



ADMINISTRATION GUIDE

Cisco Small Business

Cisco FindIT Network Discovery Utility Version 1.0.1

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at 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. (1005R)

Chapter 1: Getting Started	4
Supported Devices	4
Requirements	4
Installing and Uninstalling Cisco FindIT	5
Installing Cisco FindIT	5
Uninstalling Cisco FindIT	6
Feature Overview	7
Cisco FindIT Buttons	7
Device Discovery Sidebar	8
Chapter 2: Using the Help System	9
Chapter 3: Using the Device Discovery Sidebar	10
Displaying the Sidebar	10
Launching a Device Manager from the Sidebar	11
Chapter 4: Adjusting the Toolbar Settings	12
Changing the Toolbar Settings	12
Adding or Editing a Button	13
Showing or Hiding the Button Names	14
Chapter 5: Launching Cisco Small Business Applications	15
Appendix A: Frequently Asked Questions	16
Basic Operations	16
Devices and Device Discovery Sidebar	18
Applications	22
Appendix B: Where to Go From Here	24

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 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.

Refer to the following topics:

- [Supported Devices, page 4](#)
- [Requirements, page 4](#)
- [Installing and Uninstalling Cisco FindIT, page 5](#)
- [Feature Overview, page 7](#)

Supported Devices

For the list of supported devices, visit this page: www.cisco.com/en/US/products/ps10660/prod_technical_reference_list.html

Requirements

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

- Operating system: Windows XP service package 2 or later, Windows Vista, or Windows 7
- Web browser: Microsoft Internet Explorer (32-bit only), version 7, 8, or 9, or Firefox, version 6.0.x

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

- Must be a supported device. For the list of supported devices, visit this page: www.cisco.com/en/US/products/ps10660/prod_technical_reference_list.html
- Must be on the same subnet as the PC that is running Cisco FindIT.
- Must have Bonjour service 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, page 5](#)
- [Uninstalling Cisco FindIT, page 6](#)

Installing Cisco FindIT

STEP 1 Download the installation file from 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.

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 Double-click the .exe file.

STEP 4 Follow the instructions on each *Wizard* page to continue with the installation.

If you previously installed another version of Cisco FindIT, the *Program Compatibility Assistant* appears. Click **this program installed correctly** to continue. Note: This message does not indicate an issue with the installation.

STEP 5 Start your web browser.

TIP: If you are using Internet Explorer on Windows Vista or Windows 7, 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 IE icon on your Desktop, and then click **Run as administrator**.

STEP 6 If the Cisco FindIT toolbar does not appear automatically, open the **View** menu, and then choose **Toolbars > 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.

Uninstalling Cisco FindIT

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.
-

Feature Overview

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

- [Cisco FindIT Buttons, page 7](#)
- [Device Discovery Sidebar, page 8](#)

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. For more information, see [Using the Device Discovery Sidebar, page 10](#)
- **Applications:** 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. For a list of supported applications, visit this page: www.cisco.com/en/US/products/ps10660/prod_technical_reference_list.html

For more information, see [Launching Cisco Small Business Applications, page 15](#).

TIP: 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**.

- **Settings:** Click this button to open the Settings menu. Choose **Toolbar Settings** to add, remove, or reorganize the Cisco FindIT buttons. Check **Show Text on Buttons** to display the labels on the Cisco FindIT buttons, or uncheck this option to show only the icons. For more information, see [Adjusting the Toolbar Settings, page 12](#)
- **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**).

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**. For more information, see [Using the Help System, page 9](#).

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, etc.).

- 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.

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. For more information about resolving issues, see [Frequently Asked Questions, page 16](#).

For more information, see [Using the Device Discovery Sidebar, page 10](#).

Using the Help System

Cisco FindIT includes online Help. The features of the Help system are described below.

To open the Help system:

Click **Support**, and then click **FindIT Help**.

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**.

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.

Using the Device Discovery Sidebar

Cisco FindIT provides easy access to all supported Cisco Small Business devices in your local network. You can use the device discovery sidebar to view basic device information or launch the device managers to configure the devices.

Related topics:

- [Displaying the Sidebar](#)
- [Launching a Device Manager from the Sidebar](#)

Displaying the Sidebar

To display the device discovery sidebar, click the **FindIT** button. 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 (IPv4 only).
- **To refresh the display with current data:** Click the arrow icon on the **FindIT** button, and then choose **Refresh** from the menu.
- **To hide the sidebar:** Click the **FindIT** button again.

Launching a Device Manager from the Sidebar

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 sidebar, 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. The tab is labeled with the device name.

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 the gold bar and then choose **Always Allow Pop-ups from This Site**. You can then click the **Help** link to view the Help in a pop-up window.

STEP 3 If needed, hide the device discovery sidebar by clicking the **FindIT** button. To display the sidebar at any time, click the button again.

Adjusting the Toolbar Settings

Cisco FindIT allows you to customize the toolbar. You can add links to frequently used websites and support resources.

To open the Toolbar Options window: Click the **Settings** button on the Cisco FindIT toolbar. Then click **Toolbar Options**.

Related topics:

- [Changing the Toolbar Settings](#)
- [Adding or Editing a Button](#)
- [Showing or Hiding the Button Names](#)

Changing the Toolbar Settings

You can use the *Toolbar Settings* window to change the order of the buttons and to add and manage custom buttons that open web pages.

NOTE You can edit and delete the custom buttons only, not the system buttons (Cisco, FindIT, Applications, Settings, Support). You can hide the Applications button, however.

- **To move a button up or down in the order:** In the Toolbar Buttons table, select the button that you want to move. Then click the up or down arrow button to move it.
- **To add a custom button:** Click **Add**. You can add up to a total of three custom buttons. For more information, see [Adding or Editing a Button](#).
- **To edit a custom button:** In the Toolbar Buttons table, select the button that you want to edit. Then click **Edit**. For more information, see [Adding or Editing a Button](#).
- **To remove a custom button:** In the Toolbar Buttons table, select the button that you want to delete. Then click **Delete**.

- **To hide a button:** In the Toolbar Buttons table, uncheck the box for the button that you want to hide. To show the button, check the box.

Adding or Editing a Button

You can customize Cisco FindIT by adding buttons that open web pages. Use the *Add/Edit Toolbar Button* window to add a button, to change the name or destination for a button, or to set up menu options.

STEP 1 Enter the following information about the button:

- **Title (required):** Enter up to 20 characters. This text will appear on the button unless the button names are hidden (for more information, see [Showing or Hiding the Button Names, page 14](#)).
- **Web Address (URL) (required):** Enter the domain name or IP address of the website that you want to launch when this button is clicked.
- **Tooltip Text (optional):** Enter a short description that will appear when the mouse pointer is positioned over the button.
- **Icon:** Displays the selected icon for the button.
- **Choose icon (optional):** From the drop-down list, choose an icon to display on the button. You can click **Browse** to choose an image file from your computer. The image must be 16 x 16 pixels or smaller.

STEP 2 Optionally, enter up to three **Drop-down Menu Options**. If you add options, the button will include an arrow icon that the user can click to see the menu. For each option, enter a **Title** and a **Web Address (URL)**.

STEP 3 Click **OK** to save your settings, or click **Cancel** to close the *Add/Edit Toolbar Button* window without saving the settings.

The *Toolbar Settings* window reappears. You can add up to a total of three custom buttons.

Showing or Hiding the Button Names

By default, the toolbar buttons include text and an icon. If you wish, you can hide the text.

- **To hide the button names:** Click the **Settings** button in the Cisco FindIT toolbar. Click **Show Text on Buttons**. Only the icons appear on the buttons.
- **To show the button names:** Click the **Settings** button in the Cisco FindIT toolbar. Click **Show Text on Buttons**. The button names appear.

Launching Cisco Small Business Applications

Cisco FindIT makes it easy for you to launch the supported Cisco applications that are installed on your PC. For the list of supported applications, visit this page: www.cisco.com/en/US/products/ps10660/prod_technical_reference_list.html

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

To launch an application: Click the **Applications** button. Click the application that you want to launch. The application launches in a new window.

If the application is not discovered on your PC, an error message appears. Click **OK** to close the message. To obtain the software, go to www.cisco.com/go/software, and enter the name of the application in the Search box.

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 16](#)
- [Devices and Device Discovery Sidebar, page 18](#)
- [Applications, page 22](#)

Basic Operations

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

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.

How do I upgrade Cisco FindIT?

1. Download the installation file from www.cisco.com/go/findit. (Software is available for 32-bit and 64-bit versions of Windows.)
2. Close any web browser windows that are open.
3. Double-click the installation file.
4. Follow the instructions on the Wizard screens to continue with the installation.
5. Restart the 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.

How do I uninstall Cisco FindIT?

You can remove Cisco FindIT from the InstallShield Wizard or from the Control Panel. See [Installing and Uninstalling Cisco FindIT, page 5](#).

How do I move Cisco FindIT in Internet Explorer?

In Internet Explorer, you can move Cisco FindIT as you would move any other toolbar. This feature is not available in Firefox.

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.
2. Position your mouse pointer near the left corner of the **Cisco** button in Cisco FindIT. The mouse pointer becomes a crosshair.
3. Drag Cisco FindIT to the new position, and then release the mouse button.

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

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:

1. From **Tools** menu, choose **Internet Options**.
2. Click the **Security** tab.
3. Check (enable) or uncheck (disable) the **Enable Protected** mode box.
4. Click **OK**.
5. Close IE to end the session, and then restart IE.

How do I temporarily run Internet Explorer without Protected Mode?

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.

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

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

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

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

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**.

When I try to launch a device manager, Internet Explorer displays the following message: *Internet Explorer cannot display the webpage*. What should I do?

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.

In Internet Explorer, I cannot log in to a device manager from the device discovery sidebar.

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.)

When I launch a device manager and attempt to log in, an error message states that cookies are not enabled.

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.

I disconnected a device, but it still appears in the device discovery sidebar. What do I need to do to update the sidebar?

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.

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.

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**.

Why can't I connect to the device manager of a device that is displayed in the discovery sidebar?

There are several possibilities:

- 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.
- 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.

One way to resolve this issue is to configure the undiscovered device to receive an IP address dynamically from the router.

1. Refer to the device documentation to find the default static IP address of the device that you need to configure.
2. Connect your PC to an available LAN port on the device.

3. Configure your IP with a static IP address so that you can connect to the device configuration utility:
 - a. Click the Windows Start button, and then click **Connect To > Show all connections**. The *Network Connections* window appears.
 - b. Right-click the **Local Area Connection** icon, and then click **Properties** on the shortcut menu.
 - c. Under *This connection uses the following items*, scroll down and then click Internet Protocol (TCP/IP).
 - d. Click **Properties**. The *Internet Protocol (TCP/IP) Properties* window appears.
 - e. Click **Use the following IP address**, and then enter the following information:

IP address: Enter an IP address in the same range as the device that you need to configure. For example, if the device has a default IP address of 192.168.1.254, then your PC will need an IP address in the 192.168.1.x range, such as 192.168.1.100.

Subnet mask: Enter 255.255.255.0.

Default gateway: Enter 192.168.1.1.

You do not need to enter the DNS server addresses at this time.

- f. Click **OK** to save your settings in the *Internet Protocol* window. Click **OK** again to close the *Local Area Connection Properties* window.
4. Start a web browser and connect to the device configuration utility by entering the default static IP address of the device. Refer to the device documentation for information about logging on and changing the IP address mode from static to dynamic (DHCP). After you save the new configuration and reboot the device, it should dynamically receive an address from the router.
5. Reconfigure your PC to obtain an IP address automatically:
 - a. Click the Windows Start button, and then click **Connect To > Show all connections**. The *Network Connections* window appears.
 - b. Right-click the **Local Area Connection** icon, and then click **Properties** on the shortcut menu.
 - c. Under **This connection uses the following items**, scroll down and then click **Internet Protocol (TCP/IP)**.
 - d. Click **Properties**. The *Internet Protocol (TCP/IP) Properties* window appears.

- e. Choose **Obtain an IP address automatically**.
- f. Click **OK** to save your settings in the *Internet Protocol* window. Click **OK** again to close the *Local Area Connection Properties* window.

Why are some of my network devices not discovered by Cisco FindIT?

Consider these possible explanations:

- Either a device or its current firmware may be unsupported by Cisco FindIT. For the list of supported devices, visit this page: www.cisco.com/en/US/products/ps10660/prod_technical_reference_list.html
Cisco recommends installing the latest firmware for each device.
- 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.

Why is the popup information displayed differently for different types of devices in the Device Discovery sidebar?

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

Cisco FindIT is not finding all of my installed applications. Why?

Cisco FindIT automatically discovers the supported applications on your PC. Cisco FindIT cannot find unsupported applications or applications that are installed on other devices on your network.

The Cisco Video Monitoring System launched in full screen mode. How do I return to the normal view?

From the Cisco Video Monitoring System toolbar, choose **Setup > Settings**, and then uncheck **Full Screen**.

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?

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

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?

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.

When running Internet Explorer on Windows Vista or Windows 7, I cannot launch applications from the Applications button. What can I do?

Security settings may prevent the applications from launching.

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

Where to Go From Here

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

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