CISCO SYSTEMS

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CiscoView 3.0(1) Release Note

This document discusses the CiscoView 3.0(1) release. It includes the following information:

- CiscoView 3.0(1) Features
- Additional Documentation Information
- Troubleshooting
- CiscoView 3.0(1) Caveats
- Cisco Information Online

CiscoView 3.0(1) Features

CiscoView is a GUI-based device management software application that provides dynamic status, statistics, and comprehensive configuration information for Cisco Systems' switched internetworking products. CiscoView allows you to display a graphical representation of each network device, display configuration and performance information, and perform minor troubleshooting tasks.

CiscoView allows you to manage the following Cisco devices:

- Cisco 4000 series running system software release 9.21 or later.
- Cisco 2505 and 2507 running Cisco Internetwork Operating System (Cisco IOS™) Software Release 10.0(6) or later.
- Cisco 2501, 2502, 2503, 2504, 2509, 2510, 2511, 2512, 2513, 2514, 2515, and 2516 running Cisco IOS Release 10.2(1.3) or later.

  Cisco recommends that when managing Cisco 2500 series devices, you run Cisco IOS software version j-l. The Cisco IOS Software Release 10.3 d-l does not work correctly with CiscoView. CiscoView cannot display information for serial ports.

- Cisco 7000 series running IOS software version 9.21 or later.
- Catalyst 5000 and 1200 series running Version 1.0 or later.
- Cisco LightStream 100 (formerly called the Cisco HyperSwitch A100) running RTOS version 1.2(0) or later.

Additional Documentation Information

The documentation for CiscoView 3.0(1) includes this document, a CD-ROM booklet, and online help. The primary documentation for CiscoView is its online help.

The following lists the online help links that are missing or broken. These are being addressed and will be resolved in the next release.

- The help for the Configure Card window shows help for the device.

- Help is not displayed when you click Help in the **File>Communities** window.

- Help is not displayed in the Monitor port window for X.25 circuits.

[CSCdi36557]

Troubleshooting

If you cannot open a device in CiscoView, you will receive a message indicating that the device is unmanageable. This message indicates one of the following conditions:

- The Simple Network Management Protocol (SNMP) server is not set in the device. You can still ping the device from the management station.

- You have entered an incorrect community string in the File - Open Device window.

- The management station cannot reach the device. It cannot successfully ping the device.

CiscoView 3.0(1) Caveats

This section lists notes and restrictions that apply to the CiscoView 3.0(1) release.

Cisco 2500 Series Support

Cisco recommends that when managing Cisco 2500 series devices, you run Cisco IOS™ software version j-l. The Cisco IOS ™ Release 10.3 d-l does not work correctly with CiscoView. CiscoView cannot display information for serial ports. [CSCdi37059]

Deinstalling CiscoView and Retaining Map Icons

If you created map icons in SunNet Manager (SNM) or HP OpenView and want to retain the map icons after deinstalling CiscoView, do not remove the *$NMSROOT* directory. [CSCdi37187]

Installing and Deinstalling CiscoView on a Sun Workstation with SunNet Manager

If you install CiscoView, deinstall CiscoView, and install CiscoView again on a Sun workstation running SunNet Manager (SNM), CiscoView will not appear as an SNM menu item until you do the following.

Step 1 Append the *$NMSROOT/snm/struct/ciscoview.menu* file to the *$SNMHOME/struct/cisco-elements.schema* file by entering the following:

```
hostname# cat $NMSROOT/snm/struct/ciscoview.menu >>
$SNMHOME/struct/cisco-elements.schema
```

Note   The previous command must be entered on one line; it does not appear this way in this document due to typographic limitations.

Step 2   Restart SNM by entering the following:

```
hostname% snm -i
```

[CSCdi37186]

Listing the Contents of the CiscoView CD on Sun Workstations

After mounting the CiscoView CD, if you display the CD's contents (by using the **ls** command), you will notice a *ciscoworks* directory and the *extract_unbundled* file. You have received the CiscoView CD. The *ciscoworks* directory should be named *ciscoview*; this will be addressed in the next CiscoView release.

Installing CiscoView and Workgroup Director on the Same Workstation

If you need to install Workgroup Director and CiscoView on the same workstation, Cisco recommends that you install Workgroup Director before installing CiscoView.

Reconfiguring Asynchronous Ports after Reloading Image

If you load a new image, you need to reenter configuration commands to configure the asynchronous ports as follows:

```
interface Async1
ip unnumbered TokenRing0 #(or Ethernet0)

interface Async8 #(8 asynchronous ports for Cisco 2509/2511; 16 asynchronous ports for
Cisco 2510/2512)
```

[CSCdi37062]

Running Out of Colors

CiscoView can run out of colors; CiscoView will continue to run, but all colors it cannot allocate will dither to black or white. You can avoid this by starting CiscoView before starting color-intensive applications, or use a private colormap for the color-intensive applications (for example, hostname% *application_name* -**install**).

Running CiscoView with Little Swap Space

If the server or display workstation is running out of swap space, you will get a message such as "X error: Couldn't allocate color cell," and CiscoView will core dump. If you are running other applications, you might want to occasionally check your swap space.

To check swap space on a Sun workstation, enter the following:

```
hostname% pstat -T
```

To check swap space on an HP system, enter the following:

```
hostname# vmstat -n
```

If your system is running out of swap space (for example, only 200 KB of swap space remains), quit some of the other applications you are running, or increase your swap space if possible.

[CSCdi37063]

Cisco Information Online

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

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

CIO 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 CIO (called "CIO Classic") supports Zmodem, Kermit, Xmodem, FTP, Internet e-mail, and fax download options, and is excellent for quick access to information over lower bandwidths. The WWW version of CIO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CIO in the following ways:

- WWW: `http://www.cisco.com`.

- Telnet: `cio.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 baud rates up to 14.4 kbps.

For a copy of CIO's Frequently Asked Questions (FAQ), contact `cio-help@cisco.com`. For additional information, contact `cio-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`.