Overview of Cisco Prime LAN Management Solution 4.1

This chapter provides overview of LMS 4.1 and data migration from earlier versions of LMS to LMS 4.1. This section contains:

- Product Overview
- Install and Upgrade Behavior
- New Features and Enhancements in LMS 4.1
- Data Migration Overview
- Supported Network Management Systems
- Supported Devices

Product Overview

LMS 4.1 provides powerful features that enable you to configure, monitor, troubleshoot, and administer Cisco networks. It also supports new Cisco technologies such as Identity, EnergyWise, Auto Smartports, Medianet, and Smart Install.

This document describes procedures for new and upgrade installation of LMS 4.1. It contains:

- LMS functionalities.
- LMS features.
- Hardware and software requirements.
- Detailed installation procedures.
- Frequently asked questions.
- Information about ordering documentation and contacting Cisco Systems for additional assistance.

If you already have an earlier version of LMS and want to migrate to LMS 4.1, see Migrating Data to Cisco Prime LAN Management Solution 4.1.
The licenses in LMS 4.1 are based on number of devices and you can manage the following functionalities for the devices:

- Configuration Management (This function is enabled by default. You cannot select or unselect this function)
- Network Topology, Layer 2 Services and User Tracking
- Fault Management
- IPSLA Performance Management
- Device Performance Management

There are additional licenses available for managing performance collectors.

See System and Browser Requirements for Server and Client and Application Scaling Numbers for more details.

**Install and Upgrade Behavior**

LMS 4.1 provides a single install experience to you.

For complete details on installation, see Performing Installation of Cisco Prime LMS 4.1.

**Note**

We recommend you not to install any other product in LMS server. If LMS and Antivirus softwares like MCAfee, Norton and so on, are installed in the same machine, the Antivirus should be configured to exclude the NMSROOT (LMS installation directory) from scanning. This is required because the third party software such as Sybase, included in LMS do disk intensive operations and spawn child processes based on the load. If the Antivirus is enabled this may not function as expected or may cause degradation in the overall performance of LMS.

**Note**

Daemon Manager will start slowly during reboot. This is because the antivirus that starts during reboot will cause delay to initiate Cisco Prime processes. If there are any Daemon Manager issues during reboot, then you should either disable the antivirus or restart the Daemon Manager after reboot.

This section contains the following topics on Upgrade:

- Overview of Upgrade and Migration
- Upgrading Master-Slave Server Setup

**Overview of Upgrade and Migration**

Upgrading is overwriting the existing LMS version with a new LMS version. You have to freshly install LMS 4.1 and then perform data migration.

You can upgrade using either of these methods:

- Local upgrade—Upgrading to the newer version of LMS on the same machine.

**Note**

LMS 4.1 supports local upgrade or direct inline upgrade only from LMS 4.0 and LMS 4.0.1.
- Remote upgrade—Installing LMS on a different machine and then restoring the data on that machine.

  You can do a remote upgrade to LMS 4.1 from LMS 4.0, LMS 4.0.1, LMS 3.2, and LMS 3.2 SP1.

  **Note**
  
  For LMS 3.1, LMS 3.0, LMS 3.0 December 2007 Update, LMS 2.6 and LMS 2.6 Service Pack (SP) 1, you have to do a remote upgrade to LMS 4.0 and then install LMS 4.1.
Upgrading Master-Slave Server Setup

Table 1-1 provides you details on Upgrading Master-Slave Server Setup

<table>
<thead>
<tr>
<th>Behavior Changes After Remote Upgrade</th>
<th>LMS Master</th>
<th>LMS Slave</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Migration Changes</td>
<td>After restoring the LMS 3.2/3.2 SP1/4.0/4.0.1 backed up data in LMS 4.1, the DCR mode will be moved from Standalone to Master</td>
<td>• After taking backup from LMS 3.2/LMS 3.2 SP1, install LMS 4.1, the DCR mode will be in Standalone</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• After restoring the LMS 3.2/3.2 SP/4.0/4.0.1 backed up data in LMS 4.1, the DCR mode will be in Standalone</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• You should change the mode to Slave</td>
</tr>
<tr>
<td>DCR Changes</td>
<td>No Changes</td>
<td>DCR devices will be deleted from Slave or pushed to Master based on your choice, and data will be synchronized from Master</td>
</tr>
<tr>
<td>Device Management/Allocation changes</td>
<td>After remote migration, the device management allocation policy will be set as it was before. For Example, if the allocation policy is set to On in LMS 3.2/3.2 SP1/4.0/4.0.1 server, after remote migration to LMS 4.1 the same settings will be retained.</td>
<td>Device management allocation policy is set to Off, and all the devices will be moved to unmanaged state. This allows you to decide in managing devices in the Slave</td>
</tr>
<tr>
<td>Grouping Services Changes</td>
<td>User-defined groups in Slave will not be shared or synchronized with Master in LMS 4.1</td>
<td>User-defined groups can be created in LMS 4.1 Slave as against previous releases like LMS 3.2/3.2 SP1 and above. User-defined groups created in Master is shared in Slave server.</td>
</tr>
<tr>
<td></td>
<td>• Exporting of groups from Slave and importing to Master is possible.</td>
<td>• Exporting of groups from Master and importing to Slave is possible.</td>
</tr>
<tr>
<td></td>
<td>• Grouping services might not work if Master or Slave has different versions of LMS. We recommend you to use the same LMS version across all servers in DCR management domain.</td>
<td>• System defined (device type) groups are separately created in Slave</td>
</tr>
</tbody>
</table>
Table 1-2 describes the recommended sequence to upgrade, and migrate your data from earlier versions of LMS to LMS 4.1.

**Table 1-2 Upgrade and Data Migration Procedure**

<table>
<thead>
<tr>
<th>Current LMS Version</th>
<th>Type of Upgrade</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>LMS 4.0</td>
<td>Remote migration</td>
<td>1. Back up the data in the old machine having LMS 4.0.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Install LMS 4.1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Migrate your data to LMS 4.1 using the instructions explained in the section Remote Upgrade to LMS 4.1.</td>
</tr>
<tr>
<td></td>
<td>Direct inline migration</td>
<td>1. Install LMS 4.1 over LMS 4.0.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The data is automatically migrated during installation.</td>
</tr>
<tr>
<td>LMS 4.0.1</td>
<td>Remote migration</td>
<td>1. Back up the data in the old machine having LMS 4.0.1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Install LMS 4.1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Migrate your data to LMS 4.1 using the instructions explained in the section Remote Upgrade to LMS 4.1.</td>
</tr>
<tr>
<td></td>
<td>Direct inline migration</td>
<td>1. Install LMS 4.1 over LMS 4.0.1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The data is automatically migrated during installation.</td>
</tr>
<tr>
<td>LMS 3.2, LMS 3.2 SP</td>
<td>Remote migration</td>
<td>1. Back up the data in the old machine having LMS 3.2/3.2 SP.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Install LMS 4.1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Migrate your data to LMS 4.1 using the instructions explained in the section Remote Upgrade to LMS 4.1.</td>
</tr>
</tbody>
</table>
Table 1-2  Upgrade and Data Migration Procedure

<table>
<thead>
<tr>
<th>Current LMS Version</th>
<th>Type of Upgrade</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| LMS 2.6, LMS 2.6 SP1, LMS 3.0, LMS 3.0 December 2007 update, LMS 3.1 | Remote migration Direct inline upgrade to LMS 4.1 is not supported. The suggested upgrade path is: LMS 2.6/LMS 2.6 SP1/LMS 3.0/LMS 3.0 December 2007 update/LMS 3.1> LMS 4.0 > LMS 4.1 | 1. Back up the data in the old machine.  
2. Install LMS 4.0 in the new machine.  
3. Migrate the data to LMS 4.0. For more information, see http://www.cisco.com/en/US/docs/net_mgmt/ciscoworks_lan_management_solution/4.0/install/guide/dmg.html  
4. Install LMS 4.1. From LMS 4.0 to LMS 4.1, you can perform direct inline or remote upgrade, click here for more details. |
| LMS 2.2, LMS 2.5, LMS 2.5.1 | Remote migration Direct inline upgrade to LMS 4.1 is not supported. The suggested upgrade path is: LMS 2.2 / LMS 2.5 / LMS 2.5.1 > LMS 2.6 > LMS 4.0 > LMS 4.1 | 1. Back up the data in the old machine.  
2. Upgrade from the earlier versions of LMS to LMS 2.6 and migrate the data, using the instructions in:  
   – Readme for CiscoWorks LMS 2.6 Update on Solaris  
   – Readme for CiscoWorks LMS 2.6 Update on Windows  
   – Data Migration Guide for LAN Management Solution 2.6  
3. Install LMS 4.0 in the new machine.  
5. Install LMS 4.1. From LMS 4.0 to LMS 4.1, you can perform direct inline or remote upgrade, click here for more details. |
New Features and Enhancements in LMS 4.1

This section explains the new features in the LMS 4.1.

See the Online help of LMS 4.1 applications for a detailed explanation of the new features in LMS 4.1.

This section contains the following:

- LMS 4.1 Soft Appliance
- Cross Platform Data Migration Support
- MACsec Provisioning
- Medianet Work Center
- Device Profiling using AutoSmartports Provisioning
- Configuration Center
- Smart Interactions
- TAC Service Requests Pane
- Enhancements in Template Center
- Combined UT Reports for all Endhost Types
- LLDP-based Discovery Support
- Search LMS Tasks
- IPSLA Video Operations
- Troubleshooting Workflow Changes
- Enhancements to Default Credential Set Policy Configuration
- Enhancements to Trigger Job Discovery
- Grouping Newly Discovered Devices
- Enhancements to Ping Sweep Module
- Faster Discovery Updates to DCR
- Third-Party Software and Tool Changes

**Note**
The supported screen resolution for LMS 4.1 is 1024x768 pixels. We recommend you not to use browser zoom in and zoom out features in LMS 4.1.
LMS 4.1 Soft Appliance

LMS is available for customers on a Linux platform in the form of soft appliance. The soft appliance is built on Cisco standard CARS platform Version 2.0 with Redhat 5.4 (64 bit) as the underlying Linux distribution.

**Note**
The term Virtual Appliance or Soft Appliance is used throughout LMS documentation, including Online Help.

All the packages are packaged using rpm packaging mechanism. Two new packages other than application packages, which will be created during runtime (build time). The two new packages are support and post process packages. Support package is installed first followed by all other application packages and finally post process package.

**Note**
When you use Cisco Prime LMS on a Soft Appliance, use FTP, SFTP, or SCP to transfer files from a client machine to the Soft Appliance or vice-versa. See Transferring Files to Soft Appliance Server for more information.

Cross Platform Data Migration Support

LMS 4.1 supports cross platform data migration from Solaris to Soft Appliance for the following LMS versions:

- LMS 3.2 SP1
- LMS 4.0
- LMS 4.0.1
- LMS 4.1

For more details on cross platform data migration, see Migrating Data on Soft Appliance.

MACsec Provisioning

Using the Identity Work Center, you can configure MACsec on supported devices. You can select Work Centers > Identity > Configure > Enable Interfaces and:

- Enable MACsec on supported devices.
- Select the policy to be applied for the session after the supplicant passes 802.1x authentication.
- Specify the MKA policy.

For more information see Configuring Identity in Technology Work Centers in Cisco Prime LAN Management Solution 4.1.

You can also select Configuration > Tools > Template Center, and enable or disable MACsec using the MACsec template.

You can define rules to create port and module groups using MACsec status attribute (Admin > System > Group Management > Port and Module). For more information, see Defining Rule Expression for Port or Module Groups in Admin Online Help.
Medianet Work Center

LMS simplifies the deployment, and allows you to manage day-to-day configuration of the Cisco Medianet 2.2 solution.

LMS provides workflows for setting up auto configuration, and for configuring location settings to aid the provisioning and tracking of Medianet endpoints such as digital media players (DMP) and IP video surveillance cameras (IPVSC). The LMS Medianet workflows enable the network operator to prepare the network for deployment and to ensure that appropriate location attributes are configured on the endpoints for tracking and monitoring purposes.

The Medianet dashboard provides a quick snapshot of the operational status of Medianet endpoints. You can also view the configuration changes for all the Medianet devices after every inventory or configuration collection, and view faults that have occurred on devices, which have Medianet endpoints connected to them.
You can also perform the following configurations on the Medianet devices:

- Auto Smartports
- Video Conferencing
- Video Transcoding
- RSVP
- PfR
- QoS
- Performance Monitoring
- IPSLA Video Operations
- Dynamic User Tracking

For more information see Configuring Devices with Medianet Endpoints in Technology Work Centers in Cisco Prime LAN Management Solution 4.1.

**Device Profiling using AutoSmartports Provisioning**

Device Profiling is a new feature in LMS that provides an easy way for users to create triggers and dynamically configure the switch ports based on the device classification. You can create a specific trigger for a specific type of device.

Device Profiling feature provides more granularity in device classification. The Device Profiling module has a rule-based device classification engine that can process attributes from various protocols. The minimum supported IOS version for Device Profiling is 15.01(SE).

**Configuration Center**

Configuration Center (Configuration > Configuration Center) is a launch point for all types of device or feature configurations supported in LMS.

The links to the device or feature configurations are classified into configuration related to:

- Technologies and Services
- Validated Designs
- Configuration Tools

For more information, see Configuration Center in the Configuration Management with Cisco Prime LAN Management Solution 4.1 User Guide.
**Smart Interactions**

Smart Interactions in LMS provides the following services:

- TAC Service Request Tool to create online Cisco Technical Assistance Center (TAC) service requests for support issues covered under the terms of your Cisco support contracts
- TAC Service Request Query Tool view the history and status of your existing or historical service requests and update the status of your open service requests
- Access to Cisco Search Community forums that lists the links of the cisco forums and posts related to the key words of the device type.

**TAC Service Requests Pane**

The TAC Service Requests Pane allows you to create online Cisco Technical Assistance Center (TAC) service requests for support issues covered under the terms of your Cisco support contracts.

This tool does not currently provide access to warranty support. The TAC Service Request Query Tool allows you to view the history and status of your existing or historical service requests and update the status of your open service requests. This tool displays service request information for all open service requests, in addition to service requests that have been closed within the last 18 months.

**Enhancements in Template Center**

The Template Center in LMS provides you with a list of system-defined templates. These templates contain configuration commands that can be deployed on the devices in your network. These templates are deployed using Deploy Template jobs in LMS. The enhancements in Template Center in LMS 4.1 are:

- New Templates
  Many new templates like SBA templates, MACsec, Performance Monitoring and so on have been added in this release. For more information, see Accessing Template Center in the Configuration Management with Cisco Prime LAN Management Solution 4.1 User Guide.
- Grouping of templates
  The templates in Template Center are grouped into:
  - Custom Templates—Lists all the user-defined templates assigned to the current user.
  - Cisco Best Practises Templates—Lists all the system-defined templates
- Reference for each template
  You can add a link or specify a file that provides additional information about the template. The files have to be stored in the location \NMSROOT\htdocs\config-templates-help. The reference files can have the following extensions: html, txt, csv, pdf, doc, docx, xls, xlsx.
- Tag templates
  You can specify tags for your template. These tags can be used as filters for the templates. You can specify multiple tags for a single template, each tag should be comma separated.
• Filter templates
  Template Center has two types of filters:
  - Quick Filter
  - Advanced Filter
  These filters provide various options for you to query and filter the required templates.
• Multi-line Command Support
  You can enter multi-line commands like, banner and crypto certificate commands, as a part of the
  templates in Template Center. The multi-line commands must be within the tag `<MLTCMD>` and
  `</MLTCMD>`. The commands within the MLTCMD tags are considered as a single command and
  will be downloaded as a single command onto the device
  These tags are case-sensitive and you must enter them only in uppercase. You cannot start this tag
  with a space. You can have a blank line within a multi-line command. For more information, see
  Accessing Template Center in the Configuration Management with Cisco Prime LAN Management
  Solution 4.1 User Guide.

**Combined UT Reports for all Endhost Types**

You can select endhost type as All (active, inactive and passive) in User Tracking Reports. You can
choose from any of the layouts created for All Endhost type. It will launch the report which contains all
endhosts (active, inactive and passive).

**LLDP-based Discovery Support**

Link Layer Discovery module uses entPhysicalTable MIB to find its neighbor's IP Address. CDP devices
are also considered as LLDP seed devices, when LLDP module is selected in discovery. Using LLDP,
you can also discover the non-Cisco devices in your network.

\[\text{Note}\]
LLDP will only support IPv4 devices.

**Search LMS Tasks**

LMS tasks can be identified using the search option in the Role Management Setup page (Admin >
System > User Management > Role Management Setup). The search uses the task name and the task
description to perform a complete search. The search results and All tabs contents are synchronized. Any
selections made on search results will reflected in all tabs.

**IPSLA Video Operations**

The platform-independent IP SLA software feature in Cisco IOS software is incapable of generating the
high data rates, 4 to 16 Mbps, which are typical of video applications. To eliminate the protocol overhead
and the process scheduling delays that contribute to the limitations of the earlier IP SLAs software to
generate video traffic, the Cisco IP SLAs Video Operation feature makes the traffic generation and
transmission routines platform dependent.
LMS IPSLA device management now supports new operation called Video and helps in analyzing the video traffic in the IP networks.

**Troubleshooting Workflow Changes**

The following are the changes in the Troubleshooting workflow in this release:

- Device Diagnostics and Network Connectivity workflows are renamed to Device Center and End Host Center respectively.

- More quick links of Tasks, Tools, and Reports are added to Troubleshooting workflows and they are displayed in an alphabetical order.

- Launching Topology window is now optional. When you launch the workflow, the device tab is launched first for Device Center and the end host tab is launched first for End Host Center.

- You can now enter all universal format of MAC addresses when you troubleshoot a device using MAC addresses.

**Enhancements to Default Credential Set Policy Configuration**

Earlier, the policy configuration of the default credential set policy is displayed as plain text with a delimiter # to split the Policy Type, Expression, and Credential Set.

In this release, it is displayed in a tabular format eliminating the delimiter and retaining the other functionalities.

**Enhancements to Trigger Job Discovery**

In earlier releases of LMS, you have to trigger the job discovery explicitly. In earlier releases of LMS, you do not have the option to run immediate discovery for a scheduled job. In this release, a Start Discovery button is available in the Schedule Discovery page. You can select any job, edit the discovery settings if required, then click the Start Discovery button. When you click this button, it creates a new job id and runs it as immediate job.

On completion of the discovery, the Discovery summary window is displayed to update the device list.

**Grouping Newly Discovered Devices**

Earlier, there was no option to add only the newly discovered devices into the specified group.

In this release, following two new options are included to enhance this functionality:

- Devices newly discovered during last run checkbox
- Delete Devices from Group button

If you select the “Devices newly discovered during last run” checkbox, only the newly discovered devices from the last discovery cycle will be added to the specified group. When you select this option and provide a new group name, if the discovery does not discover any new devices, then the group will not be created.

Click **Clear Device from Group** button to select the list of devices to be deleted from the selected group. On selection of the devices click **Delete** button to remove it from the group.
Enhancements to Ping Sweep Module

In this release, ping sweep module supports both CIDR notation and subnet mask to find the range of IP Addresses.

Faster Discovery Updates to DCR

Earlier, on completion of the discovery, the entire discovered device list will be added to DCR.

In this release, the discovered devices gets added to DCR every 2 mins. This enables faster discovery results to the end user. “Device Newly Added to DCR” and “Device Updated to DCR” will be updated on regular intervals, before completion of the entire discovery cycle.

Third-Party Software and Tool Changes

The following are the changes in the third-party software and tools in this release:

- WinPcap upgrade to 4.0.2
- Daylight Savings Timezone tool upgrade to 1.3.11
- Firefox 4.0.x and 5.0.x support on client systems
- Java Plug-in version 1.6.0_24 or later update versions only
- Apache upgrade to 2.2.17
- Java Runtime Environment (JRE) 1.6.0_24

Data Migration Overview

You can freshly install LMS 4.1 and then perform remote data migration. LMS 4.1 supports direct inline upgrade from LMS 4.0 and LMS 4.0.1.

Data Migration to LMS 4.1 can be done using the following methods:

- Normal Backup - Process by which all the configuration files and collected data can be backed up from application database.
- Selective Backup - Process by which only required system configurations and data can be backed up.

The following migration paths are available for the customers.

- LMS 4.0.1
- LMS 4.0
- LMS 3.2 SP1
- LMS 3.2
For the following versions, you must migrate to LMS 4.0, and then install LMS 4.1:

- LMS 3.1
- LMS 3.0 Dec 2007 update
- LMS 3.0
- LMS 2.6 SP1
- LMS 2.6

**Note**

LMS 3.2 and earlier versions allow you to install partial applications in one server. For example, you can install CS and RME (part of earlier LMS versions) in one server and other LMS applications in another server. In this scenario you can perform data migration only from one server. You can migrate data either from RME server or from another LMS server. If the migration is performed from both the servers, then the last run migration will overwrite the previously migrated data.

See *Migrating Data to Cisco Prime LAN Management Solution 4.1* for more details on data migration.

## Supported Network Management Systems

Table 1-3 lists the Network Management Systems (NMS) supported by Integration Utility 1.10, which is part of LMS 4.1.

**Note**

HPOV or NetView adapters are not supported for the Fault Management functionality in LMS 4.1

See *Importing From Remote NMS* in the *Inventory Management* Online Help for information about importing devices from third party NMS.

Network Management Integration Data Bundle (NMIDB) 1.0.089 is shipped with LMS 4.1.
See *User Guide for Integration Utility 1.10* on Cisco.com for instructions to use the Integration Utility.

**Table 1-3 Supported Network Management Systems**

<table>
<thead>
<tr>
<th>Network Management System</th>
<th>Supported Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP OpenView 9.1, 9.01, 9.0, 8.13, 8.1</td>
<td><strong>Windows</strong></td>
</tr>
<tr>
<td></td>
<td>• Windows 2008 R2 Standard x 64 Edition</td>
</tr>
<tr>
<td></td>
<td>• Windows 2008 Server Standard Edition Release 1 with SP1 and SP2</td>
</tr>
<tr>
<td></td>
<td>• Windows 2008 Enterprise Edition Release 1 with SP1 and SP2</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> Both 32-bit and 64-bit Operating Systems are supported on the above versions.</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2008 R2 Standard Edition</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2008 R2 Enterprise Edition</td>
</tr>
<tr>
<td></td>
<td>• Note Only 64-bit Operating Systems are supported on the above versions.</td>
</tr>
<tr>
<td></td>
<td><strong>Solaris</strong></td>
</tr>
<tr>
<td></td>
<td>• Solaris 10</td>
</tr>
<tr>
<td></td>
<td>Both local and remote integration are supported for these platforms.</td>
</tr>
<tr>
<td></td>
<td><strong>Soft Appliance</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong> Only remote integration is supported for Soft Appliance.</td>
</tr>
</tbody>
</table>

For information on integrating HP OpenView- LMS, see *NNM! Deployment Guide* on the HP site.
### Supported Network Management Systems (continued)

<table>
<thead>
<tr>
<th>Network Management System</th>
<th>Supported Platforms</th>
</tr>
</thead>
</table>
| HP OpenView 7.53, 7.51, 7.50 | **Windows:**  
  - Windows 2008 Server Standard Edition Release 1 with SP1 and SP2  
  - Windows 2008 Enterprise Edition Release 1 with SP1 and SP2  
  **Note** Both 32-bit and 64-bit Operating Systems are supported on the above versions.  
  - Windows Server 2008 R2 Standard Edition  
  - Windows Server 2008 R2 Enterprise Edition  
  **Note** Only 64-bit Operating Systems are supported on the above versions.  
| NetView 7.1.4, 7.1.5 | **Solaris**  
  - Solaris 10  
  Only remote integration is supported for the above platforms.  
  **Windows:**  
  - Windows 2008 Server Standard Edition Release 1 with SP1 and SP2  
  - Windows 2008 Enterprise Edition Release 1 with SP1 and SP2  
  **Note** Both 32-bit and 64-bit Operating Systems are supported on the above versions.  
  - Windows Server 2008 R2 Standard Edition  
  - Windows Server 2008 R2 Enterprise Edition  
  **Note** Only 64-bit Operating Systems are supported on the above platforms.  
  Only remote integration is supported for the above platforms. |
Supported Devices

As additional device packages become available, you can download the Service Packs (formerly called IDUs) that contain them from Cisco.com.

Registered Cisco.com users can access the latest Device Package Updates, and download the latest device updates for CiscoView, Topology Device Package Updates, Fault Management Device Package Updates and Inventory Config And Image Management Device Package Updates from:


See the following documentation to know more information about supported devices:

- Supported Devices Table for CiscoWorks LAN Management Solution 4.0
- User Guide for CiscoView 6.1.9
  CiscoView manages and configures different types of Cisco devices. You can refer this document for information on supported devices. This document is available on Cisco.com at this URL:

To see the list of installed application’s device packages, select Admin > System > Software Center > Device Update from the LMS menu.

To download Device Package Updates:

   You must be a registered Cisco.com user to access this Software Download site. The site prompts you to enter your Cisco.com username and password in the login screen, if you have not logged in already.
2. Select the Software Product Category as Network Management and Automation.
3. Select Routing and Switching Management > Network Management Solutions > Ciscoworks LAN Management Solution 4.0 and later.
5. Select the required feature specific update from the product tree.
6. Select the required device package updates from the product software type.
7. Select a product release version from the Latest Release folder.
   The device packages corresponding to the selected product version display at the right of the web page.
8. Locate the device package update files which you want to download.
9. Click the Download Now button to download and save the device package file to any local directory on LMS Server.

See the Supported Devices Tables for LMS 4.1 for more information about supported devices: