

CiscoWorks Device Fault Manager

Q. What is the CiscoWorks Device Fault Manager (DFM)?

A. DFM provides real-time, detailed fault analysis, designed specifically for Cisco devices. This focus on Cisco devices enables DFM to monitor Cisco technology-based networks for variety of fault conditions, analyze these conditions, and only notify the user via “intelligent traps,” detailing the problem which has occurred.

Q. How is DFM packaged?

A. DFM is available in the LAN Management Solution.

Q. I am currently using an enterprise management system for fault management. Do I need DFM? Why?

A. DFM can be used as a Cisco fault subsystem; generating intelligent traps to other event management systems installed in the network. Cisco has worked closely with a number of enterprise management systems enabling these intelligent Cisco traps to be displayed properly in their respective event systems.

Q. What type of event rules do I need to write to support the Cisco routers and switches in my network? What happens if I add more ports on one or more of my switches, do I have to rewrite my rules?

A. DFM is designed to work out of the box, with support for more than 120 of the most common Cisco routers, switches, access servers, and hubs, already built in. For each of these supported devices, DFM will automatically look a for range of common problems at the device and virtual LAN (VLAN) level—all without ever requiring users to write rules or set polling or threshold values. As the network grows and changes, DFM is engineered to detect changes in Cisco devices and adjust its analysis accordingly.

Q. How does DFM perform its fault analysis?

A. DFM actively monitors a wide range of symptoms which Cisco has identified can occur within Cisco devices. Depending on the type of device, DFM will actively monitor different conditions via Internet Control Message Protocol (ICMP) polling, simple network management protocol (SNMP) management information base (MIB) interrogation, and SNMP trap reception, and track only those conditions known to help cause higher level problems in that particular device.

If DFM receives information from the device that is not a known condition of a higher level problem, DFM will ignore the information, minimizing the need for IT managers to look at every event happening on the network. This provides the opportunity for IT managers to proactively manage Cisco device faults.

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Page 1 of 2

Q. Can I extend DFM to monitor key SNMP variables to non-Cisco devices, such as my NT or UNIX system-based application servers?

A. DFM is designed specifically for monitoring faults from Cisco devices. If you need a solution to monitor a multi-device, multi-vendor environment, you can use DFM as a Cisco fault subsystem generating intelligent Cisco traps to enterprise management systems.

Q. How is DFM integrated with the CiscoWorks family of products?

A. DFM is designed to work with the entire family of CiscoWorks products. DFM integration with the CiscoWorks2000 family includes:

- New DFM folder available on CiscoWorks desktop
- Leverages CiscoWorks security roles
- Utilizes CiscoWorks Server process and backup management services
- Automatically imports Cisco devices from Resource Manager Essentials (RME), for both local and remote installations of DFM and RME

Q. I understand DFM comes out of the box with thresholds and polling intervals already established for wide range of Cisco devices. Can I tune these settings to meet the unique needs of my network?

A. Yes, DFM users with administration rights have the ability to tune all of the thresholds and polling intervals.



Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA

www.cisco.com

Tel: 408 526-4000

800 553-NETS (6387)

Fax: 408 526-4100

European Headquarters

Cisco Systems Europe
11, Rue Camille Desmoulins
92782 Issy Les Moulineaux
Cedex 9
France

www.cisco.com

Tel: 33 1 58 04 60 00

Fax: 33 1 58 04 61 00

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA

www.cisco.com

Tel: 408 526-7660

Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems Australia, Pty., Ltd
Level 17, 99 Walker Street
North Sydney
NSW 2059 Australia

www.cisco.com

Tel: +61 2 8448 7100

Fax: +61 2 9957 4350

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