



Q&A

CISCO NETWORK ASSISTANT 3.0 FOR THE CISCO CATALYST EXPRESS 500 SERIES

Q. What is Cisco® Network Assistant?

A. Cisco Network Assistant is a PC-based network management application optimized for small- and mid-sized-business (SMB) networks with up to 250 users. It uses Cisco Smartports technology to offer centralized network management and configuration to simplify deployment and ongoing maintenance.

Q. What are the system requirements for Cisco Network Assistant?

A. Cisco Network Assistant 3.0 requires the following at minimum:

- Pentium III-based IBM PC or compatible computer
- 128 MB RAM total
- 50 MB free hard drive space
- Windows XP, 2000

Q. Can Cisco Network Assistant function under any other operating systems (UNIX, Linux, Mac OS)?

A. No, Cisco Network Assistant only runs under Microsoft Windows.

Q. How much does Cisco Network Assistant 3.0 cost?

A. Cisco Network Assistant is available at no charge.

Q. How do I get Cisco Network Assistant 3.0?

A. You can download Cisco Network Assistant at <http://www.cisco.com/go/cna>.

If you already have Cisco Network Assistant 2.0 installed on your PC, you can upgrade to the 3.0 version through the Dynamic Application Update function embedded in the application. This feature can be accessed through Application → Application updates.

Q. Do I need to be a registered Cisco.com user to download Cisco Network Assistant?

A. Yes, but registration is free and only takes a few minutes. See details at <http://www.cisco.com/go/cna>.

Q. Can Cisco Network Assistant manage a multiple-vendor network?

A. No, Cisco Network Assistant exclusively manages Cisco devices.

Q. Do I need networking experience to use Cisco Network Assistant?

A. While Cisco Network Assistant is a simple, intuitive, GUI-based application, relevant knowledge of the networking principles will help you get the most out of the application.

Q. Does Cisco Network Assistant 3.0 manage only the Cisco Catalyst® Express 500 Series switches?

A. No, version 3.0 also manages a variety of Catalyst switches, wireless access points, integrated services routers, and IP phones. For a complete list of supported devices, please see the data sheet at <http://www.cisco.com/go/cna>.

Q. When I plug in a new device on my Catalyst Express 500 Series Switch, why don't I see it on the Cisco Network Assistant typology view?

A. The polling interval can range from 3 to 30 minutes. You can change the polling interval under the Preferences menu. However, to see the devices immediately you will need to click the refresh button on the top tool bar.

Q. How do I add security to my access point?

A. Security can be added to your access point by clicking on Configure → Wireless → Secure-Wireless. The wizard will step you through the process of configuring security. You may also use online Help if you have additional questions.

Q. Am I required to create a Cisco Voice VLAN for IP phones?

A. No. A voice VLAN is not required but creating one will provide better voice quality and allow the prevention of any device that is not a voice device from entering the voice VLAN.

Q. What are the differences between Cisco Network Assistant 2.0 and 3.0?

A. The following features have been added in 3.0:

- Menu simplification
- Accessibility
- Event notification
- Network diagnostics
- Enhanced search
- Secure Wireless
- Catalyst Express 500 Series features:
 - Troubleshooting Advisor
 - Network security settings
 - Guest Port (Smartports role)
 - Expanded Smartports roles
 - Switch Bandwidth and Port Utilization trend
 - Neighbor devices
 - Automatic VLAN and Security data synchronization

Q. How do I make the alerts go away?

A. To access the alerts you may single-click on the alert icon in the lower right-hand corner of Cisco Network Assistant. When the dialogue box appears, you may click on the alert to read about the problem. Next, click Resolve for instructions on how to fix the problem. Cisco Network Assistant is a dynamic management tool; as soon as the issue is fixed, the alert will disappear.

Q. Can I apply Smartports to devices other than switches in my network?

A. No. Smartports may only be applied to switch ports to support any of the roles provided.

Q. What Smartports roles are supported in Cisco Network Assistant 3.0?

A. Cisco Network Assistant 3.0 supports Wireless Access Point, IP Phone, Switch, Router, Desktop + IP Phone, Server, Diagnostics, Guest, and Other Smartports roles. Server, Printer, Guest, diagnostics, and Other are only supported on the Cisco Catalyst Express 500 Series.

FOR MORE INFORMATION

For more information about Cisco Network Assistant 3.0, visit <http://www.cisco.com/go/NetworkAssistant> or contact your local account representative.

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