



# **Cisco Small Business Cisco FindIT Network Discovery Utility Version 2.0 Administration Guide**

**Cisco Systems, Inc.**  
[www.cisco.com](http://www.cisco.com)

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

*Cisco FindIT Network Discovery Utility Version 2.0*  
© 2015 Cisco Systems, Inc. All rights reserved.



<b>Getting Started</b>	<b>1-5</b>
Requirements	1-5
Installing and Uninstalling Cisco FindIT	1-6
Installing Cisco FindIT on a Windows PC	1-6
Installing Cisco FindIT on an Apple Macintosh	1-10
Uninstalling Cisco FindIT from a Windows PC	1-11
Uninstalling Cisco FindIT from an Apple Macintosh	1-12
Using Cisco FindIT	1-12
Feature Overview	1-12
Discovery	1-13
Tools	1-13
Bookmarks	1-13
Cisco Social	1-14
<b>Using the Help System</b>	<b>2-1</b>
Help Features	2-1
<b>Discovery</b>	<b>3-1</b>
Using the Device Discovery View	3-1
Launching a Device Manager	3-2
Downloading Firmware	3-2
Updating FindIT	3-3
<b>Changing Settings</b>	<b>4-1</b>
Changing the Cisco Active Advisor Settings	4-1
Changing the Product Improvement Settings	4-2
Changing the Software Update Settings	4-2
<b>Frequently Asked Questions</b>	<b>A-1</b>
Basic Operations	A-1
Devices and Device Discovery View	A-2
<b>Where to Go From Here</b>	<b>B-1</b>
Resources	B-1





# Getting Started

---

Thank you for downloading the Cisco FindIT Network Discovery Utility. This simple utility helps you to monitor and manage your local network from your web browser. Cisco FindIT automatically discovers all supported Cisco Small Business devices in the same local network segment as your PC, and allows you to easily view important information about the device or to connect to the device administration interface. You will also be notified of the availability of firmware updates, and about any devices that are no longer under warranty or covered by a support contract. You may also elect to upload details about your network to Cisco Active Advisor (<http://www.ciscoactiveadvisor.com>) in order to take advantage of that service for your Cisco Small Business products.

Please refer to the following topics for more details:

- [Requirements, page 1-5](#)
- [Installing and Uninstalling Cisco FindIT, page 1-6](#)
- [Feature Overview, page 1-12](#)

## Requirements

Your PC must meet the following requirements to run Cisco FindIT.

- Operating system:
  - Microsoft Windows 7, 8 or 8.1
  - Apple OS X 10.8 or above
- Web browser:
  - Apple Safari version 7 or above (OS X), or version 5 or above (Windows)
  - Google Chrome version 34 or above
  - Microsoft Internet Explorer version 10 or above.
  - Mozilla Firefox 30 or above

Your network devices must meet the following requirements to be monitored and accessed through Cisco FindIT.

- Must be on the same subnet as the PC that is running Cisco FindIT.
- Must be a Cisco Small Business device with the Bonjour service supported and enabled (see the Administration Guide or online Help for the device)

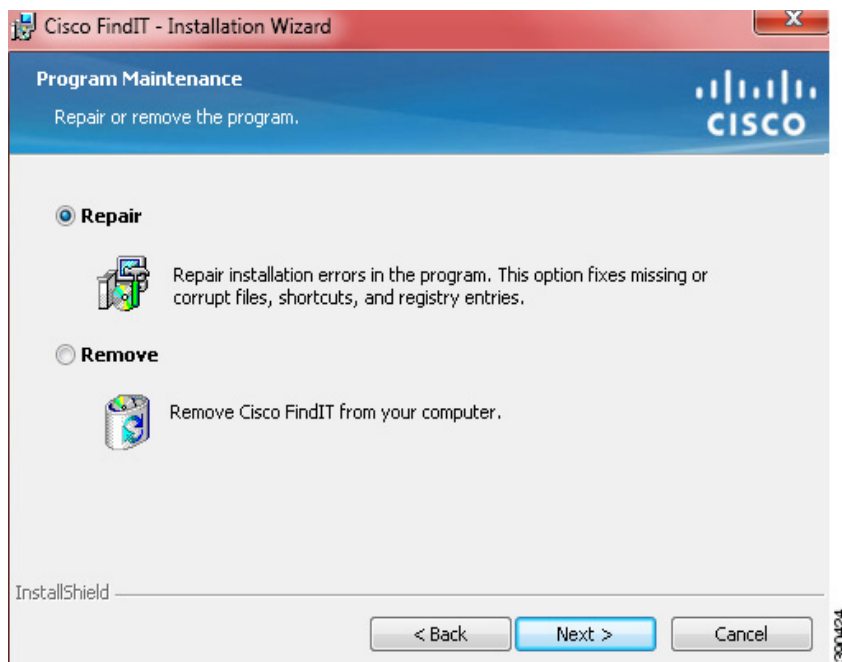
# Installing and Uninstalling Cisco FindIT

If needed, you can reinstall or uninstall Cisco FindIT.

- [Installing Cisco FindIT on a Windows PC, page 1-6](#)
- [Installing Cisco FindIT on an Apple Macintosh, page 1-10](#)
- [Uninstalling Cisco FindIT from a Windows PC, page 1-11](#)
- [Uninstalling Cisco FindIT from an Apple Macintosh, page 1-12](#)

## Installing Cisco FindIT on a Windows PC

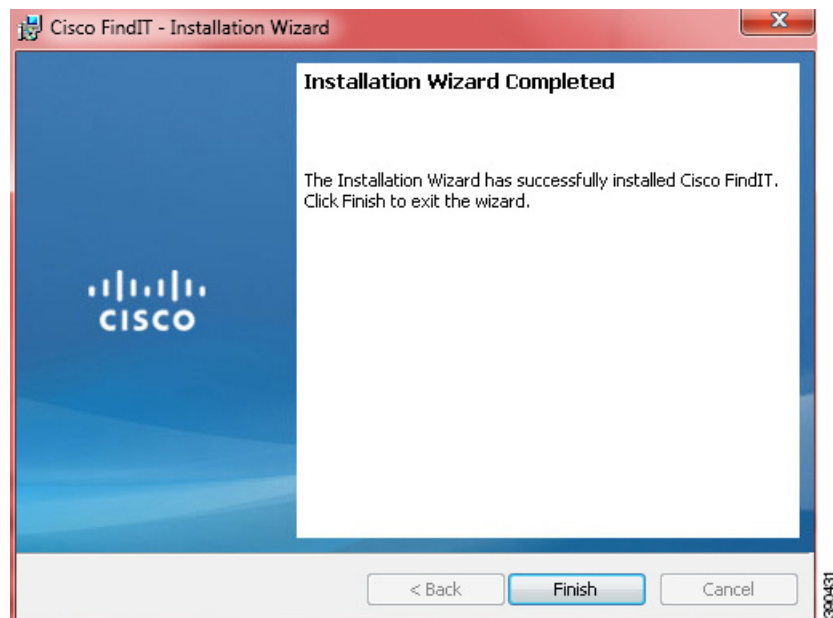
- Step 1** Download the installation file from [www.cisco.com/go/findit](http://www.cisco.com/go/findit). In the list of available firmware, look for the most recent version for your operating system. For Windows 32-bit, look for x86 in the filename. For Windows 64-bit, look for x64. Mouse-over the installer file to get all information about the .exe file.
- Step 2** Close any web browser windows that are open. If the browser is open during this process, the installer will close the browser windows before proceeding.
- Step 3** Double-click on the downloaded installer file. If you previously installed another version of Cisco FindIT, the Program Maintenance window appears, which has two options - Repair and Remove. You can choose to continue with this installation by selecting Repair. To delete the existing version of FindIT from your system, select Remove. Follow the onscreen instructions to complete the process.



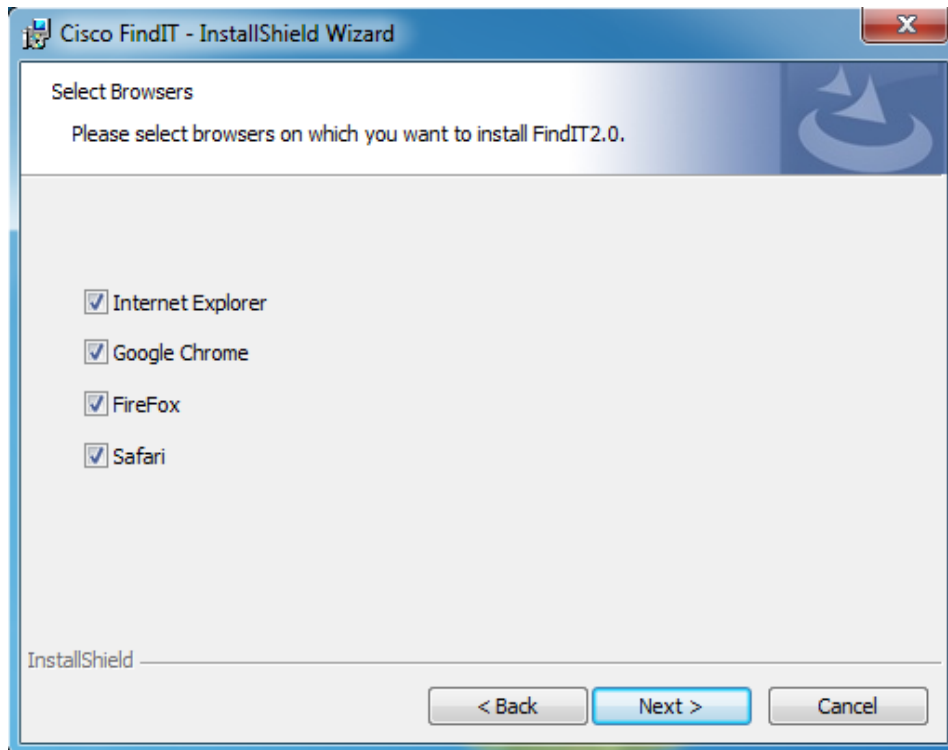
**Note** This message does not indicate an issue with the installation.



Follow the instructions on each Wizard page to continue with the installation.

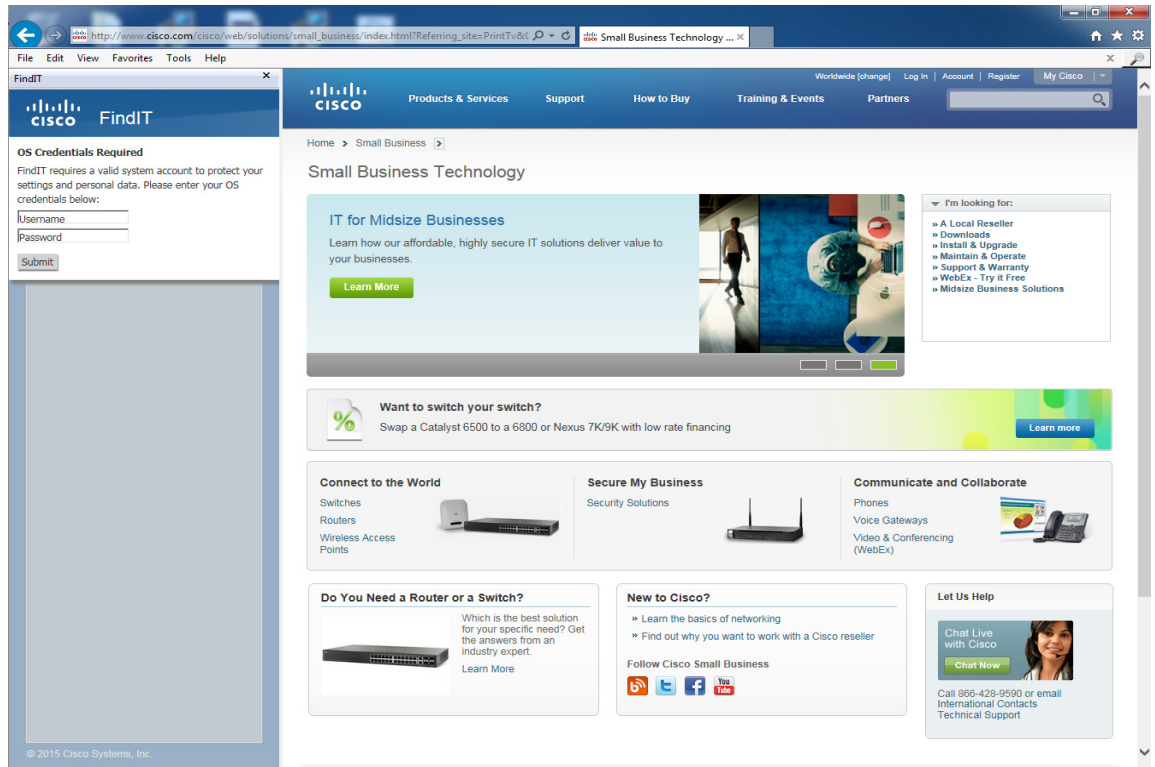


- Step 4** During the installation, you will be prompted to select the browsers you wish to use with FindIT. The FindIT client application will be installed along with the FindIT extensions for the browsers that you select here.

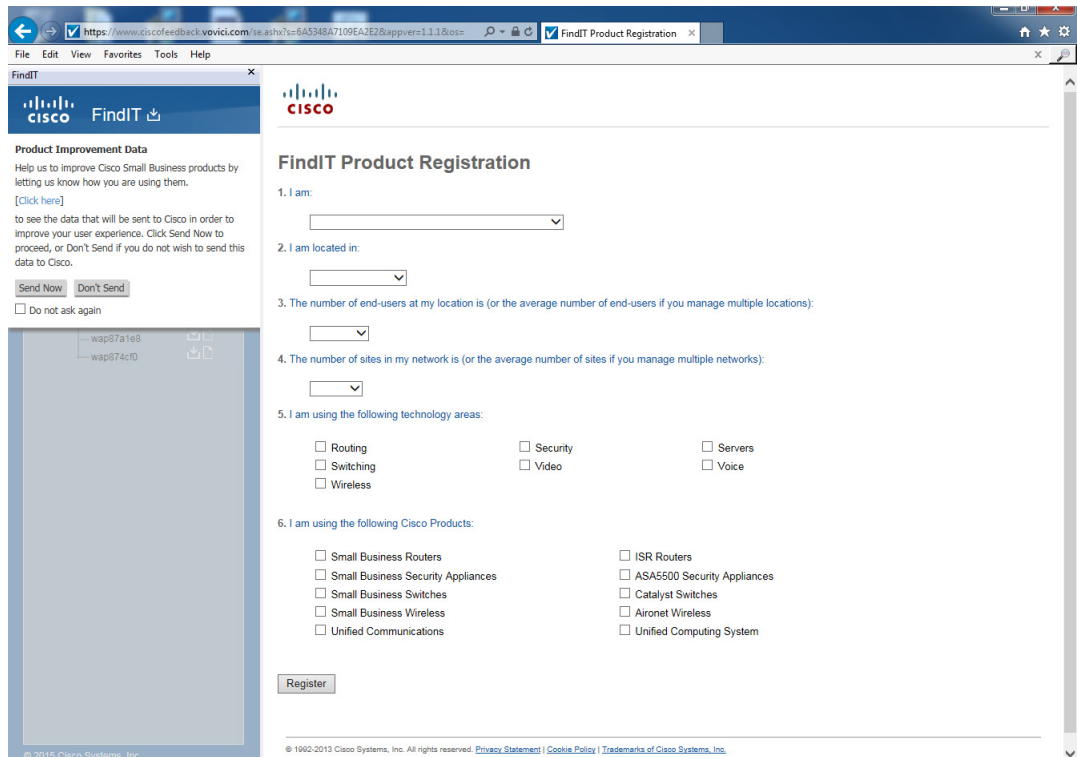


- Step 5** Start your web browser, or run the FindIT application. Your browser may ask you whether to install the FindIT extension as it starts up.
- Step 6** The first time you open FindIT in each browser after installation, you will be asked to provide your operating system credentials. This allows your settings and private information to be accessed by you through any of your browsers, while still be protected from access by any other users of the PC.





**Step 7** If this is the first time FindIT has been installed on this PC, the Product Improvement settings dialog will open, and the Product Registration page will appear in the content area.

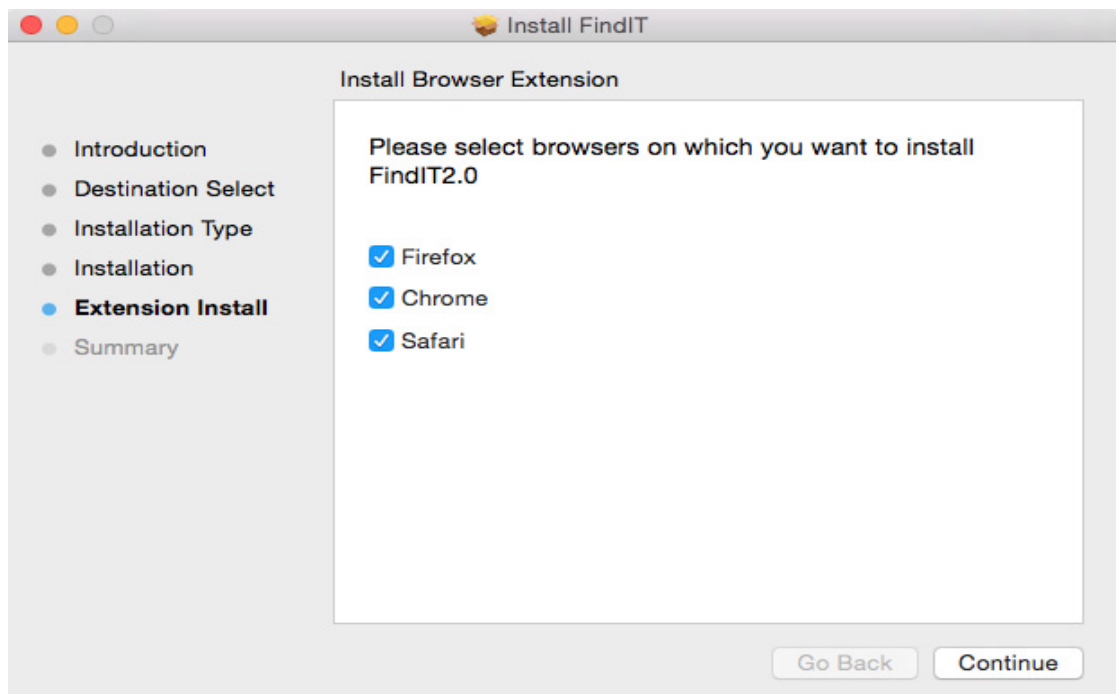


**Note**

Registering FindIT and providing Product Improvement data to Cisco are both optional, but will help to ensure that future FindIT updates and other Small Business products are of the highest possible quality.

## Installing Cisco FindIT on an Apple Macintosh

- Step 1** Download the installation file from [www.cisco.com/go/findit](http://www.cisco.com/go/findit). In the list of available firmware, look for the most recent.
- Step 2** Close any web browser windows that are open. If the browser is open during this process, the installer will close the browser windows before proceeding.
- Step 3** Open the downloaded DMG file and run the installer package it contains. Follow the onscreen instructions to install FindIT.
- Step 4** During the installation, you will be prompted to select the browsers you wish to use with FindIT. The FindIT client application will be installed along with the FindIT extensions for the browsers that you select here.



- Step 5** Start your web browser or run the FindIT application. Your browser may ask you whether to install the FindIT extension as it starts up.
- Step 6** The first time you open FindIT in each browser after installation, you will be asked to provide your operating system credentials. This allows your settings and private information to be accessed by you through any of your browsers, while still be protected from access by any other users of the PC.
- Step 7** If this is the first time FindIT has been installed on this PC, the Product Improvement settings dialog will open, and the Product Registration page will appear in the content area.

**Note**

Registering FindIT and providing Product Improvement data to Cisco are both optional, but will help to ensure that future FindIT updates and other Small Business products are of the highest possible quality.

## Uninstalling Cisco FindIT from a Windows PC

You can uninstall Cisco FindIT by using the Windows Control Panel (preferred) or the InstallShield Wizard.

### Uninstalling from the Control Panel (preferred method):

- Step 1** Click the Windows Start button.
- Step 2** Choose Control Panel > Programs > Programs and Features > Uninstall a Program.
- Step 3** Find Cisco FindIT in the list of programs.
- Step 4** Click Uninstall/Change.
- Step 5** When the Confirm Uninstall message appears, click OK to continue, or click Cancel to close the message without removing the program.

### Uninstalling from the InstallShield Wizard:

- Step 1** Locate the Cisco FindIT installation file on your PC.
- Step 2** Double-click the file to run the program.

- Step 3** When the Welcome page appears, click Next.
- Step 4** When the Program Maintenance page appears, click Remove, and then click Next.
- Step 5** When the Remove the Program page appears, click Remove to confirm, or click Cancel to quit this process.

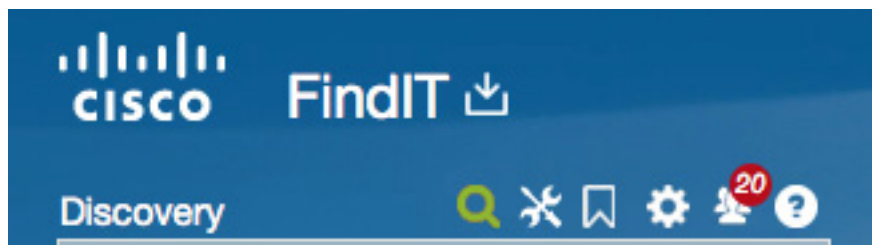
## Uninstalling Cisco FindIT from an Apple Macintosh

- Step 1** Open the disk image containing the FindIT installer that you downloaded from cisco.com. Double-click on the uninstaller utility.
- Step 2** Close any web browser windows that are open. If the browser is open during this process, the uninstaller will prompt you to close the browser windows before proceeding.

## Using Cisco FindIT

To open Cisco FindIT, either run the Cisco FindIT application, or else open a supported browser and click on the FindIT icon in the navigation bar (the menu bar in Internet Explorer). With Firefox and Internet Explorer, FindIT appears in a sidebar adjacent to the content area of the browser. With Chrome, Safari, and the FindIT application, FindIT appears in a separate window. Click on the icon again to close FindIT.

The FindIT window is organized as a series of views, with a separate view for each of the features described below. To select a view, click on the corresponding icon located just underneath the FindIT heading.



The icons are as the followings:

-  Discovery
-  Tools
-  Bookmarks
-  Settings
-  Cisco Social
-  Help

## Feature Overview

Read the information in this section to become familiar with the features of Cisco FindIT.

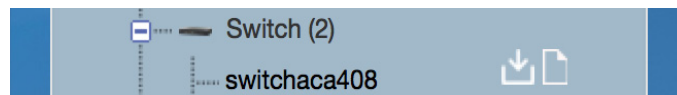
- [Discovery, page 1-13](#)
- [Tools, page 1-13](#)
- [Bookmarks, page 1-13](#)
- [Cisco Social, page 1-14](#)




## Discovery

Cisco FindIT automatically discovers all supported Cisco Small Business devices in your network and lists them in the Discovery view. You can use this view to see basic device information or to launch the device managers to review and modify the device configurations.

Devices are organized by device type (router, switch, and so on).

- To collapse a device type section, click the minus sign (-) next to the device type. To expand a section, click the plus sign (+).
- To view device information, position your mouse pointer over the device name.
- To launch a device manager, double-click the device name.
- If a firmware update is available for a device, the download icon will appear, and may be accompanied by the release note icon. Click on each icon to download the update to the PC, or to view the release note. An example is shown below.



- Under some circumstances, a warning icon , or a critical warning icon , or information icon  may be displayed. This icon indicates that there is a potential problem with the device that may require attention. For more information, position your mouse pointer over the icon.

## Tools

Cisco FindIT provides a number of tools to help manage your Cisco Small Business devices. These include:

- A Network Health Check to give you a quick view of the overall health of your devices, including whether the firmware versions are up to date, whether the device is currently under warranty or maintenance, and whether the device has reached end of life status;
- A series of reports, including Inventory, End of Life, and Maintenance reports; and
- Tools that allow you to upload details of your devices to Cisco Active Advisor in order to see additional information such as field notices. You may also launch the Cisco Active Advisor Scanner in order to gather information about Cisco products from outside the Small Business portfolio. For more information about Cisco Active Advisor, please visit [www.ciscoactiveadvisor.com](http://www.ciscoactiveadvisor.com).

## Bookmarks

The Bookmarks view in Cisco FindIT allows you to save links to webpages that you find useful when working with your Cisco Small Business devices. The Bookmarks view also provides links to Cisco Support resources, and allows you to see details and provide feedback about FindIT.

## Cisco Social

The Cisco Social view displays a list of recent articles from the Cisco Small Business Blog and the Cisco Small Business Support Community. This page also provides links to Cisco Small Business social media pages on Facebook, Instagram, LinkedIn and Twitter.



## Using the Help System

---

Cisco FindIT includes online Help. The features of the Help system are described in the following sections:

- [Help Features, page 2-1](#)

### Help Features

- **Contents:** Lists the major topics and sub-topics. Click a topic to view information in the main pane of the Help system.
- **Index:** Lists keywords and provides links to related topics. Click a key word to view information in the main pane of the Help system.
- **Navigation bar:** Includes the features listed below.
  - **Back and Forward:** The Help system keeps a history of links that you click in the Contents and on the topic pages. You can click **Back** to move backward through the history, or click **Forward** to move forward through the history.
  - **Print:** Click this button to print the current topic.
  - **Search:** To find topics containing a particular key word or phrase, enter the text, and then click **Go**. In the Search Results, you can see the topic title and a short excerpt. To view a topic, click the link.







## Discovery

---

Cisco FindIT provides easy access to all supported Cisco Small Business devices in your local network. You can use the device discovery view to see basic device information, find and download firmware updates for devices, and launch device managers to configure the devices.

Related topics:

- [Using the Device Discovery View, page 3-1](#)
- [Launching a Device Manager, page 3-2](#)
- [Downloading Firmware, page 3-2](#)
- [Updating FindIT, page 3-3](#)

## Using the Device Discovery View

To display the Device Discovery view, click the Device Discovery icon. The discovered devices appear. The list is organized by device type, such as Router, Switch, Wireless, and so on. The devices are listed by the device names, as configured in the device managers.

- **To collapse or expand a section:** Click the icon next to the heading.
- **To sort a section by device names:** Right-click the device type (such as Switch). Then click **Sort By Name**.
- **To view more information about a device:** Position your mouse pointer over the device name. A tooltip message displays the model number, the device type, the product description, the firmware version, the device identifier (PID VID), the MAC address, the serial number, and the IP address. If a firmware update is available for the device, then the version of the update will be displayed here. If the device is no longer seen on the network, the time since it was last seen is also displayed here.
- **If a device disappears from the network:** The device name will turn red to show that FindIT can no longer see it on the network. If you position your mouse over the device name, the tooltip displays a message telling you when the device was last seen.
- **If there is a problem with a device:** A warning icon will appear to the right of the device name. If you position your mouse over the icon, the tooltip displays a message providing more detail. In some cases, you will be prompted to click on the icon to see even more detail.
- **To refresh the display with current data:** Click the refresh icon at the top of the Discovery view.
- **To hide the sidebar:** Click the **FindIT** button again.

## Launching a Device Manager

All of the supported devices have browser-based device managers in which you can review and configure the device settings.

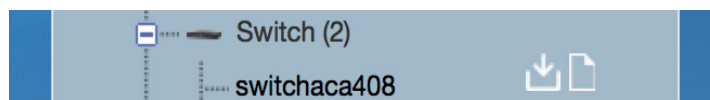
- 
- Step 1** After you display the view, use one of the following methods to launch a device manager:
- **To launch a device manager in the current browser window:** Double-click the device name. Alternatively, right-click the device name, and then choose **Open**. The device manager login page appears in the main area of the window.
  - **To launch a device manager in a new browser window:** Right-click the device name, and then choose **Open in a New Window**. A new browser window opens, displaying the device manager login page.
  - **To launch a device manager in a new tab:** Right-click the device name, and then choose **Open in a New Tab**. A new tab opens, displaying the device manager login page.

- Step 2** Enter the username and password to log in to the device manager.

For more information about a device manager, refer to the device's Administration Guide, or click the **Help** link near the top right corner of the device manager page. If the Pop-up blocked message appears, click on it and choose **Always Allow Pop-ups from This Site**. You can then click the **Help** link to view the Help in a pop-up window.

## Downloading Firmware

If a new firmware update is available for a device, the download icon will be displayed, and may be accompanied by the release note icon. An example is shown below. To see the version number of the update, position your mouse pointer over the device, and the update version will be shown in the tooltip that appears. You can download the update to your PC directly using FindIT. To review the release note for the update, click on the release note icon to display the release note in the current browser window.



- 
- Step 1** To start the download process, use one of the following methods:
- **To download the update to the Downloads folder:** Click on the download icon. Alternatively right-click the device name, and then choose **Download latest firmware**.
  - **To download the update to another location:** Right-click the device name, and then choose **Download latest firmware to...**
- Step 2** If the update contains multiple files, the file selection view appears, allowing you to select one or more files to download. If the Download latest firmware to... menu option was selected, this view also allows you to specify the folder to download the update to.
- If the update is a single file and the Download latest firmware to... menu option was selected, then the file selection view appears to allow you to specify the folder to download the update to.

- Step 3** If the update requires a valid support contract to download, you may be prompted for your cisco.com username and password. The username entered should be associated with a service contract that covers the device being updated.
- You may also be prompted to accept an End User License Agreement (EULA) for the update.
- Step 4** The download commences and a progress indicator showing the download percentage replaces the download icon. If you wish to cancel the download in progress, you may click on the progress indicator. Once the download is complete, FindIT verifies the integrity of the downloaded file by validating the file checksum.
- Step 5** When the progress indicator shows 100%, you may click on the progress indicator to open the folder containing the download.

## Updating FindIT

If a new version of the FindIT utility itself is released, the download icon will be displayed next to the FindIT heading in the sidebar.

- 
- Step 1** To start the update process, click on the download icon. You may be prompted to accept an End User License Agreement (EULA) for the update.
- Step 2** The download commences and a progress indicator showing the download percentage replaces the download icon. If you wish to cancel the download in progress, you may click on the progress indicator.
- Step 3** Once the download is complete, FindIT verifies the integrity of the downloaded file by validating the file checksum and then runs the installer. To complete the installation, follow the steps in [Installing and Uninstalling Cisco FindIT](#), page 1-6.





## Changing Settings

---

Cisco FindIT allows you to control the behavior of the utility using the Settings view. To adjust Cisco FindIT settings, first click the Settings icon.

Then click on the category heading that corresponds to the change you wish to make.

- [Changing the Cisco Active Advisor Settings, page 4-1](#)
- [Changing the Product Improvement Settings, page 4-2](#)
- [Changing the Software Update Settings, page 4-2](#)

### Changing the Cisco Active Advisor Settings

The Cisco Active Advisor settings category allows you to control how FindIT works with Cisco Active Advisor. The following options are available.

- **To specify cisco.com credentials:** You may enter your cisco.com credentials into the fields provided in order to enable the automatic upload of discovered devices to Cisco Active Advisor. Saving your credentials here will also enable you to avoid being prompted for credentials when using the Cisco Active Advisor options in the Tools view. Valid cisco.com credentials must be entered prior to changing any other settings related to Cisco Active Advisor.
- **To specify a default label for uploaded devices:** Select a label from the dropdown list to specify a label to use for automatically uploaded devices, and the default label to display when manually uploading devices.
- **To create a new default label for uploaded devices:** Click in the text area of the dropdown list and type the new label.
- **To automatically upload discovered devices:** Ensure the **Automatically upload discovered devices** to CAA checkbox is checked. This feature is disabled by default.
- **To view the data being uploaded before sending:** Ensure the **Show me the data before sending** checkbox is checked. This feature is disabled by default.
- **To view a sample of the data that is uploaded:** Click on the **View a sample** link to view an example of the type of information that will be uploaded to Cisco Active Advisor.

## Changing the Product Improvement Settings

The Product Improvement feature is designed to automatically provide feedback on how Cisco FindIT is being used to deploy Cisco Small Business devices. The data shared by this feature helps Cisco to improve the quality of the software.

The Product Improvement settings window allows you to control whether or not product improvement data should be sent to Cisco. You may elect to be notified prior to any data being sent. If so, you will be able to review the data collected during each session and then choose to send or not. To see an example of the type of data collected, click the **View a sample** link. The Product Improvement settings are displayed automatically the first time Cisco FindIT is run and prior to any data being collected.

When the Product Improvement feature is enabled, only the following information is collected:

- Version information for the Cisco FindIT utility, the operating system, and the web browser
- Usage statistics for Cisco FindIT, including how often the FindIT is open or firmware updates are downloaded
- Details of any errors encountered by Cisco FindIT while it is operating
- The number and type of Cisco Small Business devices discovered
- Hardware information and firmware version for each Cisco Small Business device discovered

The public IP address of the PC on which Cisco FindIT is installed and from which the product improvement data is sent may also be recorded by Cisco servers. This is the WAN or Internet IP address maintained and allocated by your Internet Service Provider (ISP) to the router or firewall at your site.

The following information is NOT collected as part of the Product Improvement feature:

- Information about any devices that are not Cisco Small Business products
- Hostnames or IP addresses for devices that are behind the router or firewall at your site
- Cisco.com usernames or passwords
- Usernames or passwords configured on the device

Product improvement data is stored in a text file on the PC running Cisco FindIT and is sent to a server hosted by Cisco on a per-session basis. After the information is sent, it is removed from the user's PC.

For more detail on how Cisco handles personal information, please consult the [Cisco Privacy Policy](#).

## Changing the Software Update Settings

The Software Update settings allow you to control when and how software update checks and downloads are performed.

- **To automatically check for device firmware updates:** Ensure the **Automatically check for device firmware updates when discovered** checkbox is checked. This feature is enabled by default.
- **To change the default download location:** Click the **folder icon** next to the **Download to** directory and navigate to the desired download location. The default location is the download directory configured in the web browser at the time FindIT was installed.
- **To automatically check for FindIT application updates:** Ensure the **Automatically check for FindIT application updates** checkbox is checked. This feature is enabled by default.

When finding and downloading software updates, information including device type and model, hostname, serial number and current firmware version is sent to Cisco. Your cisco.com ID may also be sent if you are downloading firmware for a software update that requires a service contract to be in place.

For more detail on how Cisco handles personal information, please consult the [Cisco Privacy Policy](#).







## Frequently Asked Questions

---

This section provides more information about Cisco FindIT features and web browser issues that may occur. The topics are organized into the following categories:

- [Basic Operations, page A-1](#)
- [Devices and Device Discovery View, page A-2](#)

### Basic Operations

**Q.** How do I tell which version of Cisco FindIT is installed?

**A.** Click the bookmarks icon, and then click About Cisco FindIT. The version number appears in the panel that appears. Click anywhere in the panel to close it.

**Q.** How do I upgrade Cisco FindIT?

**A.** Whenever a newer version of FindIT is available for download, the system displays the download icon next to the FindIT heading with a tooltip showing the new version that is available. You may click on the icon to download the installer and execute it. To complete the installation, follow the steps in [Installing and Uninstalling Cisco FindIT, page 1-6](#)

OR

To manually upgrade the Cisco FindIT utility follow the steps given below:

- 
- Step 1** Download the installation file from <http://www.cisco.com/go/findit>.
- Step 2** Close any web browser windows that are open. Double-click on the installer to continue with the upgrade.
- Step 3** Follow the instructions from [Installing and Uninstalling Cisco FindIT, page 1-6](#) to complete the installation.
- Step 4** Open your browser to use the new version of Cisco FindIT.



---

**Note** After you upgrade Cisco FindIT, it is not recommended to downgrade to an earlier version.

---

**Q.** How do I uninstall Cisco FindIT?

**A.** See [Installing and Uninstalling Cisco FindIT, page 1-6](#).

- Q.** Does FindIT allow me to configure settings for automatic updates?
- A.** Yes. To configure automatic updates, click on the Settings icon and select the Software Update category. Here you will find options to configure the settings for Device Firmware Updates and FindIT Application Updates. Select the options according to your preference.
- Q.** How do I restart the FindIT service?
- A.** If you are using a Windows PC, then open the Services administrative tool, select FindITServer, then click the Restart Service button. If you are using a Mac, then open a terminal window and enter the following commands:

```
sudo launchctl unload /Library/LaunchDaemons/com.cisco.finditserver.plist
sudo launchctl load /Library/LaunchDaemons/com.cisco.finditserver.plist
```

## Devices and Device Discovery View

- Q.** I can't open the device manager in a new window. What should I do?
- A.** In your browser, a pop-up blocker may be preventing the device manager from launching. Even if you have set up your browser to allow pop-ups, it is possible that pop-ups may be blocked by other extensions applications that you have installed

You can adjust the browser pop-up settings, adjust the pop-up settings for other extensions, or use the shortcut menu to launch the device manager within the same window.

- Launching a device manager in the same window: To avoid the pop-up issue, you can launch a device manager into the current window. From the device discovery view, double-click the name of the device, or right-click and then choose Open.
- Launching a device manager in a new tab: Right-click the device, and then click Open in a New Tab.

- Q.** In Internet Explorer, I cannot log in to a device manager from the device discovery view.
- A.** In Internet Explorer, if the Security, Privacy, or Content option is set too high, IE may prevent you from logging in to a device manager from the Cisco FindIT device discovery view. If you encounter this issue, use the IE menu bar to choose Tools > Internet Options. Then make the changes listed below:

- Security tab: For best results, select Medium-high (the default setting).
- Privacy tab: For best results, select Medium (the default setting).
- Content tab: For best results, ensure that the Content Advisor is disabled.

(If you previously enabled the Content Advisor, you will be prompted for your password when you disable it. Enter the password that you created for the Content Advisor.)

- Q.** When I launch a device manager and attempt to log in, an error message states that cookies are not enabled.
- A.** If you are using Internet Explorer 9 and have the Privacy settings at High, logins will be blocked. As a work around, go to Tools > Internet Options. Click the Privacy tab, and then click the Advanced button. Check the Overwrite automatic cookie handling box.
- Q.** I disconnected a device, but it still appears in the device discovery view as normal. What do I need to do to update the view?

- A.** Differences in device timing may prevent Cisco FindIT from promptly updating the device status. If the view is not updated automatically within a few minutes after you connect or disconnect a device, click the Refresh icon in the top, right of the view.
- Q.** A device was moved to a different subnet, but it still appears in the view with the former IP address, and I cannot launch the device manager.
- A.** If a device's IP address is changed, it may continue to appear in the device discovery view with the former IP address. Reboot the device. Then click the Refresh icon in the top, right of the view.
- Q.** Why can't I connect to the device manager of a device that is displayed in the discovery view?
- A.** The device has an IP address on a different subnet, and the router cannot find a path to that IP address. You may also see a warning icon displayed to the right of the device in the discovery view. To determine if there is an IP addressing issue, position your mouse pointer over the device in the discovery view and check the IP address shown in the popup. Compare it to the address of your PC. As a work-around, configure the PC with an IP address on the same subnet as the device, configure the device with a static IP address on the subnet, or configure the device to dynamically receive an IP address from the router.
- Q.** Why can I not see my device in the device discovery view?
- A.** There are several possibilities:
- Bonjour service is disabled on the device. Refer to the device documentation for instructions about launching the configuration utility and enabling Bonjour service.
  - The Bonjour service on the PC is stopped. Check the Bonjour Service in Administrative Tools > Services and ensure that it is started.
  - Multicast traffic is blocked. Review any router and switch settings to ensure that multicast traffic is allowed. Check any security software on your PC to ensure it is not blocking Bonjour or multicast traffic.
- Q.** Why are some of my network devices not discovered by Cisco FindIT?
- A.** The device discovery mechanism used by Cisco FindIT does not operate across VLANs or LANs connected by a router. To discover devices in a different VLAN, you should connect your PC to that VLAN.
- Q.** Why is the popup information is displayed differently for different types of devices in the Device Discovery view?
- A.** Cisco FindIT gets this information directly from a device during discovery. Different devices and different versions of firmware may advertise more or less information. In general, older devices and firmware will advertise less information than newer devices and firmware. For best results, update your device firmware to the latest available release.





## Where to Go From Here

---

### Resources

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of the Cisco FindIT.

<b>Support</b>	
Cisco Small Business Support Community	<a href="http://www.cisco.com/go/smallbizsupport">www.cisco.com/go/smallbizsupport</a>
Cisco Small Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">www.cisco.com/go/smallbizhelp</a>
Phone Support Contacts	<a href="http://www.cisco.com/go/sbsc">www.cisco.com/go/sbsc</a>
Cisco Small Business Firmware Downloads	<a href="http://www.cisco.com/go/software">www.cisco.com/go/software</a>
<b>Product Documentation</b>	
Cisco FindIT	<a href="http://www.cisco.com/go/findit">www.cisco.com/go/findit</a>
<b>Cisco Small Business</b>	
Cisco Partner Central for Small Business (Partner Login Required)	<a href="http://www.cisco.com/web/partners/sell/smb">www.cisco.com/web/partners/sell/smb</a>
Cisco Small Business Home	<a href="http://www.cisco.com/smb">www.cisco.com/smb</a>

