

## CiscoWorks Windows 5.0 Installation Instructions

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CiscoWorks Windows is a suite of applications that provides dynamic status, statistics, and comprehensive configuration information about Cisco devices. CiscoWorks Windows is targeted for small/medium business, departmental users, and network managers, who need tools that fit in a laptop or a workstation.

The CiscoWorks Windows package is shipped with the following two compact discs (CDs):

- CiscoWorks Windows
- WhatsUp Gold

You can install CiscoWorks Windows as a standalone application, or integrate it with Ipswitch's network management system (NMS) software, WhatsUp Gold.

This booklet provides instructions about installing the CiscoWorks Windows CD.

For information about using CiscoWorks Windows, see *Using CiscoWorks Windows* and the context-sensitive online help.

## System Requirements

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Table 1 provides CiscoWorks Windows 5.0 system requirements.

**Table 1 System Requirements**

<b>Requirement Type</b>	<b>CiscoWorks Windows 5.0</b>
Operating system platform support	<ul style="list-style-type: none"><li>• Windows 95 (OSR 2).</li><li>• Windows 98 (second edition).</li><li>• Windows NT 4.0 (workstation and server with Service Pack 5).</li></ul>
Browser support for online help	<ul style="list-style-type: none"><li>• Netscape Navigator 4.61.</li><li>• Microsoft Internet Explorer 5.0.</li></ul>
Hardware	<ul style="list-style-type: none"><li>• Intel Pentium 166 MHz.</li><li>• SVGA color monitor and graphics adapter.</li><li>• Windows-compatible CD-ROM drive.</li><li>• A serial port and/or a network driver interface specification/open data-link interface (NDIS/ODI)-compliant network adaptor card (recommended).</li><li>• Mouse or mouse-compatible pointing device.</li></ul>

**Table 1 System Requirements (continued)**

<b>Requirement Type</b>	<b>CiscoWorks Windows 5.0</b>
Memory (RAM)	<ul style="list-style-type: none"><li>• 64 MB of random access memory (RAM).</li></ul>
Available disk space	<ul style="list-style-type: none"><li>• 1 GB of free disk space. If you install all available device packages, CiscoWorks Windows 5.0 requires 500 MB of disk space. If you install fewer device packages, CiscoWorks Windows 5.0 requires less disk space.</li><li>• NTFS or FAT file system (NTFS is recommended).</li></ul>

## Choosing the Installation Environment

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You can install CiscoWorks Windows in *one* of three ways:

- Standalone (CiscoView 5.0 only)—Manage and monitor *one Cisco device* at a time.
- Integrate with Ipswitch’s NMS software, WhatsUp Gold—Manage and monitor the *entire network* through a topology map.

**Note** You must install WhatsUp Gold before installing CiscoWorks Windows.

When you integrate CiscoWorks Windows with WhatsUp Gold, you can perform these tasks:

- Automatically discover all the devices on your network and graphically represent them on a topology map.
- Monitor a range of devices, including routers, switches, hosts, servers, hubs, workstations, bridges, LAN concentrators, and printers.
- Launch CiscoView, Threshold Manager, and Show Commands from the WhatsUp Gold topology map.

- Use the management information base (MIB) browser.
- View event history.
- Integrate with Castle Rock's NMS software, SNMPc, if SNMPc is already installed in your system.

## Compatibility with Software Versions

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The following guidelines apply when you install CiscoWorks Windows 5.0 with either CiscoWorks Windows 3.x or the CiscoWorks2000 edition of CiscoView 5.0:

- If you have CiscoWorks Windows 3.x installed in your system, and you proceed to install CiscoWorks Windows 5.0, your installation options are as follows:
  - Keep CiscoWorks Windows 3.x—Allows you to keep the existing version of CiscoWorks Windows 3.x; and also install the new version, CiscoWorks Windows 5.0, provided you install the new version in a different location.
  - Uninstall CiscoWorks Windows 3.x—Allows you to uninstall CiscoWorks Windows 3.x, before installing CiscoWorks Windows 5.0.
- If you attempt to install CiscoWorks Windows 5.0 on a system that already has the CiscoWorks2000 edition of CiscoView 5.0 installed, the CiscoWorks Windows 5.0 installation will abort and display an error message.

- If you have installed CiscoWorks Windows 5.0 in a system, and you attempt to reinstall CiscoWorks Windows 5.0 in the same system, the new installation will abort and display an error message. To resolve this, you must first uninstall the application, then reinstall it.

## Installing CiscoWorks Windows

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The CiscoWorks Windows 5.0 installation procedure performs the following functions:

- Detects any existing CiscoWorks Windows installation.
- Allows you to remove an existing CiscoWorks Windows installation.
- Detects any WhatsUp Gold or SNMPc installation, and allows you to integrate CiscoWorks Windows 5.0 with either of these NMS softwares.
- Selectively installs device packages.

### Installation Procedure

**Note** If you are installing CiscoWorks Window 5.0 on a Windows NT platform, you *must log in as an administrator*.

To install CiscoWorks Windows:

- 1 Install the WhatsUp Gold CD provided with the CiscoWorks Windows 5.0 package.



**Note** If you already have WhatsUp Gold installed in your system, ensure that it is WhatsUp Gold version 4.04 or higher, or CiscoWorks Windows 5.0 will encounter problems with integration.

- 2 Insert the CiscoWorks Windows 5.0 CD into your CD-ROM drive.
  - If auto run is enabled in your system, the Install screen appears.
    - (a) Click **Install**.
  - If auto run is not enabled in your system:
    - (a) Select **Start > Run**.

The Run dialog box appears.
    - (b) Enter the drive letter of the CD-ROM drive followed by a colon, a backslash, **install**, a backslash, and **setup**.

For example, assuming “D” is your CD-ROM drive, you would enter:

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D:\install\setup
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    - (c) Click **OK**.

The Welcome dialog box appears.

**3** Click **Next**.

The Choose Destination Location dialog box appears and displays two options.

**4** Perform *one* of these tasks:

- Click **Next** to install CiscoWorks Windows 5.0 in the default directory:

C:\Program Files\CWW5.

- If your C drive does not have sufficient space, click **Browse** and select the directory where you would like to install CiscoWorks Windows 5.0.

The Select Components dialog box appears and displays these two options:

- Run CiscoWorks Windows 5.0 in standalone mode
- Integrate CiscoWorks Windows 5.0 with WhatsUp Gold

**5** Perform *one* of these tasks:

- If you want the standalone option, select **Run CiscoWorks Windows 5.0 in standalone mode**, then click **Next**.
- Click **Next** to select the default option, Integrate CiscoWorks Windows 5.0 with WhatsUp Gold.

The Select Device Packages to Install dialog box appears and displays a list of device packages.

**6** Perform *one* of these tasks:

- To install all the device packages, click **Select All** and click **OK**.
- To install selected device packages, select the device packages you wish to install and click **OK**.

The Start Copying Files dialog box appears and displays the current settings such as the target directory, the program folder, and the selected device packages.

**7** Click **Next** to begin installing.

CiscoWorks Windows 5.0 verifies if there is sufficient disk space. If there is not enough disk space, a Not Enough Disk Space dialog box appears with certain options.

Perform these tasks:

- (a) Click **OK** in the Not Enough Disk Space dialog box.

The Choose Destination Location dialog box appears, as in step 3 and displays two options.

- (b) Follow the installation instructions from step 4 through step 7 to install.

See “System Requirements” for more information about disk space requirements.

Installation progress is indicated by messages displayed in the dialog boxes. When installation is complete, the Installation Successful dialog box appears.

- 8** Click **Finish**.

CiscoWorks Windows 5.0 is installed.

## Uninstalling CiscoWorks Windows

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You can uninstall CiscoWorks Windows 5.0 if you encounter problems during installation, or you wish to remove the program.

To uninstall CiscoWorks Windows:

- 1 Click the task bar **Start** menu.
- 2 Select **Programs > CiscoWorks Windows 5.0 > Uninstall CiscoWorks Windows 5.0**.

**Note** Uninstalling CiscoWorks Windows 5.0 will not automatically uninstall WhatsUp Gold.

## Starting CiscoWorks Windows

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To start CiscoWorks Windows from your C drive:

- 1 Click the task bar **Start** menu.
- 2 Select **Program > CiscoWorks Windows 5.0**.

These program menu options are displayed:

- Add/Delete Device Support
- CiscoView 5.0
- Uninstall CiscoWorks Windows 5.0
- WhatsUp Gold (You will see this option only if you have integrated CiscoWorks Windows 5.0 with WhatsUp Gold.)

### Components of CiscoWorks Windows

CiscoWorks Windows 5.0 provides the following GUI-based device management applications:

- CiscoView
- StackMaker (launched from CiscoView)

- Show Commands (launched from WhatsUp Gold)
- Threshold Manager (launched from WhatsUp Gold)
- WhatsUp Gold

### **Starting CiscoWorks Windows 5.0 Applications**

The following sections provide the procedures for starting the CiscoWorks Window applications:

- Starting CiscoView
- Starting StackMaker
- Starting Show Commands
- Starting Threshold Manager
- Starting WhatsUp Gold

#### **Starting CiscoView**

You can start CiscoView from two locations:

- CiscoWorks Windows
- WhatsUp Gold

### Starting CiscoView from CiscoWorks Windows

To start CiscoView from CiscoWorks Windows 5.0:

- 1 Click the task bar **Start** menu.
- 2 Select **Programs > CiscoWorks Windows 5.0 > CiscoView 5.0**.

The CiscoView main window appears.

### Starting CiscoView from WhatsUp Gold

To start CiscoView from WhatsUp Gold:

- 1 Click the task bar **Start** menu.
- 2 Select **Programs > CiscoWorks Windows 5.0 > WhatsUp Gold**.

The WhatsUp Gold main window appears.

- 3 Open a topology map.

A topology map with icons of all the devices in your network appears.

**Note** If you have not defined a topology map of your network, refer to the *WhatsUp Gold User's Guide* for instructions.



**4** Perform *one* of the following tasks to launch CiscoView:

- Double-click on a Cisco device icon.
- Right-click on a Cisco device icon and select **CiscoView** from the displayed popup menu options.

The Community Strings dialog box appears.

**5** Enter the read community strings in the Read Community field.

**6** Enter the write community strings in the Write Community field.

**7** Click **OK**.

The CiscoView main window appears.

**Note** The Community Strings dialog box appears only the first time you launch CiscoView for a particular device from WhatsUp Gold. CiscoView stores the community strings information for future CiscoView invocations.

### **Starting StackMaker**

To start StackMaker from CiscoView:

- 1** Start CiscoView.

For instructions about starting CiscoView, see “Starting CiscoView.”

The CiscoView main window appears.

- 2** Enter a device name or IP address of a stackable device in the Select Device drop-down list box.

A stackable device is a device containing the StackMaker MIB.

- 3** Click **StackMaker** from the device command buttons located in the left pane of the CiscoView main window.

The StackMaker main window appears.

### **Starting Show Commands**

To start Show Commands from WhatsUp Gold:

- 1** Click the task bar **Start** menu.

- 2** Select **Programs > CiscoWorks Windows 5.0 > WhatsUp Gold**.

The WhatsUp Gold main window appears.

- 3 Open a topology map.

A topology map with icons of all the devices in your network appears.

**Note** If you have not defined a topology map of your network, refer to the *WhatsUp Gold User's Guide* for instructions.

- 4 Right click on a Cisco device icon.

A popup menu appears and displays several options.

- 5 Select **Show Commands**.

Show Commands determines if user authentication (TACACS, Radius) is configured on the selected device. If user authentication is configured on the device, a Username for <device name> dialog box appears.

- 6 Enter the username in the field provided.

The Password dialog box appears.

- 7 Enter the Telnet password in the field provided.

- 8 Enter the Enable password in the field provided.

- 9 Select the **Save Passwords** check box if you choose to save the passwords.

The Save Passwords option enables you to store the passwords for a particular device in an encrypted format. Therefore, the next time you launch Show Commands for that particular device, the stored passwords are automatically used to log in. If this is successful and you can log in, you will not be prompted to enter the passwords.

- 10 Click **OK** to start Show Commands.

The Show Commands main window appears.

### **Starting Threshold Manager**

To start Threshold Manager from WhatsUp Gold:

- 1 Click the task bar **Start** menu.
- 2 Select **Programs > CiscoWorks Windows 5.0 > WhatsUp Gold**.

The WhatsUp Gold main window appears.

- 3 Open a topology map.

A topology map with icons of all the devices in your network appears.

**Note** If you have not defined a topology map of your network, refer to the *WhatsUp Gold User's Guide* for instructions.

- 4 Right click on the Cisco device icon.

A popup menu appears and displays several options.

- 5 Select **Threshold Manager**.

The Community Strings dialog box appears.

- 6 Enter the read community strings in the Read Community field.

- 7 Enter the write community strings in the Write Community field.

- 8 Click **OK**.

The Threshold Manager main window appears.

### **Starting WhatsUp Gold**

To start WhatsUp Gold:

- 1 Click the task bar **Start** menu.

- 2 Select **Programs > CiscoWorks Windows 5.0 > WhatsUp Gold**.

The WhatsUp Gold main window appears.

## Adding or Deleting Device Support

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To add or delete device support, see the following sections:

- Downloading Device Packages
- Starting the CiscoView Device Support Utility
- Installing Device Packages
- Uninstalling Device Packages

### **Downloading Device Packages**

This section provides a quick reference for downloading device packages from CCO.

If you do not have Internet access, skip this section. To receive updated packages, you can order the Cisco Network Management Support CD-ROM.

For detailed description about downloading from CCO, see the software library Web page at <http://www.cisco.com/public/library>.

To download device packages from CCO:

- 1 Verify that you are running CiscoView 5.0 version by starting CiscoView.

For instructions about starting CiscoView, see “Starting CiscoView.”

- 2 Select **Help > About CiscoView**.

**Note** In all cases, CiscoView should be Version 5.0 or later.

- 3 Select **File > Exit** to close CiscoView.

- 4 Create a temporary location for the *cv\_pkgs* directory, for example, *c:\cv\_pkgs*.

- 5 Access CCO.

You can access CCO as a registered user or as a guest.

- To access CCO as a registered user:
  - (a) Enter the following URL in your Web browser to access the download option:

**<http://www.cisco.com/kobayashi/library/netmanage/cview/>**

The CiscoView Upgrade Planner page appears.

- (b) At the prompt, enter your CCO user ID, and password.
- To be granted special file access as a guest:
  - (a) Call Technical Assistance Center (TAC) at 800 553-2447 or 408 526-7209.  
  
You will be transferred to the appropriate person to obtain your special access code.
- 6 Select Download CiscoView Software Updates.**  
The CV/CWW Software Download Options page appears.
- 7 Select Add new device support to my CiscoView application.**
- 8 Select the product type.**
- 9 Select the product (device package).**
- 10 Select the version, CiscoView 5.0.**
- 11 Download the .zip file for the device, *cv5packages.zip*, into the *cv\_pkgs* directory.**  
  
Any prerequisite files will automatically be added to your device file and zipped for download.
- 12 Unzip the *cv5packages.zip* file.**



This will extract multiple .zip and readme files. *Do not unzip these individual files.*

**13** Add the device packages to CiscoView:

- (a) Start the CiscoView Device Support utility.

For instructions about starting the CiscoView device support utility, see “Starting the CiscoView Device Support Utility.”

- (b) Select **Install Device**.

For instructions about installing device packages, see “Installing Device Packages.”

## **Starting the CiscoView Device Support Utility**

To start the CiscoView Device Support utility:

- 1** Click the task bar **Start** menu.
- 2** Select **Programs > Add/Delete Device Support**.

The CiscoView Device Support utility dialog box appears.

## Installing Device Packages

**Note** Before installing or uninstalling device packages, it is recommended that you close any open CiscoView sessions.

To install new device packages or upgrade existing device packages:

- 1 Start the CiscoView Device Support utility.

The CiscoView Device Support utility dialog box appears.

- 2 Click **Install**.

The Install Device Packages dialog box appears.

- 3 Click **Browse**, navigate to the device package directory, then click **Select**.

**Note** The device package directory could either be the *cv-pkgs* directory that you created to download device packages from CCO or the <install dir>\jars\devpkgs directory on the CiscoWorks Windows 5.0 CD.

A list of available device packages is displayed. Each entry provides the package name, the .zip file name, the version number of the device

packages in the ZIP file, and the version numbers of any installed device packages.

- 4 To install one or more device packages, click the **Select to Install** check box.

**Note** In some cases you might attempt to install or uninstall a device package and find that the CiscoView device support utility does not allow the action. This occurs when you select a package that has interdependencies that will disrupt the functioning of another CiscoView device package. In addition, the utility will not allow you to select a package whose superseding version has already been installed.

- 5 If the Network Management Integration Data Bundle (NMIDB) files are available in the current source file location, you can add new device support to the NMS with which CiscoView is integrated.

When you download a device package, the NMIDB is also downloaded in the current source file location. This automatically enables the Integrate with Network Management Platform check box (the check box is selected), which causes the device support utility to add new device support to the NMS software.

When you add new device support, verify that the Integrate with Network Management Platform check box is selected.

**6 Click *Install*.**

The CiscoView device support utility verifies that there is sufficient disk space. If there is not enough disk space, an error message is displayed.

If sufficient disk space exists, a Confirm Install Operation dialog box appears.

**7 Click *Yes*.**

The CiscoView Incremental Package Install dialog box appears. Installation progress is indicated by messages displayed in a new dialog box.

Table 2 describes error messages that might be displayed if the utility encounters problems:

**Table 2 Error Messages**

<b>Sample Message</b>	<b>Message Type</b>	<b>Explanation</b>	<b>Message Location</b>
Path /tmp/dir2/x is invalid.	Error	Specified directory is an invalid directory.	Status bar
Found two CiscoView packages in the directory /tmp/dir/.	Info	Specified directory is a valid directory.	Status bar
Package C8500 cannot be downgraded to a lower version.	Error	You have selected a package whose superseding version was already installed in your system.	Status bar
Cannot find base packages "CDPAddlet" for C8500.	Error	Prerequisite packages are unavailable for a selected package.	Status bar
Cannot proceed with install. Reason: Insufficient disk space.	Error	Insufficient disk space.	Dialog

When the installation is complete, a summary page displays the results.

**8 Click Done.**

The device packages are installed.

## Uninstalling Device Packages

**Note** Before installing or uninstalling device packages, it is recommended that you close any open CiscoView sessions.

To uninstall device packages:

- 1 Start the CiscoView Device Support utility.

The CiscoView Device Support utility dialog box appears and displays the installed device packages, including package names, descriptions, and current version numbers.

- 2 To uninstall one or more device packages, click the **Select to Uninstall** check boxes in the List of Installed Packages list.

If the file you want to uninstall is a prerequisite for another installed device package, that file is not selectable.

- 3 Click **Uninstall**.

The Uninstall button is active only when one or more check boxes are selected.

The CiscoView Device Support utility validates the selection and displays an error message if the selected set of device packages are not compatible.

If the selected device packages are compatible, the Confirm Uninstall Operation dialog box appears.

**4 Click Yes.**

The CiscoView Device Package Uninstall dialog box appears and displays the uninstallation progress. When the uninstallation is complete, a summary page displays the results.

**5 Click Done.**

The device packages are uninstalled.



## Services and Support

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This section describes how to contact Cisco Systems to order documentation and receive service and support.

### **Cisco Connection Documentation**

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more up to date than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or as an annual subscription. You can also access Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

If you are reading Cisco product documentation on the World Wide Web, you can submit comments electronically. Click **Feedback** in the toolbar, then select **Documentation**. After you complete the form, click **Submit** to send it to Cisco. We appreciate your comments.

## **Cisco Connection Online**

Cisco Connection Online (CCO) is Cisco Systems' primary, real-time support channel. Maintenance customers and partners can self-register on CCO to obtain additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO services include product information, product documentation, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously: a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and it is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- www: <http://www.cisco.com>
- www: <http://www-europe.cisco.com>
- www: <http://www-china.cisco.com>
- Telnet: [cco.cisco.com](http://cco.cisco.com)
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and connection rates up to 28.8 kbps.

For a copy of CCO's Frequently Asked Questions (FAQ), contact [cco-help@cisco.com](mailto:cco-help@cisco.com). For additional information, contact [cco-team@cisco.com](mailto:cco-team@cisco.com).

**Note** If you are a network administrator and need personal technical assistance with a Cisco product that is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or [tac@cisco.com](mailto:tac@cisco.com). To obtain general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or [cs-rep@cisco.com](mailto:cs-rep@cisco.com).

