

Downloading Device Packages

New device support can be added as package files to CiscoWorks Windows incrementally any time after the initial installation of CiscoWorks Windows. To add incremental device support, access the Cisco Customer Connection Online (CCO). CCO is 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 support CD contains the latest Cisco 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 these instructions appears in the *CiscoWorks Windows CD Installation Instructions* booklet, which you can use if you are familiar with the process of downloading devices from CCO to the CiscoWorks Windows platform.

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

- Using CiscoView Packages
- Downloading to a PC from CCO from CCO
- Downloading to a PC from Anonymous FTP
- Reinstalling the Cisco Device Package File
- Removing CiscoWorks Windows Devices

CiscoView device support on CCO consists of packages that are bundles containing application upgrades, graphics, device descriptions, Management Information Base (MIB) files as well as installation scripts and other supporting files. Each package has a *README*

file that goes with it. The *README* file should be read prior to downloading to ensure the file works with your current configuration. After you add the package file to CiscoView, you can view and manage the hardware device using CiscoView.

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

Using CiscoView Packages

There are many devices available through CiscoView in CiscoWorks Windows and they are upgraded frequently. To ensure that you have the most recent upgrade, verify the version number through CCO. Compare the *cv_pkgs* directory with the CCO device packages to make sure that you have the most up-to-date version of the files. This directory contains the device code, a *README* file, and the help code for the device, and it is updated dynamically as changes occur.

Note In order to perform a download, you have to be *root* or the owner of the files.



Caution Ensure that for new device or application support, you select CiscoView 4.0 release packages. You can use existing CiscoView 4.0 packages, but they do not support new CiscoView 4.0 features such as stackable device functionality.

Downloading to a PC from CCO

From the Internet, there are two ways to access Cisco device package files: from CCO, or from anonymous FTP service. This section describes how to download from CCO incrementally released device package files for use with CiscoWorks Windows.

System and Software Requirements

- Windows 95 or Windows NT 3.51 or 4.0.
- CiscoWorks Windows 3.0.
- Your system meets the requirements listed in the *CiscoWorks Windows CD Installation Instructions* document.
- Make sure you have WinZip 6.1 or later installed. If you do not have WinZip installed, go to the section, “Downloading WinZip.”

Downloading WinZip

WinZip enables you to extract the device file, and if you do not have it installed, it can be downloaded from the Web. To download the WinZip file:

Step 1 Create a folder for WinZip.

Step 2 On the Web, go to

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

and click on the WinZip icon.

Step 3 The *Save As* dialog box appears. Type in the filename where WinZip is going, for example: C:\winzip95.

Step 4 Click **Open** to open the folder.

Step 5 Click **Save**.

WinZip is downloaded to your PC.

Step 6 Go to Windows Explorer and open the folder containing *winzip95.exe*.

Step 7 Click on *winzip95.exe* and the WinZip self extractor starts. Follow the instructions in this program to complete the installation.

Downloading from CCO

CCO is the Cisco online support channel. 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 Version Numbers
- 2 Close CiscoView
- 3 Create a cv_pkgs Directory in the CiscoWorks Windows Directory on Your PC
- 4 Access CCO
- 5 Download the Device File into the cv_pkgs Directory on Your PC
- 6 Unzip the Device Tar File
- 7 Add the Package File to CiscoView
- 8 Viewing Your Device
- 9 Optionally, Delete the cv_pkgs Directory

Check the Version Numbers

Instructions for checking versions of CiscoView and CiscoWorks Windows on Windows NT and Windows 95 follow. Use the steps that apply to your operating system.

Windows NT 3.51

To check the CiscoView version on Windows NT 3.51, do the following:

- For standalone CiscoView, in the CiscoWorks Windows program group (where the CiscoWorks Windows icons are in view), click the **CiscoWorks Windows** icon. CiscoView initializes. If CastleRock SNMPC is installed, click on the CiscoWorks Windows icon and from the map, double-click on the device to launch CiscoView.
- Select **Help>About CiscoView**. Make sure the version number of CiscoView is 4.0 or later.
- Proceed to the section, “Close CiscoView.”

To check the CiscoWorks Windows version on Windows NT, do the following:

- In the CiscoWorks Windows program group (where the CiscoWorks Windows icons are in view), click the **ReadMeFile** icon.
- Make sure the version number of CiscoWorks Windows is 3.0(1) or later.
- Close the *README* file.
- Proceed to the section, “Close CiscoView.”

Windows 95/Windows NT 4.0

To check the CiscoView version on Windows 95 or Windows NT 4.0, do the following:

- If CiscoView is standalone, select the taskbar **Start** menu, click the **Programs** folder, click **CiscoWorks Windows**, and click the **CiscoView** folder. CiscoView initializes. If CastleRock SNMPc is installed, click on the CiscoWorks windows icon and from the map, double-click on the device to launch CiscoView.
- Select **Help>About CiscoView**. Make sure the version number of CiscoView is 4.0 or later.
- Proceed to the section, “Close CiscoView. “

To check the CiscoWorks Windows version on Windows 95, do the following:

- Select the taskbar **Start** menu, click the **Programs** folder, click **CiscoWorks Windows**, and click the **ReadMeFile** icon. The *README* file appears.
- Make sure the version number of CiscoWorks Windows is 3.0(1) or later.
- Close the *README* file.
- Proceed to the section, “Close CiscoView.”

Close CiscoView

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



Caution Closing CiscoView is important! The package file does not install correctly if CiscoView is running during the installation.

Create a *cv_pkgs* Directory in the CiscoWorks Windows Directory on Your PC

Before you download device packages from CCO, create a *cv_pkgs* directory as a target directory for the device files. We suggest you download these files to a permanent location, or you may copy these 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.

md cv_pkgs

where *md* is the short name for the *make_directory* command.

Access CCO

Access CCO and review the *README* file to ensure you have the right file. Open your Web browser to access CCO. Depending on the type of network access you have, access CCO as either

- A guest user of CCO
- A registered user of CCO

Guest users are limited to seeing only files available to the public, such as Cisco's Management Information Base (MIB) files. Operating system software such as Cisco IOS releases generally are not available to guest users. To download these types of files, you must be granted special file access.

Log in as either a guest or registered user as described in the next sections.

Logging in as a Guest User of CCO 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

For customers outside the US, you can call the 408 526-7209 number or get contact information at the following URL:

<http://www-tac.cisco.com/CRC/freq.trans.global.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* or *cco-team@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/library>

Step 3 Enter your special access code at the prompt.

Step 4 Press **OK** to pass the security warning message.

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 Locate the **Execute** button and click **Execute**. (The **Execute** button is located at the top of the page.)

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

Downloading to a PC from CCO

Step 8 Save the device file into the *cv_pkgs* directory on your PC.

Step 9 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, access the Software Image Library on CCO by entering the following URL:

http://www.cisco.com/kobayashi/Library_root.shtml

Note Make sure you use the *.shtml* suffix on the URL.

Step 2 At the prompts, enter your CCO user ID and password.

Step 3 Proceed to the next section, “Download the Device File into the *cv_pkgs* Directory on Your PC.”

Download the Device File into the *cv_pkgs* Directory on Your PC

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

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

Step 1 From the Software Image Library page, Network Management Products section, select the CiscoView Upgrade Planner pointer to the 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.

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

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 the **Save File** button, or select the **File>Save As**. You might be prompted to save the file to your workstation, with a message like “**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 of the device you are downloading. Example:

`\cww\cv_pkgs\device_name.cv40.Px.x.tar`

Step 6 After the file is downloaded, minimize the Web browser window.

Step 7 Proceed to “Unzip the Device Tar File.”

Unzip the Device Tar File

Use WinZip to unzip (unbundle or extract) the device file as described in this section. For information on downloading WinZip, see “System and Software Requirements.” The device file includes a *README* and a package (*.pkg) file.

- Step 1** Start WinZip by double-clicking the package file.
- If you are using Windows 95 and Windows NT 4.0, select **Start>Program>WinZip 6.1 32-bit**, or use Explorer to locate and start WinZip.
- If you are using Windows NT 3.51, select **File>Run>WinZip**.
- Step 2** From the WinZip main menu, click the **Open** icon.
- Step 3** In the Look in field, select the drive and directory (*c:\cv_pkgs*) containing the device file.
- Step 4** Select the device file, then **Open**.
- Step 5** Select 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.

Add the Package File to CiscoView

Instructions for adding a package file on Windows NT and Windows 95 follow. Follow the steps in the section that applies to your operating system.

Windows NT 3.51

- Step 1** Return to the Program Manager and restore CiscoWorks Windows by clicking its icon.
- Step 2** Double-click the **Install Device** icon. The Setup program starts.
- Step 3** Go to the directory containing the package file (*c:\cv_pkgs*).
- Step 4** Select the device package (*.pkg) you want to load; click **OK**.
- Many messages appear during installation. “Creating MIB database” and parsing take awhile.

If errors appear, see “Installation Troubleshooting” below.

When the Setup Complete dialog box appears, select an option regarding the *README* file, then click **Finish**. Proceed to “View Your Device.”

Windows 95/Windows NT 4.0

- Step 1** Select the taskbar **Start** menu.
- Step 2** Click the **Programs** folder.
- Step 3** Click **CiscoWorks Windows**.
- Step 4** Click **Install Device**. The Setup program starts.
- Step 5** In the Select Package dialog box, select the directory containing the package file (*c:\cv_pkgs*).
- Step 6** Select the device package (*.pkg) you want to load; click **OK**.

Many messages appear during installation. “Creating MIB database” and parsing take awhile.

If errors appear, see “Installation Troubleshooting.”

When the Setup Complete dialog box appears, select an option regarding the *README* file, then click **Finish**. Proceed to “View Your Device.”

Installation Troubleshooting

The following errors might appear if CiscoView is running while attempting to add the package file to CiscoView:

```
Error in creating file mib.dat
ERROR: xxxxx ciscoProducts: no such object xxxxx
```

If these errors appear or errors similar to these errors, close CiscoView and add the package file again (using the Install Device option).

Viewing Your Device

You can ensure that the installation was successful by viewing the device. Depending on whether or not you are using CiscoWorks Windows as a standalone or as a non-standalone with SNMPc, go to one of the following sections for the steps required to view the device.

Standalone Device

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

Step 2 Use **File>Open Device**, view your device.

You are finished with the installation.

Non-Standalone Device

Step 1 Double click on the CiscoWorks Window icon in the CiscoWorks Windows program group or program folder.

The SNMPc login dialog box appears.

Step 2 Provide your SNMPc User ID and Password.

Step 3 Click **OK**.

The map appears.

Step 4 Double click on the device you just installed.

A view of the device appears.

You are finished with the downloading.

Optionally, Delete the *cv_pkgs* Directory

Optionally, after successful installation, you can delete the *cv_pkgs* directory. Now go to the appendixes for information on launching devices.

Downloading to a PC from Anonymous FTP

This section describes another way to download the device tar file to a PC, using the anonymous FTP service.

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 Version of CiscoView
- 2 Close CiscoView
- 3 Create a cv_pkgs Directory in the Install_Directory on Your PC
- 4 Download the Device Tar File
- 5 Unzip the Device Tar File
- 6 Add the Device File to CiscoView
- 7 Check the cvinstall.log File

Check the Version of CiscoView

Windows NT 3.51

To check the CiscoView version on Windows NT, do the following:

- In the CiscoWorks Windows program group (where the CiscoWorks Windows icons are in view), click the **CiscoView** icon. CiscoView initializes. If it is installed, click on the CiscoWorks windows icon and from the map, double-click on the device to launch CiscoView.
- Select **Help>About CiscoView**. Make sure the version number of CiscoView is 4.0 or later.
- Proceed to the section, “Close CiscoView.”

To check the CiscoWorks Windows version on Windows NT, do the following:

- In the CiscoWorks Windows program group (where the CiscoWorks Windows icons are in view), click the **ReadMeFile** icon.
- Make sure the version number of CiscoWorks Windows is 3.0 or later.
- Close the *README* file.
- Proceed to the section, “Close CiscoView.”

Windows 95/Windows NT 4.0

To check the CiscoView version on Windows 95 or Windows NT 4.0, do the following:

- Select the taskbar **Start** menu, click the **Programs** folder, click **CiscoWorks Windows**, and click the **CiscoView** folder. CiscoView initializes. If it is installed, click on the CiscoWorks windows icon and from the map, double-click on the device to launch CiscoView.
- Select **Help>About CiscoView**. Make sure the version number of CiscoView is 4.0 or later.
- Proceed to the section, “Close CiscoView.”

To check the CiscoWorks Windows version on Windows 95, do the following:

- Select the taskbar **Start** menu, click the **Programs** folder, click **CiscoWorks Windows**, and click the **ReadMeFile** icon. The *README* file appears.
- Make sure the version number of CiscoWorks Windows is 3.0 or later.
- Close the *README* file.
- Proceed to the section, “Close CiscoView.”

Close CiscoView

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



Warning Closing CiscoView is important! The device package does not install correctly if CiscoView is running during the installation.

Create a *cv_pkgs* Directory in the *Install_Directory* on Your PC

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 this command line:
md cv_pkgs
where *md* is the short name for the make directory command.

Download the Device Tar File

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

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

- Step 1** From the Software Image Library page, Network Management Products section, select the CiscoView Upgrade Planner pointer to the 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.

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

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 the **Save File** button, or select the **File>Save As**. You might be prompted to save the file to your workstation, with a message like “**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 of the device you are downloading. Example:
- `\cww\cv_pkgs\device_name.cv40.Px.x.tar`
- Step 6** After the file is downloaded, minimize the Web browser window.
- Step 7** Proceed to “Unzip the Device Tar File.”

Unzip the Device Tar File

Use WinZip to unzip (unbundle or extract) the device file as described in this section. For information on downloading WinZip, see “System and Software Requirements.” The device file includes a *README* and a package (*.pkg) file.

- Step 1** Start WinZip by double-clicking the package file.
- If you are using Windows 95 and Windows NT 4.0, select **Start>Program>WinZip 6.1 32-bit**, or use Explorer to locate and start WinZip.
- If you are using Windows NT 3.51, select **File>Run>WinZip**.
- Step 2** From the WinZip main menu, click the **Open** icon.
- Step 3** In the Look in field, select the drive and directory (*c:\cv_pkgs*) containing the device file.
- Step 4** Select the device file, then **Open**.
- Step 5** Select 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.

Add the Device File to CiscoView

Instructions for adding a package file on Windows NT and Windows 95 follow. Follow the steps in the section that applies to your operating system.

Windows NT 3.51

- Step 1** Return to the Program Manager and restore CiscoWorks Windows by clicking its icon.
- Step 2** Double-click the **Install Device** icon. The Setup program starts.
- Step 3** Go to the directory containing the package file (*c:\cv_pkgs*).
- Step 4** Select the device package (*.pkg) you want to load; click **OK**.

Many messages appear during installation. “Creating MIB database” and parsing take awhile.

If errors appear, see “Installation Troubleshooting” below.

When the Setup Complete dialog box appears, select an option regarding the *README* file, then click **Finish**. Proceed to “View Your Device.”

Windows 95/Windows NT 4.0

- Step 1** Select the taskbar **Start** menu.
- Step 2** Click the **Programs** folder.
- Step 3** Click **CiscoWorks Windows**.
- Step 4** Click **Install Device**. The Setup program starts.

Reinstalling the Cisco Device Package File

Step 5 In the Select Package dialog box, select the directory containing the package file (`c:\cv_pkgs`).

Step 6 Select the device package (*.pkg) you want to load; click **OK**.

Many messages appear during installation. “Creating MIB database” and parsing take awhile.

If errors appear, see “Installation Troubleshooting.”

When the Setup Complete dialog box appears, select an option regarding the *README* file, then click **Finish**. Proceed to “View Your Device.”

Installation Troubleshooting

The following errors might appear if CiscoView is running while attempting to add the package file to CiscoView:

```
Error in creating file mib.dat  
ERROR: xxxxx ciscoProducts: no such object xxxx
```

If these errors appear or errors similar to these errors, close CiscoView and add the package file again.

Check the cvinstall.log File

If problems occur during downloading, you can check the log file (*cvinstall.log*) in your *install_directory*, which contains the CiscoView application files. Example: `c:\CWW`.

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** Double-click on the **Uninstall Device** icon.
- Step 2** The Uninstall Package dialog box appears. Select the individual devices you want to remove or choose **Select All** to remove all devices; then click on **OK**.
- Step 3** The Setup Complete dialog box appears. Select an option; then click on **Finish**.

