CiscoWorks Windows 3.2(1) Installation Instructions

This instruction book provides information about installing and running CiscoWorks Windows with SNMPc, HP OpenView for Windows, and Network Node Manager for Windows NT.

CiscoWorks Windows is comprehensive network management software that enables you to easily manage your small to medium business network or workgroup. Information such as dynamic status, statistics, and comprehensive configuration information is available for Cisco routers, switches, hubs, and access servers. CiscoWorks Windows can manage Cisco's NetBeyond extended network system of modular, stackable LAN and WAN products as a single device.

For more information about using CiscoWorks Windows, see *Getting Started with CiscoWorks Windows*.

System Requirements

This section provides CiscoWorks Windows software and hardware requirements.

Software Requirements

You must install one of the following Microsoft (MS) operating systems with TCP/IP enabled to run CiscoWorks Windows:

- Windows 95

- Windows NT 4.0

CiscoWorks Windows uses the native WINSOCK stacks supplied with these operating systems.

Hardware Requirements

The following components are the minimum hardware requirements for running CiscoWorks Windows:

- IBM PC-compatible 486 (586 Pentium and 90 MHz clock recommended).

- SVGA color monitor and graphics adapter.

- 32 megabytes (MB) of random access memory (RAM).

- For Windows 95 and Windows NT 4.0 Workstation, 327 MB of available hard drive space during installation. After installation, 50 to 81 MB of hard drive space is used, depending on the number of devices you install.

  These settings are for a cluster size of 32768 bytes. If the cluster size is doubled, the requirements also double.

  As you download device packages, space requirements increase. See the device's *README* file for the size of the installed file.

- Windows-compatible CD-ROM drive.

- A serial port and/or a network driver interface specification card/Open Data Link Interface (NDIS/ODI)-compliant network adaptor card (recommended).

- Mouse or mouse-compatible pointing device.

Choosing the Installation Environment

You can install CiscoWorks Windows in one of two ways:

- As a standalone application. For installation instructions, refer to the section "Installing CiscoWorks Windows."

- With one of the following:

  — Castle Rock SNMPc Versions 4.1r and 4.2.04. You must install SNMPc before installing CiscoWorks Windows. For installation instructions, refer to the section "Installing Castle Rock SNMPc."

  — On Hewlett-Packard OpenView (HP OpenView) for Windows 7.3 (Version D.02.00 and Version D.01.02), or HP OpenView Network Node Manager for Windows NT (Versions 5.02 and 5.01). For installation instructions, refer to the section "Installing HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT."

You can use CiscoWorks Windows as a standalone application in the following situations:

- You have limited memory or limited disk space or both.

- You have a small network with only a few routers to manage.

- You do not need Show Commands or Health Monitor applications.

If you choose StandAlone, only the CiscoView and Configuration Builder applications are operational.

You can use CiscoWorks Windows to perform the following operations:

- With SNMPc

  — Use Auto Discovery to discover all the devices on your network and graphically represent them on a map.

  — Launch CiscoView from a router icon on the SNMPc map.

  — Use the management information base (MIB) browser.

  — View event history.

- With HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT

— Use Auto Discovery to discover all the devices on your network and graphically represent them on a map.

— Launch CiscoView from a device icon on the HP OpenView map.

— Enable CiscoView to be launched from a device icon on the HP OpenView Network Node Manager for Windows NT network map.

— Use HP OpenView to query the MIBs.

— View the alarm log.

Installing Castle Rock SNMPc

Before you install CiscoWorks Windows to run with Castle Rock SNMPc, you must install Castle Rock SNMPc on your workstation. To install SNMPc, perform the following steps:

1 Insert the Castle Rock SNMPc CD into the CD-ROM drive.

2 Select **Start>Run**.

3 Enter the letter that indicates the CD-ROM drive followed by a colon, a backslash, and **setup**. For example:

`d:\setup`

4 Click **OK**. The Welcome dialog box appears.

5 Click **Continue**. The Registration dialog box appears. Enter your name, company name, and serial number. Your serial number is located on the inside of the front cover of *Castle Rock SNMPc Reference Guide;* inside the CD-ROM case; and on your registration card.

Note The serial number must be typed exactly, without spaces and in the correct case, or the installation fails.

6 Click **Continue**.

The Registration Confirmation dialog box appears.

7 Click **Yes**.

The Type of Installation dialog box appears.

8 Click either **SNMPc Installation** (installs the SNMPc network management platform for Windows) or **Vendor Installation** (installs vendor-specific applications for managing third-party devices).

9 The Installation Location dialog box appears. Keep the default or enter the directory in which you want to install SNMPc, then click **OK**.

10 The Release Notes dialog box appears, asking whether you want to review the SNMPc release notes. Click **Yes** to view the notes or **No** to bypass the notes.

11 Click **Exit Installation**.

The SNMPc installation is complete. SNMPc is added to the list under **Start>Programs** menu.

Installing HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT

Before you install CiscoWorks Windows to run with HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT, you must install those applications. For instructions on installing an HP OpenView application, see your HP documentation.

CiscoWorks Windows provides an option to load its MIB into HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT database during installation. Loading the MIBs might take a significant amount of time. If you choose not to load the MIBs during installation, you can integrate them into the network management platform database later. These MIBs can be used with the SNMP browser for troubleshooting. For detailed instructions on loading MIBs after installation, see the section "Loading the Management Information Base."

Installing CiscoWorks Windows

Note To install CiscoWorks Windows, you must be an administrator or a user with administrative privileges.

This installation procedure performs the following functions:

- Detects any existing CiscoWorks Windows or CiscoVision installation.

- Allows you to automatically remove an existing CiscoWorks Windows or CiscoVision installation.

- Detects any SNMPc, HP OpenView for Windows, or HP OpenView Network Node Manager for Windows NT installation.

- Incrementally installs all required files.

Caution The installation procedure upgrades Configuration Builder 1.1 or 2.0 to Configuration Builder 2.1. Back up all Configuration Builder 1.1 or 2.0 data files before beginning the installation, or they will be overwritten. For a list of data file types, see the "Using Configuration Builder, Show Commands, and Health Monitor" chapter in *Getting Started with CiscoWorks Windows*.

Installing CiscoWorks Windows with SNMPc

To install CiscoWorks Windows, perform the following steps:

1 Insert the CiscoWorks Windows CD into your CD-ROM drive.

Select **Start>Run**, or select **Start>Settings>Control Panel**. Click **Add/Remove Programs**, then click **Install**.

2 Enter the drive letter of the CD-ROM drive followed by a colon, a backslash, and **setup**. For example:

d:\setup

3 Click **OK**.

The Welcome dialog box appears.

4 Click **Next**.

The User Information dialog box appears.

5 Enter your name and company name, then click **Next**.

The Select Installation Option dialog box appears.

6 Select **Castle Rock SNMPc** or **StandAlone**, then click **Next**.

If you select Castle Rock SNMPc, you must have the network management platform installed. For additional information, see the section "Choosing the Installation Environment."

The Choose Destination Location dialog box appears.

7 Keep the default or enter the directory in which you want to install CiscoWorks Windows. A browse button is provided for finding the directory. After selecting the destination directory, click **Next**.

If either CiscoWorks Windows or CiscoVision exists on your workstation, you can choose to install the new version in the same directory. If you install the new version in the same directory, the older version is removed and you must reinstall the existing devices. If you choose to install CiscoWorks Windows in a different directory, the previous version is not removed and might not function properly.

8 The Device Installation dialog box appears. You can select individual devices or click **Select All** to select all devices, then click **OK**.

To install devices later, click **Cancel**.

The Start Copying Files dialog box appears.

9 To begin the file installation, click **Next**.

The Copying Files display appears, showing you the percentage of the program successfully installed.

If the message Not Enough Disk Space is displayed, the setup program terminates. See the section "Hardware Requirements" for more information about disk space requirements.

Otherwise, the Setup Complete dialog box appears.

10 Select an option, then click **Finish** to complete the CiscoWorks Windows installation. The options that appear depend on your installation type.

For a standalone installation, you can view the *README* file, run CiscoView, or do both. For a Castle Rock SNMPc installation, you can view the *README* file.

Loading the Management Information Base

This section describes how to load SNMPc MIB files to CiscoView.

You must recompile the MIBs after installing CiscoWorks Windows. To recompile the MIB database after installation, perform one of the following procedures.

To load the MIBs while starting SNMPc, perform the following steps:

1 Select **Start>Programs>CiscoWorks Windows>CiscoWorks Windows>SNMPc**. An SNMPc dialog box appears, prompting you to recompile the MIB database.

2 Click **Yes** to recompile the MIB database.

3 After compilation, the SNMPc Compile OK message appears. Click **OK**.

To compile the MIBs from within SNMPc, perform the following steps:

1 From the SNMPc menu, select **Config>Compile MIB**. The Load MIB dialog box displays.

2 In the Load MIB dialog box, click **Load All**.

Note You *must* perform these steps to recompile the MIB database; otherwise, CiscoWorks Windows will not work.

Installing CiscoWorks Windows with HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT

To install CiscoWorks Windows, perform the following steps:

1 Insert the CiscoWorks Windows CD into your CD-ROM drive.

2 Select **Start>Run**, or select **Start>Settings>Control Panel>Add/Remove Programs**, then click **Install**.

3 Enter the drive letter of the CD-ROM drive followed by a colon, a backslash, and **setup**, then click **OK**. For example:

`d:\setup`

In some cases, CiscoWorks Windows might provide information about an existing CiscoWorks application or registry entry.

The Welcome dialog box appears.

4 Click **Next**.

The User Information dialog box appears.

5 Enter your name and company name, then click **Next**.

The Select Installation Option dialog box appears.

6 Click **HP OpenView for Windows**, **HP Network Node Manager**, depending on your installation environment, then click **Next**.

You must have the network management platform already installed; otherwise, a message appears stating that the network management platform is not installed. For additional information, see the section "Choosing the Installation Environment."

A dialog box appears asking if you want to integrate the MIBs into the network management database.

7 Click **No** if you do not want to integrate the MIBs. Click **Yes** if you do want to integrate the MIBs.

The Choose Destination Location dialog box appears.

8 Keep the default or enter the directory in which you want to install CiscoWorks Windows. You can click the **Browse** button to find the directory. After choosing the destination directory, click **Next**.

If either CiscoWorks Windows or CiscoVision exists on your workstation with old device packages, a message appears advising you to reinstall the device packages and that the old packages will be removed. To avoid overwriting the old device packages, click **No** and change the destination directory. To overwrite the old device packages, continue the installation, which automatically uninstalls

the previous version. If you install CiscoWorks Windows in a
different directory, the previous version is not uninstalled and might
not function properly.

9 The Device Installation dialog box appears. Select individual devices
or click **Select All** to select all devices, then click **OK**.

To install devices later, click **Cancel**.

The Start Copying Files dialog box appears.

10 To begin the file installation, click **Next**.

The Copying Files display appears, showing you the percentage of the
program successfully installed.

If the message "Not Enough Disk Space" is displayed, the setup
program terminates. See the section "System Requirements" for more
information about disk space requirements.

Otherwise, the Setup Complete dialog box appears.

11 Select an option, then click **Finish** to complete the CiscoWorks Windows installation. The options that appear depend on your installation type, as follows:

— For an HP OpenView for Windows installation, you can either restart your workstation now or restart it later.

— For an HP OpenView Network Node Manager for Windows NT installation, you do not need to restart the workstation if the Restart the Computer dialog box does not appear.

Loading the Management Information Base

If you are using HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT and you do not wish to integrate the CiscoWorks Windows MIBs during installation, you can integrate them later using the command line interface. Do this by running the *OVMIBS.BAT* file, which is located in the *MIBS* subdirectory of the directory in which your Network Management platform is installed.

MIB compilation is useful only for browsing the Cisco MIBs using HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT and integrating the Cisco traps with HP OpenView Network Node Manager for Windows NT. Therefore, if you do not plan to browse the Cisco MIBs frequently, it is recommended that you do not

compile the MIBs when integrating CiscoWorks Windows with HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT. If you do compile the MIBs while integrating with HP OpenView Network Node Manager for Windows NT, you might encounter some warnings.

Starting CiscoWorks Windows

Use the appropriate procedure to start CiscoWorks Windows applications.

Starting CiscoWorks Windows with SNMPc

To start CiscoWorks Windows, perform the following steps:

1 Select **Start>Programs>CiscoWorks Windows>SNMPc**.

2 If you run CiscoWorks Windows integrated with SNMPc for the first time, you are asked if you want to compile the MIBs. Answer **Yes.**

You must rediscover all network maps to properly display Cisco devices. To discover your network and create a network map, use SNMPc Auto Discovery. See your Castle Rock *SNMPc Network Management Reference Guide* for details on using the Auto Discovery feature.

3 To start a CiscoWorks Windows application, either double-click on the CiscoView icon in standalone mode or double-click on a Cisco device within the network map.

Depending on your type of installation, the following programs are listed:

- If you installed CiscoWorks Windows on Castle Rock SNMPc: CiscoView, SNMPc, Configuration Builder, the *README* File, Install Device, Uninstall Device, and Uninstall CiscoWorks. Click on *README* to read CiscoWorks Windows software release information.

- If you installed CiscoWorks Windows in a standalone mode: Configuration Builder, CiscoView, the *README* file, Install Device, Uninstall Device, and Uninstall CiscoWorks.

Starting CiscoWorks Windows with HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT

To start CiscoWorks Windows applications perform the following steps:

1 If you have installed CiscoWorks Windows in standalone mode, select **Start>Programs>CiscoWorks Windows>CiscoView** to start CiscoView.

Otherwise, start HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT by selecting **Start>Programs>CiscoWorks Windows**>**HP OpenView/Network Node Manager**.

2 If you are using HP OpenView for Windows, you must rediscover all network maps to properly display Cisco devices. Use the HP OpenView Autodiscovery menu options to discover your network and create a network map. See the HP OpenView for Windows documentation for details.

If you are using HP OpenView Network Node Manager for Windows NT, autodiscovery is performed automatically. See the HP OpenView Network Node Manager for Windows NT documentation for details.

3 To display information for a Cisco device, do one of the following:

— From HP OpenView for Windows, double-click on a Cisco device within the network map.

— From HP Network Node Manager for Windows NT, select a Cisco device within the network map. From the menu bar, select **Monitor>CiscoView**. To start CiscoView by double-clicking on a Cisco device, you need to associate CiscoView with the device.

Note HP OpenView for Windows uses a significant amount of memory. If you have trouble starting CiscoWorks Windows, see *Getting Started with CiscoWorks Windows*.

Depending on your type of installation, the following programs are listed:

- If you installed CiscoWorks Windows on HP OpenView for Windows or HP OpenView for Network Node Manager for Windows NT: Configuration Builder, HP OpenView / Network Node Manager, CiscoView, the *README* file, Install Device, Uninstall Device, and Uninstall CiscoWorks. Click **README** to read CiscoWorks Windows software release information.

- If you installed CiscoWorks Windows in a standalone mode: Configuration Builder, CiscoView, the *README* file, Install Device, Uninstall Device, and Uninstall CiscoWorks.

Downloading Device Packages

This section provides a quick reference to 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 a detailed description of downloading from CCO, see the Software Library Web page at http://www.cisco.com/public/library.

To download device packages from CCO, perform the following steps:

1 Verify that you are running CiscoView version 4.0 or later by starting CiscoView. (See the section "Starting CiscoWorks Windows" for instructions).

2 Select **Help>About CiscoView**.

Note In all cases, CiscoWorks Windows should be Version 3.0 or later. You can verify this by looking in the CiscoWorks Windows *README* file.

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

4 Create a permanent 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 as a registered user do the following:

(a) Enter the following URL in your Web browser to access the Software Image Library:

http://www.cisco.com/kobayashi/sw-center/

(b) At the prompts, enter your CCO user ID and password.

To be granted special file access as a guest, do the following:

(a) Call Technical Assistance Center (TAC) at 800 553-2447 or 408 526-7209 and state the name of the product you are using. You are transferred to the appropriate person to obtain your special access code.

(b) Enter the following URL in your Web browser:

http://www.cisco.com/public/library

(c) Enter your special access code in the Other Software Products/Special Files section.

(d) Select the device tar file and a download option.

6 Download the device tar file into the *cv_pkgs* directory.

For information on downloading from CCO, see the Software Library Web page.

(a) In the Network Management Products section, select the CiscoView Upgrade Planner pointer to the CiscoView packages. To review the package *README* file, click on the *README* filename and select a download option. To select a device tar file, click on the device filename and select a download option.

(b) Reenter your password, if required.

(c) If required, click **Save File** or select **File>Save As,** depending on the browser you are using.

(d) If a filter window appears, enter the complete destination pathname in the Selection section of the filter window for the downloaded device, for example, *c:\cv_pkgs\device_name*.

(e) Close the Web browser.

7 Unzip the device tar file.

You can download WinZip from CCO, if required.

- (a) Start WinZip. Select **Start>Programs>WinZip 6.1 32-bit**.
- (b) Click the Open icon on the WinZip main menu.
- (c) In the Look in field, select the drive and directory (*c:\cv_pkgs*) containing the device file.
- (d) Select the tar file, then click **Open**.
- (e) Select the **Extract** icon.
- (f) In the Extract dialog box, select **All files** and **Overwrite Existing Files**. Make sure the name of the **Extract To** directory is correct, for example, *c:\cv_pkgs*.
- (g) Click **Extract**.
- (h) Close WinZip.

8 Add the package file to CiscoView.

- (a) Select **Start>Programs>CiscoWorks Windows.**
- (b) Click **Install Device**. The Setup program starts.

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- (c) In the Select Package dialog box, select the directory containing the package file (*c:\cv_pkgs*).

- (d) Select the device package you want to load, then click **OK**.

9 View the device.

- For SNMPc or Standalone

  — For a standalone installation, click on the CiscoView icon from the CiscoWorks Windows program group, then select **File>Open Device** to view your device.

  — For SNMPc, double-click on the SNMPc icon in the CiscoWorks program group. Enter your User ID and Password, and click **OK**. Then, double-click on the device you just installed.

- For HP OpenView for Windows or HP OpenView Network Node Manager for Windows NT

  — For HP OpenView for Windows, double-click on the device you just installed.

  — For HP OpenView Network Node Manager for Windows NT, select the device you just installed, then, from the menu bar, select **Monitor>CiscoView**.

The downloading is complete. If you encounter any problems, check the *cvnstall.log* file in the *C:\temp* directory for explanations of any errors. See *Getting Started with CiscoWorks Windows* for more detail.

Service and Support

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, 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

- 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. For additional information, contact 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. To obtain

general information about Cisco Systems, Cisco products, or upgrades, contact 800 553-6387, 408 526-7208, or cs-rep@cisco.com.