CSA) installed on your PC and have set the security level to High, you are unable to perform automatic installation of upgrades or to run the Discover Network with IP Address feature.

Workaround : If you want to install new application upgrades or run the Discover Network with IP Address feature, disable CSA or set the security level to Low.

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Related Information

- [Install the Cisco SMB Support Assistant Client](#)
- [Welcome to the Cisco SMB Support Assistant Client](#)