



About This Guide

This section describes the objectives, audience, organization, and conventions of the *CiscoWorks Installation and Reference Guide*. It also lists related Cisco, Sybase, and platform-specific publications.

Document Objectives

This guide contains information on the following:

- Planning, installing, and configuring CiscoWorks on both the Sun operating system (SunOS) and HP-UX system
- Configuring CiscoWorks for your system
- Preparing to use CiscoWorks
- Management Information Base (MIB) variables used in CiscoWorks
- Sybase database table structures
- Troubleshooting information

For detailed information on using the CiscoWorks applications, refer to the CiscoWorks online help system and the *CiscoWorks Release Note*.

Audience

This guide is for the network administrator or operator who installs, configures, verifies, and uses CiscoWorks software. The network administrator or operator should be familiar with the following topics:

- Simple Network Management Protocol (SNMP)
- Motif or a similar window manager that runs on a Sun workstation or an HP-UX system
- SunNet Manager or HP OpenView
- Basic UNIX commands
- UNIX text editors, such as *vi* or *vi* or *vi*

Document Organization

This guide is divided into the following sections:

- “Product Overview” provides an overview of CiscoWorks functions and brief descriptions of the CiscoWorks applications for information on why you may want to use them on your network management system.
- “Quick Start” summarizes the installation tasks and provides a basic installation procedure. If you want to perform a quick CiscoWorks installation, without reading a chapter or completing worksheets first, turn to this chapter.
- “Preparing to Install CiscoWorks” helps you plan your installation and provides worksheets you can use during the installation and configuration process. If you want to customize your CiscoWorks installation, or if you are new to the installation process, read this chapter.
- “Installing and Configuring CiscoWorks” describes the installation and configuration process in detail. If you are installing CiscoWorks from a remote CD-ROM drive or if you cannot use the quick installation process, follow the instructions in this chapter.
- “Validating CiscoWorks Installation” describes how to verify that CiscoWorks is installed successfully and ensure that your CiscoWorks applications are accessible from your network management platform software.
- “CiscoWorks Getting Started” helps you learn and use CiscoWorks in conjunction with your network management platform.
- “MIB Files and Objects” contains information on how to modify existing MIB files and establish new MIB files, plus a brief example of MIB objects and their use with CiscoWorks polling capabilities.
- “Configuring TFTP” describes how to configure your workstation to use the Trivial File Transfer Protocol (TFTP).
- “Troubleshooting CiscoWorks Errors” describes troubleshooting file permissions during configuration, running CiscoWorks applications from the UNIX command line, and critical and severe error messages associated with the installation process and CiscoWorks applications.
- “CiscoWorks Database Tables” contains information on the CiscoWorks Sybase database table structures.
- “References and Recommended Reading” provides a list of suggested reading materials, including Cisco technical publications, internetworking and network management references, MIB references, and network management-related RFCs.

Document Conventions

This guide uses basic conventions to represent text and table information.

Command descriptions use these conventions:

- Commands and keywords are in **boldface** font.
- Variables for which you supply values are in *italic* font.
- Elements in square brackets ([]) are optional.
- Alternative but required keywords are grouped in braces ({ }) and are separated by a vertical bar (|).

Examples use these conventions:

- Terminal sessions and information the system displays are printed in a `screen` font.
- Information you enter is in **boldface screen** font. Variables you enter are printed in *italic screen* font.
- Nonprinting characters, such as passwords, are shown in angle brackets (< >).
- Information the system displays is in `screen` font, with default responses in square brackets ([]).

This publication also uses the following conventions:

- Menu items and button names are in **boldface** font.
- Selecting a menu item is indicated by the following convention: Select **Administer>CiscoWorks System>Process Mgr.**
- Directories and filenames are in *italic* font.
- If items such as buttons or menu options are grayed out on application windows, it means that you do not have permission to use these items.



Timesaver Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Note Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in the manual.



Caution Means *reader be careful*. You are capable of doing something that might result in equipment damage or loss of data.

Related Documentation

This section provides information about related CiscoWorks and Sybase publications. The CiscoWorks documentation set includes:

- *CiscoWorks Installation and Reference on SunOS and HP-UX*
- *CiscoWorks Release Note*
- CiscoWorks Online Help System

The following set of Sybase publications accompanies CiscoWorks:

- *Transact-SQL User's Guide*
- *System Administration Guide*
- *SQL Server Reference Manual—Volumes 1 and 2*
- *Master Index for Server Publications*
- *SQL Server Quick Reference*
- *What's New in SQL Server 10.0*

- *SQL Server Troubleshooting Guide*
- *E-SQR3 User's Guide*

Other network management platform documentation should be referred to for NMS functionality assistance.

Online UNIX Manual Pages

This guide references the online UNIX manual pages. For example, you can access the manual page for the **df** command by entering the following command at the UNIX prompt:

```
hostname% man df
```

Note You can also access the manual pages for CiscoWorks. To do so, confirm that your MANPATH environmental variable includes *\$NMSROOT/man*. You can add it to your MANPATH by entering the following line at the UNIX prompt for the C shell: `setenv MANPATH $NMSROOT/man;` or `MANPATH=$NMSROOT/man; export MANPATH` for the Bourne shell.

Online Help

This release of CiscoWorks ships with a sophisticated online help system that allows users to access different levels of information within the help system by selecting underlined text to open additional windows.

The online help system provides overview, related information, procedures, and glossary data on the CiscoWorks applications and features. It contains both keyword and full-text search capabilities to enable users to search for specific text within the online help system.

For more information, refer to the CiscoWorks online help menu located in your network management platform menu structure or to the “CiscoWorks Online Help” section in the “CiscoWorks Getting Started” chapter.

Customer Information Online

Cisco Information Online (CIO) is Cisco Systems' primary, real-time support channel. You can use your product serial number to activate CIO for a single user during your warranty period. 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 (198.92.32.130)
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; data bits: 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 ciohelp@cisco.com. For additional information, contact cioteam@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.
