



**Cisco Small Business  
Cisco FindIT Network Discovery Utility  
Version 1.1.0  
Quick Start Guide**

January, 2014

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

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# Welcome

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Thank you for downloading the Cisco FindIT Network Discovery Utility. This simple utility helps you to monitor and manage your local network from a convenient toolbar in your web browser. Cisco FindIT automatically discovers all supported Cisco Small Business devices in the same local network segment as your PC. You can get a snapshot view of each device or launch the product configuration utility to view and configure the settings. You will also be notified of any firmware updates available for each device and can easily download them with just a few clicks.

## Before You Begin

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

- Operating system:
  - Microsoft Windows XP SP3, 7 or 8
  - Apple OS X 10.6, 10.8 or 10.9
- Web browser:
  - Microsoft Internet Explorer 8, 9, or 10
  - Mozilla Firefox 24 or 25



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**Note** When running on Windows XP, Cisco FindIT only supports Internet Explorer.

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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.

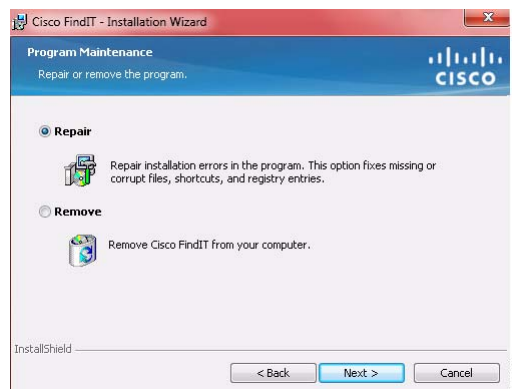
- [Installing Cisco FindIT on a Windows PC, page 1-4](#)

- [Installing Cisco FindIT on an Apple Macintosh, page 1-8](#)
- [Uninstalling Cisco FindIT from a Windows PC, page 1-9](#)
- [Uninstalling Cisco FindIT from an Apple Macintosh, page 1-10](#)

## 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 toolbar will not be updated to display Cisco FindIT.
- Step 3** Click Download. You may be prompted to read and accept the End User Agreement.
- Step 4** On Accepting the License Agreement, you will get an option to either Run or Save the .exe file. Click Run.
- Step 5** You will now receive a Security warning to confirm if you want to Run the file. Click Run.

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.

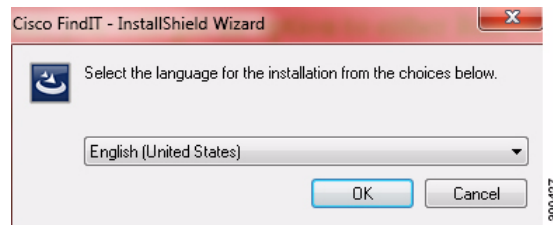


**Note** This message does not indicate an issue with the installation.

- Step 6** On the next screen select the language for installation. Click Next.

**Note**

Screen shots are provided for reference only; the text and options on the screen may vary.



Wait until the Welcome window appears.

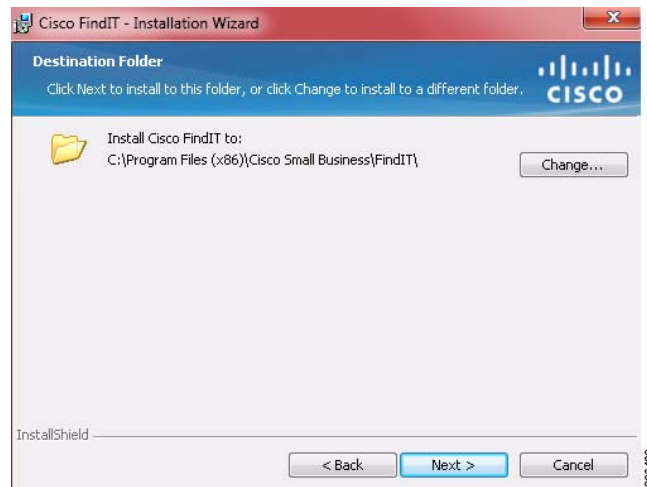
**Step 7** On the Welcome window, click Next.



**Step 8** Read and accept the license agreement, and then click Next.

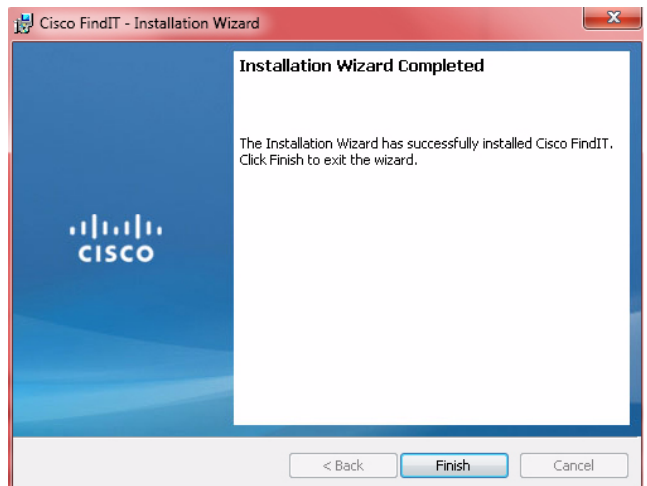


**Step 9** Select the destination folder for the installation. By default, it will select C:\Program Files (x86)\Cisco Small Business\FindIT\. It is recommended to allow installation in this location. You, however, have the option to change it to a desired location.



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

**Step 10** When the InstallShield Wizard Completed message appears, click **Finish**.



**Step 11** Start your web browser.



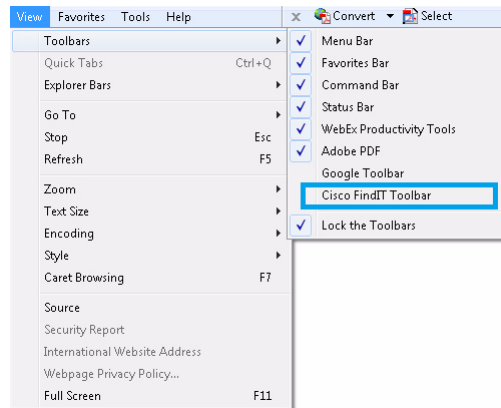
**Tip**

Internet Explorer running on Windows Vista or later includes a feature known as **Protected Mode**. **FindIT** is not compatible with **Protected Mode** and will not operate correctly when **Protected Mode** is enabled.

If you are using Internet Explorer on Windows Vista or later, launch Internet Explorer as an administrator. The Administrator mode enables browser functions that are blocked for non-administrator use.

To launch Internet Explorer as an administrator, right-click the IE icon on your Desktop, and then click **Run as administrator**.

**Step 12** If the Cisco FindIT toolbar does not appear automatically, open the **View** menu, and then choose **Toolbars > Cisco FindIT Toolbar**.



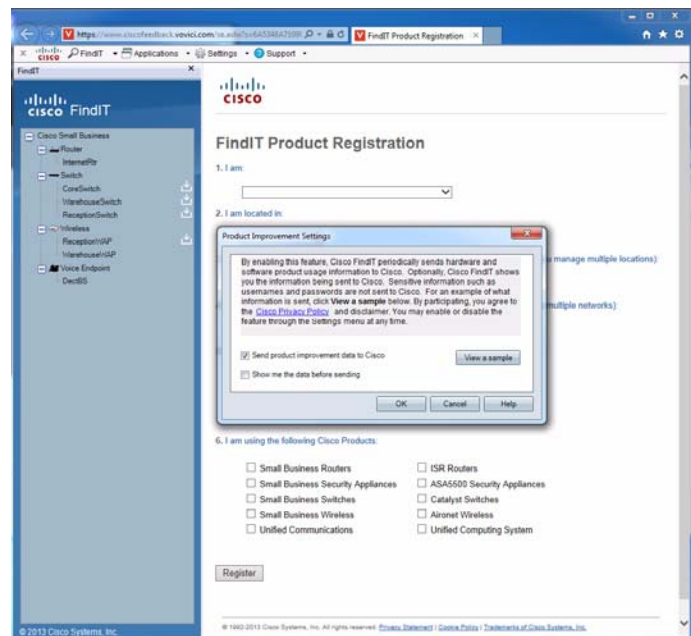
Cisco FindIT appears in the toolbar area. The side bar appears in the window. You are now ready to start using Cisco FindIT.



**Note** In Internet Explorer 9, it is necessary to enable the toolbar. Then perform the above step.

You must restart the browser, and then the sidebar will appear.

**Step 13** After Internet Explorer has restarted, and 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.



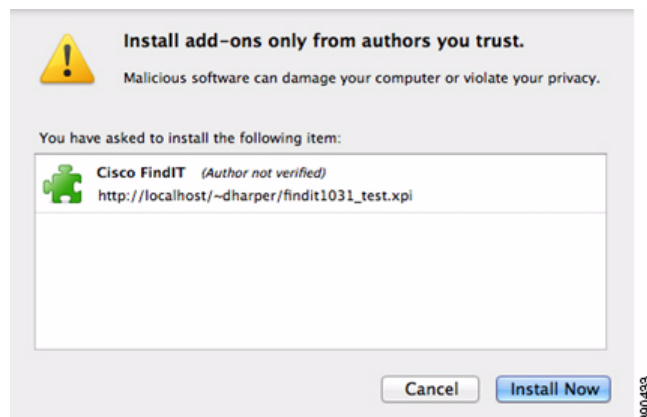
**Note** Registering FindIT and providing Product Improvement data to Cisco are both optional, but will help to ensure that future FindIT updates and other Small Business products are of the highest possible quality.

## Installing Cisco FindIT on an Apple Macintosh

**Note**

The process described below may also be used to install Cisco FindIT for Firefox running on Windows, but the Windows Bonjour driver required for FindIT to operate will not be installed. We recommend you use the process described above to install FindIT for Firefox on Windows and ensure that the Bonjour driver is also installed.

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- 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. If you are downloading the file using Firefox on the Macintosh where you wish to install the software, skip to Step 3.
- Step 2** On the Macintosh where you wish to install FindIT, open the Firefox web browser and choose **File > Open**, selecting the FindIT install file you have just downloaded.
- Step 3** When you are presented with the warning dialog, click **Install Now**.

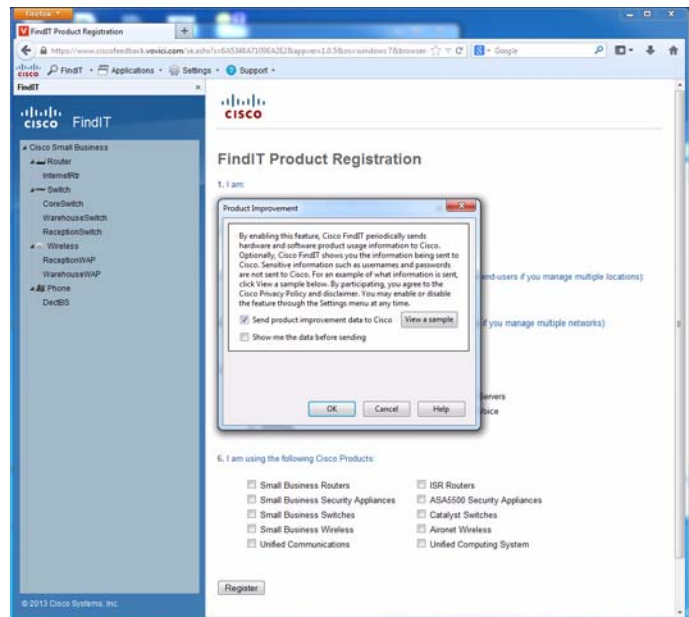


- Step 4** Click to restart Firefox.



- Step 5** After Firefox has restarted, and 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 > Add or Remove Programs (Windows XP) or Control Panel > Programs > Programs and Features > Uninstall a Program (Windows 7).
- Step 3** Find Cisco FindIT in the list of programs.
- Step 4** Click Change/Remove (Windows XP) or Uninstall/Change (Windows 7).
- 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** In Firefox, select **Tools > Addons**.
- Step 2** Locate Cisco FindIT in the list of installed addons and click **Remove**.



- Step 3** Click **Restart Now** to restart Firefox.



- Step 4** Optionally delete the Settings and other files associated with FindIT by deleting the Cisco FindIT directory in the user's Firefox Profile folder.

## Suggested Next Steps

You are now ready to start using Cisco FindIT. Refer to the following information to become familiar with the features.



### Note

If your computer is running Windows Vista or Windows 7, you should launch Internet Explorer as an administrator. Administrator mode enables browser functions that are blocked for non-administrator use. To launch Internet Explorer, right-click the Internet Explorer icon on your Desktop, and then click **Run as administrator**.

## Cisco FindIT Buttons

Cisco FindIT includes the following buttons:

- **Cisco:** Click this button to connect to the Cisco Small Business home page on Cisco.com.
- **FindIT:** Click this button to show or hide the Device Discovery sidebar. To refresh the display, click the arrow icon on the **FindIT** button, and then choose **Refresh** from the menu.
- **Applications (only on a Windows PC):** Click this button to see a menu of the supported Cisco Small Business applications. Click the link to launch the application. If the application was not found on your computer, an error message appears. Supported applications include Cisco Video Monitoring System and Cisco Continuous Data Protection.  
**Settings:** Click this button to open the Settings menu.

- **Support:** Click this button to open the Support menu, which includes links for the Help system, support sites, online chat support, and version information (**About Cisco FindIT**). Depending on the products being used, the links in the Support menu provide details on the types of support available for different types of products.




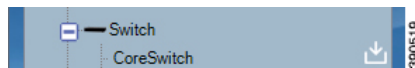
**Note** When you launch the Help system, Internet Explorer may display a message about scripts or ActiveX controls. To enable all functions of the Help system, click the yellow message box, and then click Allow Blocked Content.

## Device Discovery Sidebar

Cisco FindIT automatically discovers all supported Cisco Small Business devices in your network and lists them in the Device Discovery sidebar. You can use the sidebar to view 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. Click on this icon to download the update to the PC. An example is shown below.



**Note** If you are running Internet Explorer on Windows Vista or Windows 7, you may have difficulties with programs like Cisco FindIT that use pop-up windows.





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## Questions and Answers

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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-13](#)
- [Devices and Device Discovery Sidebar, page A-15](#)
- [Applications, page A-17](#)

## Basic Operations

- Q.** How do I tell which version of Cisco FindIT is installed?
- A.** Click the Support button, and then click About Cisco FindIT. The version number appears in the pop-up window. Click the X button in the top right corner of the pop-up window to close it.
- Q.** How do I upgrade Cisco FindIT?
- A.** Whenever a newer version of FindIT is available for download, the system brings up a pop-up message indicating the same. A message **"A more recent version of the FindIT application is available. Would you like to download it now?"** You can either choose **Download Now** or **Maybe Later** to proceed accordingly with the upgrade. If you select **Download Now**, the installer will be downloaded and executed. To complete the installation, follow the steps in [Installing and Uninstalling Cisco FindIT, page 1-3](#)

OR

Click on the drop-down next to **FindIT** in the toolbar. You should see an option **Update FindIT**. Select this and follow on screen instructions to upgrade to the newer version.

OR

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

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- Step 1** Download the installation file from <http://www.cisco.com/go/findit>.
- Step 2** Close any web browser windows that are open.




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**Note** Sometimes it may not be required to close the browser. Double-click on the installer to continue with the upgrade.

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**Step 3** Follow the instructions from [Installing and Uninstalling Cisco FindIT, page 1-3](#) to complete the installation.

**Step 4** Restart the browser to use the new version of Cisco FindIT.




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

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

**A.** See [Installing and Uninstalling Cisco FindIT, page 1-3](#).

**Q.** How do I move Cisco FindIT in Internet Explorer?

**A.** In Internet Explorer, you can move Cisco FindIT as you would move any other toolbar.




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**Note** This feature is not available in Firefox.

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To move FindIT in Internet Explorer:

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**Step 1** From the Internet Explorer View menu, choose Toolbars. If there is a check mark next to the Lock the Toolbars option, click to remove the check mark.

**Step 2** Position your mouse pointer near the left corner of the Cisco button in Cisco FindIT. The mouse pointer becomes a crosshair.

**Step 3** Drag Cisco FindIT to the new position, and then release the mouse button.

**Q.** Why did Cisco FindIT revert to the default settings when I disabled Protected Mode?

**A.** Recent versions of Internet Explorer have a security feature, Protected Mode, that greatly restricts the privileges for IE processes. If you choose to turn off Protected Mode and disable these security features, the browser no longer has access to the toolbar settings that you saved with Protected Mode turned on. You can either enable Protected Mode to access the saved settings, or configure the settings again. Settings that are saved when Protected Mode is turned off will be available as long as you continue to run the browser with Protected Mode turned off.

To enable or disabled Protected Mode:

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**Step 1** From Tools menu, choose Internet Options.

**Step 2** Click the Security tab.

**Step 3** Check (enable) or uncheck (disable) the Enable Protected mode box.

**Step 4** Click OK.

**Step 5** Close IE to end the session, and then restart IE.

**Q.** How do I temporarily run Internet Explorer without Protected Mode?

- A.** Recent versions of Internet Explorer have a security feature, Protected Mode, that greatly restricts the privileges for IE processes. To temporarily disabled Protected Mode for the current session, you can run IE as an administrator. Be aware that you will not have access to any browser or toolbar settings that you customized with Protected Mode turned on. If you want to use IE for web browsing, you can restart the browser with the normal user privileges to enable Protected Mode.

To temporarily disabled Protected Mode:

- 
- Step 1** Close Internet Explorer.
- Step 2** Right-click the Internet Explorer icon on your Desktop.
- Step 3** Choose Run as administrator. Your customized Cisco FindIT settings will be available whenever you run IE as an administrator.

- Q.** Does FindIT allow me to configure settings for automatic updates?

- A.** Yes. To configure these settings, on the toolbar, click on the drop-down next to **Settings** and select **Software Update Options**.

On the next screen you will find options to configure the settings for **Device Firmware Updates** and **FindIT Application Updates**. Select the options according to your preference and click **OK**.

- Q.** Why do I see a yellow message box in Internet Explorer when the Help system opens?

- A.** Internet Explorer displays this message when a web page runs scripts or ActiveX controls. The Help system uses scripts for certain features. To enable all functions of the Help system, click the yellow message box, and then click Allow Blocked Content.

## Devices and Device Discovery Sidebar

- Q.** I can't open the device manager in a new window. What should I do?

- A.** In Internet Explorer, a pop-up blocker may be preventing the device manager from launching. Even if you have set up Internet Explorer to allow pop-ups, it is possible that pop-ups may be blocked by other toolbar applications that you have installed.

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

- Pop-up Settings for Internet Explorer: To determine if the Internet Explorer pop-up settings are preventing the window from opening, choose the Tools menu, and then click Pop-up Blocker.
  - If the Turn On Pop-up Blocker menu option appears, then the Internet Explorer Pop-up Blocker is disabled, and Internet Explorer is not blocking any pop-ups.
  - If the Turn Off Pop-up Blocker menu option appears, then the Internet Explorer Pop-up Blocker is enabled. You can disable the Pop-up Blocker by clicking this menu option. Alternatively, you can allow pop-ups only from specified web sites. Choose Tools > Pop-up Blocker > Pop-up Blocker Settings. Enter the URL for the device that you want to access with Cisco FindIT, and then click Add. Repeat for each device that you want to add, and then click Close.
- Pop-up Settings for Other Toolbars: Review the pop-up settings for each product toolbar that you have installed, such as the toolbar for Google, Yahoo, or another software or hardware provider. Adjust the toolbar options to allow web pop-ups.

- 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 sidebar, double-click the name of the device, or right-click and then choose Open.
- Launching a device manager in a new window: Right-click the device, and then click Open in a New Window.



**Note** With Windows 7 and IE 9, the default is to open a new tab rather than a new window. If you want to adjust the settings for tabbed browsing, go to Tools > Internet Options. Choose Tabbed Browsing Settings. Select Always open pop-ups in a new window.

- Q.** When I try to launch a device manager, Internet Explorer displays the following message: Internet Explorer cannot display the webpage. What should I do?
- A.** There are two possible solutions:
- Verify that the device has power and is connected to the network.
  - Verify that the browser mode of operation (32-bit or 64-bit) matches the mode of operation of the Bonjour daemon.
- Q.** In Internet Explorer, I cannot log in to a device manager from the device discovery sidebar.
- 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 sidebar. 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 sidebar. What do I need to do to update the sidebar?
- A.** Differences in device timing may prevent Cisco FindIT from promptly updating the device status. If the sidebar is not updated automatically within a few minutes after you connect or disconnect a device, click the arrow icon on the FindIT button, and then choose Refresh from the menu.
- Q.** A device was moved to a different subnet, but it still appears in the sidebar 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 sidebar with the former IP address. Reboot the device. Then click the arrow on the FindIT button, and choose Refresh.
- Q.** Why can't I connect to the device manager of a device that is displayed in the discovery sidebar?



- A.** The device has a static IP address on a different subnet, and the router cannot find a path to that IP address. To determine if there is an IP addressing issue, position your mouse pointer over the device in the discovery sidebar 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 sidebar
- 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.
  - Multicast traffic is blocked. Review the router's firewall settings to ensure that multicast traffic is allowed.
- 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 displayed differently for different types of devices in the Device Discovery sidebar?
- 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.

## Applications

- Q.** Cisco FindIT is not finding all of my installed applications. Why?
- A.** Cisco FindIT automatically includes the supported applications on your PC. Cisco FindIT cannot find unsupported applications or applications that are installed on other devices on your network.
- Q.** The Cisco Video Monitoring System launched in full screen mode. How do I return to the normal view?
- A.** From the Cisco Video Monitoring System toolbar, choose Setup > Settings, and then uncheck Full Screen.
- Q.** Cameras that appear in the device discovery sidebar are not showing up in the Cisco Video Monitoring System. What can I do to view these cameras?
- A.** To view the cameras, follow these steps:

- 
- Step 1** Launch the camera's device manager from the device discovery sidebar, and log in.
- Step 2** Enable the UPnP discovery option for the camera. For more information about this setting, refer to the documentation for your camera.

- Q.** When I try to launch the Cisco Video Monitoring System from the Applications button in Cisco FindIT, I see the following error message: “Main console is already running. Unable to create another instance.” What should I do?
- A.** This message indicates that the Cisco Video Monitoring System is open in another window. In the Windows task bar at the bottom of the screen, find the icon for the Cisco Video Monitoring System. Click the button, and then log in again.
- Q.** When running Internet Explorer on Windows Vista or Windows 7, I can not launch applications from the Applications button. What can I do?
- A.** Security settings may prevent the applications from launching. Perform the following steps:

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- Step 1** Close the browser.
- Step 2** Right-click the browser icon on your Desktop.
- Step 3** Choose Run as administrator.



## Where to Go From Here

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### 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>
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