About This Guide

This section describes the objectives, audience, organization, and conventions of the *CiscoWorks on AIX Installation and Reference Guide*. It points to related publications, and describes online sources of technical information.

All Cisco technical documentation and additional literature are available on UniverCD, Cisco's online library of product information. UniverCD is updated and shipped monthly, so it may be more up to date than printed documentation. UniverCD is available both as a single CD and as an annual subscription. To order UniverCD, contact your local sales representative or call Customer Service.

Document Objectives

This guide contains information on the following:

- Preparing to install CiscoWorks

- Installing, configuring, and validating CiscoWorks

- Getting Started with CiscoWorks

- Periodic maintenance of CiscoWorks

- Management Information Base (MIB) variables used in CiscoWorks

- Troubleshooting information and error messages

- CiscoWorks database table structures

For detailed information on using the CiscoWorks applications, refer to the CiscoWorks online help system and the 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 window management system

- NetView for AIX

- Basic UNIX commands

- UNIX text editors, such as *vi* or *vuepad*

Document Organization

This guide is divided into the following chapters and appendixes:

- "CiscoWorks Overview," provides an overview of the CiscoWorks applications and an overview of the installation tasks.

- "Preparing to Install CiscoWorks," describes the system requirements for CiscoWorks and information you should gather before installing and configuring the CiscoWorks software.

- "Installing and Configuring CiscoWorks," provides procedures for installing and configuring CiscoWorks.

- "Validating CiscoWorks Installation," explains how to edit each user's *.cshrc* or *.kshrc* file to include CiscoWorks-related environment variables, start NetView for AIX, and verify proper integration of CiscoWorks with NetView.

- "CiscoWorks Getting Started," describes how to get online help from CiscoWorks, how add Cisco devices to the network map in order to make CiscoWorks operational, and how to use the Path Tool application as an example of using other applications.

- "Periodic Maintenance of CiscoWorks," describes routine and as-needed maintenance procedures to be performed by the system administrator, including database backup.

- "MIB Files and Objects," describes how to exploit and modify existing MIB files and create new ones.

- "Troubleshooting CiscoWorks Errors," provides error messages encountered during installation and configuration. It explains the context of the error message and provides solutions.

- "CiscoWorks Database Tables," describes the structure of CiscoWorks database tables.

- "References and Recommended Reading," is a bibliography of Cisco, IBM, and general works.

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.

- Arguments for which you supply values are in *italic* font.

- Elements in square brackets ([ ]) are optional.

- Alternative but required keywords are grouped in braces ({ }) and 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.

- A menu item you are to select 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   Mean*s 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 on AIX Installation and Reference Guide* (this document)

- *Workgroup Director User Guide* (describes the Workgroup Director application that is part of CiscoWorks)

- *CiscoWorks on AIX Release Note* (describes known bugs in both the software and documentation set)

- CiscoWorks Online Help System

The following set of Sybase publications accompanies CiscoWorks:

- *Transact-SQL User's Guide*

- *System Administration Guide*

- *System Administration Guide Supplement / IBM AIX*

- *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*

- *Error Messages and Codes*

Refer to your AIX documentation for assistance with NetView for AIX.

Online AIX and CiscoWorks Manual Pages

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

```
hostname% man df
```

You can also look at a CiscoWorks man page for each CiscoWorks application, such as **poll**, by entering a command like the following at the AIX prompt:

```
hostname% man poll
```

Online Help

CiscoWorks for NetView for AIX includes a sophisticated online help system that allows users to access different levels of help information 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 the NetView menu structure, or to the "Starting CiscoWorks Online Help" section in the "CiscoWorks Getting Started" chapter.

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` (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 `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`.