

End-of-Sale and End-of-Life Announcement for CiscoWorks for Windows

Cisco Systems® has announced the end of sale of CiscoWorks for Windows. CiscoWorks for Windows customers are encouraged to migrate to CiscoWorks Small Network Management Solution (SNMS). CiscoWorks SNMS provides updated versions of CiscoView and WhatsUp Gold (WUG) features, combined with the core baseline manageability of CiscoWorks Resource Manager Essentials (RME). SNMS provides network specialists with improved integration and ease of use for approximately the same price. Information about SNMS is at: <http://www.cisco.com/go/snms>

This document provides answers to questions about the transition from CiscoWorks for Windows to CiscoWorks SNMS. You are advised to read the product information along with this document at <http://www.cisco.com/go/snms>

Q. Why is Cisco announcing the end-of-sale of CiscoWorks for Windows?

A. Cisco® is simplifying the product offering for small and medium-sized business (SMB) customers. CiscoWorks SNMS provides basic monitoring and advanced routing and switching management capabilities currently available in CiscoWorks for Windows, and adds management inventory and software distribution capabilities for critical Cisco devices. CiscoWorks SNMS continues to provide monitoring capabilities for non Cisco devices such as network printers and servers.

Q. Which product is replacing CiscoWorks for Windows?

A. Cisco Works SNMS provides the same functionality as CWW, while adding the new inventory management capabilities.

Q. How do the two products compare?

A. CiscoWorks SNMS provides CiscoView and WUG functionality currently found in CiscoWorks for Windows, while adding Resource Manager Essentials' (RME's) superior device management to inventory, interact, change, upgrade, configure, and diagnose faults. Additionally, Common Services' enhanced user interface and workflow provides a common user experience, increased automation, and improved accuracy in managing critical network resources.

Q. What is CiscoWorks RME?

A. CiscoWorks RME provides core device management for critical Cisco devices. CiscoWorks RME provides tools for device configuration, device inventory, and asset management. RME also manages software upgrades, tracks configuration changes, provides audit trail management, and launches diagnostics through syslogs.



Q. What does 40 devices licensing mean?

A. CiscoWorks SNMS allows the SMB customer to manage 40 Cisco devices with advanced management capabilities provided in CiscoWorks RME.

Q. Can I purchase an additional license to manage 40 additional Cisco devices?

A. CiscoWorks SNMS does not provide additive licensing at this time. Additional Cisco devices can be managed with the basic management function provided with WUG.

Q. Does WUG have any device management licensing restrictions?

A. There are no device management licensing restrictions with WUG.

Q. What is the migration path for CiscoWorks for Windows users?

A. All CiscoWorks for Windows 5.0, 6.0, and 6.1 customers can migrate to CiscoWorks SNMS 1.5 by purchasing the upgrade with part number CWSNM-1.5-WINUP-K9.

Q. What is the migration path for CiscoWorks SNMS users?

A. CiscoWorks SNMS users can migrate to CiscoWorks LAN Management Solution (LMS) 2.2 if they want to migrate to the high end of network management.

Q. What is WUG?

A. WUG is a standalone network monitoring application developed by Ipswitch, Inc. WUG discovers IT resources like servers, personal computers (PCs), wireless access points, routers, switches, and firewalls by using standard Simple Network Management Protocol (SNMP) methods. WUG has the capability of monitoring services and applications. An SNMP trap receiver is built in to receive traps and escalate them through e-mail, pager, and even SNMS. The information discovered by WUG can be shared with other applications in CiscoWorks SNMS.

Q. What future function enhancements are planned for CiscoWorks SNMS?

A. The next release of SNMS will include threshold manager functionality.

Q. What is the support plan for CiscoWorks for Windows?

A. Cisco provides software support for CiscoWorks for Windows as outlined in the Cisco end-of-life policies and guidelines. Refer to http://www.cisco.com/en/US/products/prod_end_of_life.html or contact the CiscoWorks team at ciscoworks@cisco.com

Q. Where can I find more documentation or information about CiscoWorks SNMS?

A. More information about CiscoWorks SNMS is at <http://www.cisco.com/go/snms>



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