

# Downloading Device Packages to a Windows Host

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Support for new devices can be added to CiscoWorks Windows any time after the initial installation. To add device support, go to Cisco Connection Online (CCO), the Cisco Systems online support channel.

If you do not have Internet access, you can skip this chapter. To receive updated packages, you can order the Cisco Network Management Support CD-ROM. The CD contains the latest network management device and application support files. These files are organized into product packages and provide up-to-date management support for the latest Cisco devices for all supported platforms. For ordering information, see your product catalog.

A quick reference version of the instructions in this chapter appears in the installation booklet that accompanies the CD. You can use the booklet if you are familiar with downloading device packages from CCO to the CiscoWorks Windows platform.

This chapter describes the download process in greater detail than the quick reference and contains the following sections:

- Using CiscoView Packages
- Downloading from CCO
- Downloading Via FTP
- Reinstalling the Cisco Device Packages File
- Removing CiscoWorks Windows Devices
- CiscoWorks Windows Uninstallation

CiscoView device support on CCO consists of packages containing application upgrades, graphics, device descriptions, Management Information Base (MIB) files, and other supporting files. Each package has a Readme file that goes with it. View the Readme file before downloading to ensure that the file works with your configuration. After you add the package file, you can view and manage the hardware device using CiscoView.

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**Note** This chapter refers to device support for CiscoView, but these packages also support the other CiscoWorks Windows applications.

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## Using CiscoView Packages

There are many device packages bundled in CiscoView. Device packages are upgraded frequently. To ensure that you have the most recent upgrade, verify the version number through CCO. Always check for updated device packages on CCO, and make sure that you have the latest device package. The CCO directory contains the latest device code, a Readme file, and the help code for the device. CCO is updated dynamically as changes occur.



**Caution** Ensure that for new device or application support, you select CiscoView 4.0 or CiscoView 4.1 release packages. You can use existing CiscoView 3.1.1 packages, but they do not support new features, such as stackable device functionality, which are available only with CiscoView 4.0 and later versions.

## Downloading from CCO

There are two ways to access Cisco device package files from the Internet: from CCO or through anonymous FTP. This section describes how to download from CCO.

## System and Software Requirements

Before adding a device package, make sure of the following:

- Windows 95 or Windows NT 4.0 is installed.
- CiscoWorks Windows 3.0 or later is installed.
- Your system meets the requirements listed in the CD booklet.
- WinZip 6.1 or later is installed.

## Downloading from CCO

The following is an overview of the steps necessary for downloading a package file from CCO. Details about these steps are in the sections that follow.

- 1 Check the CiscoView and CiscoWorks Windows version.
- 2 Close CiscoView.
- 3 Create a *cv\_pkgs* directory in the CiscoWorks Windows directory.
- 4 Access CCO.
- 5 Download the device file into the *cv\_pkgs* directory.
- 6 Unzip the device tar file.
- 7 Install the device package.
- 8 View your device.
- 9 Delete the *cv\_pkgs* directory.

### Check the CiscoView and CiscoWorks Windows Versions

To check the CiscoView version, do the following:

**Step 1** If CiscoView is installed as a standalone application, click the taskbar Start menu, then select **Programs>CiscoWorks Windows>CiscoView**. CiscoView is initialized.

If CiscoView is installed with Castle Rock SNMPc, HP OpenView for Windows, or HP OpenView Network Node Manager for Windows NT, do one of the following:

- Click the taskbar Start menu, then select **Programs>CiscoWorks Windows>SNMPc/HP OpenView**. From within the network map, double-click on a Cisco device. CiscoView is initialized.
- Click the taskbar Start menu, then select **Programs>CiscoWorks Windows>HP OpenView Network Node Manager**. From within the network map, select a Cisco device. From the menu bar, select **Monitor>CiscoView**. CiscoView is initialized.

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**Note** To start CiscoView by double-clicking on a Cisco device, you need to associate CiscoView with the device. Refer to *CiscoWorks Windows CD Installation Instructions* for more information on rediscovering all network maps to properly display Cisco devices.

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**Step 2** Select **Help>About CiscoView**. Make sure CiscoView is version 4.0 or later.

**Step 3** To check packages, select **Help>About CiscoView**, click **Packages**. After you verify the package version, compare it with the CCO version to ensure you have the latest upgrade.

Proceed to the next section, “Close CiscoView.”

To check the CiscoWorks Windows version, do the following:

**Step 1** Click the taskbar Start menu, then select **Programs>CiscoWorks Windows>ReadmeFile**.

The Readme file appears.

**Step 2** Make sure CiscoWorks Windows is version 3.0(1) or later.

- Step 3** Close the Readme file.
- Step 4** Proceed to the next section, “Close CiscoView.”

## Close CiscoView



**Caution** You must close CiscoView before you install a device package. The device package does not install correctly if CiscoView is running during installation.

To close CiscoView, select **File>Exit** from the CiscoView Main window.

## Create a *cv\_pkgs* Directory in the CiscoWorks Windows Directory

Before you download device packages from CCO, create a *cv\_pkgs* directory as a target directory for the device files. It is suggested that you download these files to a permanent location, or you can copy them to the CiscoView install directory.

- Step 1** Open a DOS window.
- Step 2** Change to the directory where CiscoWorks Windows is installed.
- Step 3** Create the *cv\_pkgs* directory by entering the following command:

```
md cv_pkgs
```

## Access CCO

Using a Web browser, access CCO and read the Readme file to ensure you have the right file. Depending on the type of network access you have, you can log in as either of the following:

- A CCO guest user, with a special access code
- A CCO registered user

### Logging in As a Guest User and Downloading the Device File

If you are not registered on CCO, you can be granted a special access code to access the device file. Follow these steps to log in as a guest and download the device file:

**Step 1** To get a special access code, contact the Cisco Technical Assistance Center (TAC):

- 800 553-2447
- 408 526-7209

Customers outside the US should call the 408 526-7209 number or go to the following URL for contact information:

**`http://www.cisco.com/warp/public/687/Directory/DirTAC.html`**

When you call, select the telephone menu option for Technical Support. TAC is part of Technical Support.

State the product you are downloading and you are transferred to the appropriate person to obtain your special access code.

You can also send email to [tac@cisco.com](mailto:tac@cisco.com). Ask for a special access code for downloading the device file.

**Step 2** From a Web browser, access CCO by entering the following URL:

**`http://www.cisco.com/public/sw-center/spc\_req.shtml`**

**Step 3** Enter your special access code at the prompt.

**Step 4** Click **Execute** to pass the security warning message. The Execute button is located at the top of the page.

**Step 5** Select the device tar file by clicking the button to the left of the device file you want to download.

The device file contains the package file (\*.pkg) and associated Readme file.

**Step 6** Click **Execute**.

**Step 7** Follow the instructions on the screen to confirm the transfer. Select the server nearest you.

- Step 8** Depending on your browser, click **Save File**, or select **File>Save As**. You might be prompted to save the file to your workstation, with a message “Choose How to Handle,” or “Save As.” Again, depending on your browser, a Filter window might appear, with Directories, Files, and Selection sections.
- Step 9** Reenter your password if you are prompted to do so.
- By default, your home directory is selected as the target directory for the device file download. We recommend that you download the device file to the *cv\_pkgs* directory on your workstation.
- Step 10** If the Filter window appears, complete this step. In the Selection section of the Filter window, enter the complete destination path and filename of the device file you are downloading, for example:
- ```
\cww\cv_pkgs\device_name.cv4xx.Px-x.tar
```
- Step 11** After the file is downloaded, close the Web browser window.
- Step 12** Proceed to the section “Unzip the Device Tar File.”

## Logging In as a Registered User of CCO

Follow these steps to log in as a registered user:

- Step 1** From a Web browser, go to the Software Center on CCO by entering the following URL:
- ```
http://www.cisco.com/kobayashi/sw-center/
```
- Step 2** At the prompts, enter your CCO user ID and password.
- Step 3** On the Software Center page, click on the link to Network Mgmt Products.
- Proceed to the next section, “Download the Device File into the *cv\_pkgs* Directory.”

### Download the Device File into the cv\_pkgs Directory

This section applies only to registered users. Follow these steps to download the device file from the CCO Software Center.

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**Note** These are the downloading steps as of the release of this publication. The selection names and filenames could change without notice.

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**Step 1** From the Software Center page, Network Management Products section, select the CiscoView Upgrade Planner pointer to the CiscoView packages.

Links to CiscoView packages can be accessed from the CiscoView Upgrade Planner page. From the planner page, select a link to CiscoView packages.

**Step 2** Optionally, read the Readme file, if one is available. To view the Readme, click on the Readme filename and select a download option.

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**Note** The Readme file contains installation and other important information about each device file; it resides next to the tar file on CCO and is embedded in the tar file. Reading the Readme file ensures you download the appropriate tar file, and install it correctly.

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To select a device tar file, click on the device filename and select a download option.

**Step 3** Reenter your password if required.

**Step 4** Depending on your browser, click **Save File**, or select **File>Save As**. You might be prompted to save the file to your workstation, with a message such as “Choose How to Handle,” or “Save As.” Again, depending on your browser, a Filter window might appear, with Directories, Files, and Selection sections.

Download the device file to the *cv\_pkgs* directory on your workstation.



- Step 5** If the Filter window appears, complete this step. In the Selection section of the Filter window, enter the complete destination path and filename of the device file you are downloading, for example:

```
\cww\cv_pkgs\device_name.cv40x.px-x.tar
```

where *40x* is the version number of CiscoView.

- Step 6** After the file is downloaded, close the browser window.

## Unzip the Device Tar File

Use WinZip extract the device file. The device file includes a Readme and a package (\*.pkg) file.

- Step 1** Start WinZip by double-clicking the package tar file.
- Step 2** From the WinZip main menu, click the **Open** icon.
- Step 3** In the Look in field, select the drive and directory containing the device file.
- Step 4** Select the device file, then click **Open**.
- Step 5** Click the **Extract** icon.
- Step 6** In the Extract dialog box, click **All files** and **Overwrite Existing Files**.
- Step 7** Make sure the directory to extract to is appropriate, for example, *CWW\cv\_pkgs*.
- Step 8** Click **Extract**.
- Step 9** Close WinZip.

## Install the Device Package

To add a package file (\*.pkg), do the following:

- Step 1** Click the taskbar Start menu, then select **Programs>CiscoWorks Windows>Install Device**.

The Setup program starts.

- Step 2** In the Select Package dialog box, select the directory containing the package file.

**Step 3** Select the device package (\*.pkg) you want to load; click **OK**.

Many messages appear during installation. Creating the MIB database and parsing take a while.

If errors appear, see “Check the cvinstall.log File.”

When the Setup Complete dialog box appears, select a Readme file option, then click **Finish**.

## View Your Device

View the device to ensure that the installation was successful. Go to the appropriate following section for the procedure for your application.

### Standalone Device

**Step 1** Select the CiscoView icon from the CiscoWorks Windows program group.

**Step 2** Select **File>Open Device** to view your device.

You are finished with the installation.

### CiscoWorks Windows and SNMPc Integration

**Step 1** Double-click the **SNMPc** icon in the CiscoWorks Windows program group or click the **SNMPc** icon in the CiscoWorks Windows program folder.

The SNMPc login dialog box appears.

**Step 2** Enter your SNMPc user ID and password.

**Step 3** Click **OK**.

**Step 4** The map appears.

**Step 5** Double-click on the device you just installed. A view of the device appears.

You are finished with downloading.

## CiscoWorks Windows and HP OpenView for Windows Integration

**Step 1** Double-click the **HP OpenView** icon in the CiscoWorks Windows program group or click the **HP OpenView** icon in the CiscoWorks Windows program folder.

The HP OpenView for Windows (HP OpenView Professional Suite) dialog box appears.

**Step 2** Bring up the network map.

The network topology map appears.

**Step 3** Double-click on the device icon. A view of the device appears.

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**Note** Check to be sure that the CiscoView device icon is updated in the topology map after the new device package installation. If it is not updated, reinstall the device package.

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You are finished downloading.

## CiscoWorks Windows and HP OpenView Network Node Manager Integration

**Step 4** Double-click the **Network Node Manager** icon in the CiscoWorks Windows program group or click the **Network Node Manager** icon in the CiscoWorks Windows program folder.

**Step 5** Bring up the network topology map.

**Step 6** Double click the device icon. Select **Monitor>CiscoView** from the menu bar. A view of the device appears.

You are finished downloading.

## Delete the cv\_pkgs Directory

After successful installation, you can optionally delete the *cv\_pkgs* directory. For information on launching devices, refer to the appendixes.

# Downloading Via FTP

The following is a quick-reference overview of the steps necessary for downloading a device file. Details about these steps are in the sections that follow.

You must complete the following steps to properly download using the FTP service:

- 1 Check the CiscoView and CiscoWorks Windows version.
- 2 Close CiscoView.
- 3 Create a *cv\_pkgs* directory in the *Install\_Directory*.
- 4 Download the device tar file.
- 5 Unzip the device tar file.
- 6 Install the device package.
- 7 Check the *cvinstall.log* file.

## Check the CiscoView and CiscoWorks Windows Version

To check the CiscoView version, do the following:

- Step 1** If CiscoView is installed as standalone, click the taskbar Start menu, then select **Programs>CiscoWorks Windows>CiscoView**. CiscoView is initialized.

If CiscoView is installed with Castle Rock SNMPC, HP OpenView for Windows, or HP OpenView Network Node Manager for Windows NT, do one of the following:

- Click the taskbar Start menu, then select **Programs>CiscoWorks Windows>SNMPC/HP OpenView**. From within the network map, double-click on a Cisco device. CiscoView is initialized.
- Click the taskbar Start menu, then select **Programs>CiscoWorks Windows>HP OpenView Network Node Manager**. From within the network map, select a Cisco device. From the menu bar, select **Monitor>CiscoView**. CiscoView is initialized.

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**Note** To start CiscoView by double-clicking on a Cisco device, you need to associate CiscoView with the device. Refer to *CiscoWorks Windows CD Installation Instructions* for more information on rediscovering all network maps to properly display Cisco devices.

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**Step 2** Select **Help>About CiscoView**. Make sure CiscoView is version 4.0 or later.

**Step 3** To check packages, select **Help>About CiscoView**, click **Packages Installed**. After you verify the package version, compare it with the CCO version to ensure you have the latest upgrade.

Proceed to the next section, “Close CiscoView.”

To check the CiscoWorks Windows version, do the following:

**Step 1** Click the taskbar Start menu, then select **Programs>CiscoWorks Windows>ReadmeFile**.

The Readme file appears.

**Step 2** Make sure CiscoWorks Windows is version 3.0(1) or later.

**Step 3** Close the Readme file.

Proceed to the next section, “Close CiscoView.”

## Close CiscoView



**Caution** You must close CiscoView before you install a device package. The device package does not install correctly if CiscoView is running during installation.

To close CiscoView, select **File>Exit** from the CiscoView Main window.

### Create a cv\_pkgs Directory in the Install\_Directory

One way to create a *cv\_pkgs* directory in the CWW directory follows:

- Step 1** Open a DOS window.
- Step 2** Change to the directory where CiscoWorks Windows is installed, for example, *c:\CWW*.
- Step 3** Enter the following command:
- ```
md cv_pkgs
```

### Download the Device Tar File

This section applies only to registered users. Follow these steps to download the device file from the CCO Software Center.

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**Note** These are the downloading steps as of the release of this publication. The selection names and filenames could change without notice.

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- Step 1** Use one of the following methods to begin an FTP session:

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**Note** If you are launching FTP from behind your own firewall, use a passive FTP client.

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- Web browser

Using a Web browser, use your CCO user ID and password:

```
ftp://userid:password@cco.cisco.com.
```

For additional security, you can omit your password when you type the URL. You will be prompted for your password separately when the browser connects.

- FTP client

Use an FTP application (for example, Reflection) to connect to ftp.cisco.com using your CCO user ID and password.

**Step 2** Navigate to the top-level CiscoView directory (/cisco/netmgmt/ciscoview), select a CiscoView version, and proceed to the device packages subdirectory.

For example, the CiscoView 4.0 packages and Readme files are located in *cisco/netmgmt/ciscoview/4.0/packages*.

**Step 3** Optionally, read the Readme file, if one is available. If you are using a Web browser, click on the Readme filename and select a download option to view the file.

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**Note** The Readme file contains installation and other important information about each device file; it resides next to the tar file on CCO and is embedded in the tar file. Reading the Readme file ensures you download the appropriate tar file, and install it correctly.

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Step 4 through Step 7 assume you are using a Web browser. If you are not, use FTP commands or your FTP client user interface to download the file(s).

**Step 4** To select a device tar file, click on the device filename and select a download option.

**Step 5** Reenter your password if required.

**Step 6** Depending on your browser, click **Save File**, or select **File>Save As**. You might be prompted to save the file to your workstation, with a message such as “Choose How to Handle” or “Save As.” Again, depending on your browser, a Filter window might appear, with Directories, Files, and Selection sections.

Download the device file to the *cv\_pkgs* directory on your workstation.

**Step 7** If the Filter window appears, complete this step. In the Selection section of the Filter window, enter the complete destination path and filename of the device file you are downloading, for example:

`\cww\cv_pkgs\device_name.cv4xx.Px-x.tar`

**Step 8** After the file is downloaded, close the browser window.

## Unzip the Device Tar File

Use WinZip to extract the device file. The device file includes a Readme and a package (\*.pkg) file.

**Step 1** Start WinZip by double-clicking the package tar file.

**Step 2** From the WinZip main menu, click the **Open** icon.

**Step 3** In the Look in field, select the drive and directory containing the device file.

**Step 4** Select the device file, then click **Open**.

**Step 5** Click the **Extract** icon.

**Step 6** In the Extract dialog box, click **All files** and **Overwrite Existing Files**.

**Step 7** Make sure the directory to extract to is appropriate, for example, *CWW\cv\_pkgs*.

**Step 8** Click **Extract**.

**Step 9** Close WinZip.

## Install the Device Package

To add a package file (\*.pkg), do the following:

**Step 1** Click the taskbar Start menu, then select **Programs>CiscoWorks Windows>Install Device**.

The Setup program starts.

**Step 2** In the Select Package dialog box, select the directory containing the package file.



**Step 3** Select the device package (\*.pkg) you want to load; click **OK**.

Many messages appear during installation. Creating the MIB database and parsing take a while.

If errors appear, see “Check the cvinstall.log File.”

When the Setup Complete dialog box appears, select a Readme file option, then click **Finish**.

### Check the cvinstall.log File

If errors or warnings occur during installation, you can check the log file (*cvinstall.log*) in the temporary directory (defined by the environment variable TEMP) to determine the reason for the installation failure.

After you check the log file, go to the appendixes for information on launching devices.

## Reinstalling the Cisco Device Package File

You can rerun the install script at any time to reinstall the Cisco device package file.

## Removing CiscoWorks Windows Devices

To remove a device after it has been installed:

**Step 1** Click the taskbar Start menu, then select **Programs>CiscoWorks Windows>Uninstall Device**.

**Step 2** The Uninstall Package dialog box appears. Select the devices you want to remove or select **Select All** to remove all devices; then click **OK**.

**Step 3** The Setup Complete dialog box appears. Select an option; then click **Finish**.

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**Note** If CiscoWorks Windows is integrated with HP OpenView Network Node Manager, a message box appears stating that the MIB and trap definition files will not be removed.

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# CiscoWorks Windows Uninstallation

If you encounter problems during installation or any other time, you can uninstall or reinstall CiscoWorks Windows. If you want to reinstall CiscoWorks Windows, you must uninstall it first.

To uninstall CiscoWorks Windows, click the taskbar Start menu, then select **Programs>CiscoWorks Windows>Uninstall CiscoWorks**.