

CiscoView FAQ

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Questions

Introduction

How Do I Ensure That the CiscoView Program Has the Latest Device Package Files for the Catalyst Family of Devices?

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How And What Debug Information Do I Need To Collect From The Device And The CiscoView Application If The Above Steps Do Not Solve My Problem?

Related Information

Introduction

This document covers these problems while trying to open up a Catalyst 4000/5000/6000 series switch in CiscoView:

- The program may take an extremely long time to open the device (more than 3 minutes).
- The program may appear to stop responding.
- The status of the 10/100 ports appears all gray.
- The device is partially displayed.

When retrieving Simple Network Management Protocol (SNMP) information from the Catalyst switch, CiscoView must retrieve a large amount of information for each WS-X5225R card installed. Unlike the 24-port and 48-port 10-base Ethernet cards that are only polled for operational status, the WS-X5225R cards must be polled for speed, duplex, and status. As a result, twice as much SNMP data must be retrieved for each card installed.

For more information on document conventions, see the Conventions Used in Cisco Technical Tips.

Q. How Do I Ensure That the CiscoView Program Has the Latest Device Package Files for the Catalyst Family of Devices?

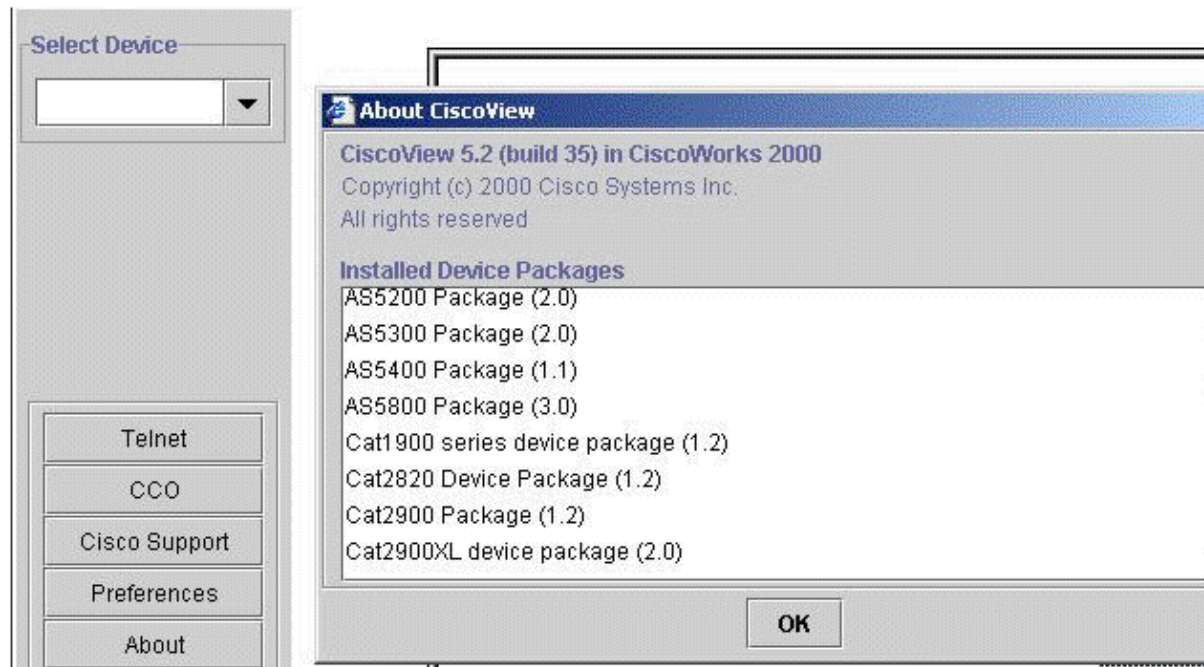
A. To verify that the CiscoView program has the latest device package files, follow these instructions:

- ◆ For CiscoView Versions 5.x
- ◆ For CiscoView Version 5.3 and Later
- ◆ Using CiscoWorks Server Web Interface (Windows/UNIX)
- ◆ Using the Package Support Updater (CLI)

CiscoView Versions 5.x

Follow these steps:

1. In order to launch the application, log in to your CiscoWorks server as **Admin** and go to **Device Manager**→**CiscoView**.
2. Click the **About** icon and the **About CiscoView** window displays. The first line displays the version and build information about CiscoView. A typical output looks like this:



3. Under the **Installed Device Packages** window, scroll down and look for the device that you are trying to open up in CiscoView. For example, if this is a Catalyst 5500 switch, a typical output would be:

Cat5500 Package (1.3)

Where:

- ◇ Cat5500 = Type/Model of device/Catalyst switch
- ◇ 1.3 = Version of the CiscoView device package that is currently installed.

CiscoView Version 5.3 and Later

In addition to using the method described in CiscoView Versions 5.x, you can use this alternate method:

1. Log in to your CiscoWorks server as **Admin**.
2. Go to **Device Manager**→**View Installed Packages**. A **View Installed Packages** window appears on the right side frame. This window lists all the currently installed device packages, their versions, and other relevant details.

Package Name	Installed Version	Description	Details
Cat5500	1.6	Package	i

Note: When you click the "i" icon under the **Details** column, you open a new window that shows additional information about the current device package installed. For example, for Catalyst 5500 switch, a typical output would be:

Package Name	Cat5500
Package Version	1.6
Installed Version	1.6
Description	Cat5500 Package
For Application	CiscoView
Required base packages	SwitchAddlets(1.6)
README File	Cat5500.readme

Note: This particular **View Installed Packages** option is only available since CiscoView version 5.3.

Using the CiscoWorks Server Web Interface (Windows/UNIX)

To synchronize or update your device package, you can use a couple of different methods in CiscoView 5.3 and later:

1. Log in to CiscoWorks server as **Admin** and go to **Device Manager**→**Administration**→**Package Support Updater**.
2. Select **CCO Connection** and verify that you have entered all the necessary information, such as the CCO login/password and the HTTP Proxy.
3. In order to save the information, select **Apply**.
4. Select **Add Packages**. An **Add Packages** → **Select Source Location** window appears in the right side frame. You have three choices:
 - ◇ Package staging area on the server Select this if your device packages are downloaded from CCO or uploaded from CD-ROM to a server staging area.
 - ◇ Cisco Connection Online (CCO) The CCO login dialog box appears. If you enter your CCO name and password once, it is saved for future use. You can change it by selecting **Package Support Updater** → **CCO Connection**.
 - ◇ Hard disk/CDROM on this client workstation The Upload Files dialog box appears for you to specify a directory. You can upload zipped package files and readme files from disk to your server staging area.
5. Select the second option (**Cisco Connection Online (CCO)**) and click **Next** to go to the **Add Packages** → **Select Upgrade** policy page. Here, you have three options to select from:
 - ◇ Currently installed packages Checks the source location for newer versions of the packages you currently use. If no newer versions are found, continue to the next step to select packages manually.
 - ◇ Unsupported devices Checks the source location for devices without CiscoView software. If no unsupported devices are found, you can continue to the next step to select packages manually.
 - ◇ Selected packages Lets you select from a list of device packages at the source location.
6. In order to compare and upgrade based on the version you currently have installed to that available on CCO, select **Upgrade packages based on what is currently installed** and click **Next** to proceed to the **Package Retrieval** window. The program compares the currently installed device package version with the ones present on CCO. Depending upon the number of installed packages, the checking process may take a few minutes to complete. A typical example of the output is:

Please wait. Downloading package information from Cisco Connection Online ...

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Reading CCO contents ..... DONE
Reading staging area contents .... DONE
Synchronizing package AP340(1.1) ...DONE
Synchronizing package AS5300(5.0) ...DONE
Synchronizing package AS5350(4.0) ...DONE
Synchronizing package AS5400(2.0) ...DONE
Synchronizing package AS5850(2.0) ...DONE
Synchronizing package Cat2900XL(3.0) ...DONE
Synchronizing package Cat4000(1.6) ...DONE
Synchronizing package Cat5000(1.5) ...DONE
Synchronizing package Cat5500(1.5) ...DONE
....
....
--<snip>--

```

Once the process completes, you see a list of device packages available in the **Add Packages** → **Select Packages** window. This contains the **Package Name, Version Installed, and Version Details**.

7. Select the check box next to each package you want to upgrade, and click **Next**. All the packages listed are based on your source location and upgrade policy. If you make mistakes, either deselect the checkboxes or click **Reset**.
8. The **Confirm Package Select** dialog box appears. The upgrades often entail uninstalls of old packages. All packages added and deleted are listed. Click **Yes** to confirm installation of the listed packages. If you do not want to add the listed packages, click **Back** to reselect packages or **Cancel** to exit. If you click **Cancel**, the View Package Support dialog box appears. If adding a device package disrupts the functioning of another CiscoView package, an error message appears. You cannot install a package with a version earlier than the currently installed version.

Note: If the Network Management Integration Data Bundle (NMIDB) file is available in the current source file location, it is selected by default. Only one client can add device packages at a time. After completing the add operation, you and all others currently using CiscoView must close all open browsers and log on again.

Using the Package Support Updater Command Line Interface (CLI)

This method applies to all versions of CiscoView 5.x

- ◆ In Windows, launch the Package Support Updater (PSU) by going to **Start**→**Programs**→**CiscoWorks**→**Package Support Updater**.
- ◆ In UNIX, launch Package Support Updater as follows:

1. Log in as root
2. Go to the **/opt/CSCOpX/bin** directory
3. Issue the command:

```
# ./xpsu
```

Q. How Do I Verify That the SNMP Timeout and Retry Values Are Set Correctly?

A. To verify that the SNMP Timeout and Retry values are set correctly, follow these instructions:

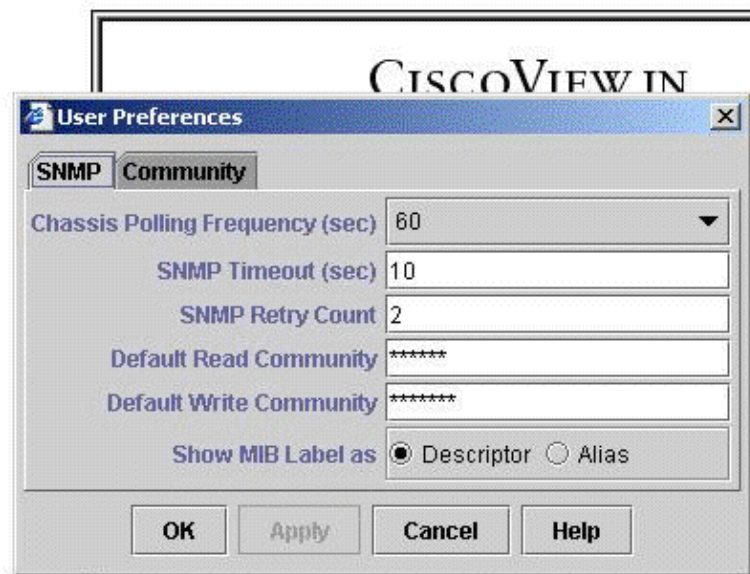
- ◆ For CiscoView Versions 5.x

CiscoView Versions 5.x

1. In order to launch CiscoView, log in to CiscoWorks Server as **Admin** and go to **Device Manager**→**CiscoView**.
2. Click **Preferences** to launch the **User Preferences** window.
3. Select the **SNMP** tab and increase these; otherwise, you may get an SNMP Timeout error message while opening the device:
 - ◇ SNMP Timeout (defaults to 10 seconds) As a guideline, set the SNMP timeout value to twice the average end-to-end delay in your network.

If your network has several slow links, you might need to set the timeout to a higher value. If your network has only LAN links, a value of two seconds is reasonable to account for processing delays and timer accuracy. During high traffic periods, you might experience timeouts. Increase the timeout interval if you consistently experience timeouts.

- ◇ SNMP Retry Count (defaults to two times) Specifies how many times CiscoView should retry an unresponsive device. In busy networks, SNMP datagrams might be discarded. The retry value allows the application to continue operation during network problems. A setting of five is considered reasonable. Increase the value if too many responses get lost.



4. After making any changes to the above values, click **Apply** to save values and open the device again.

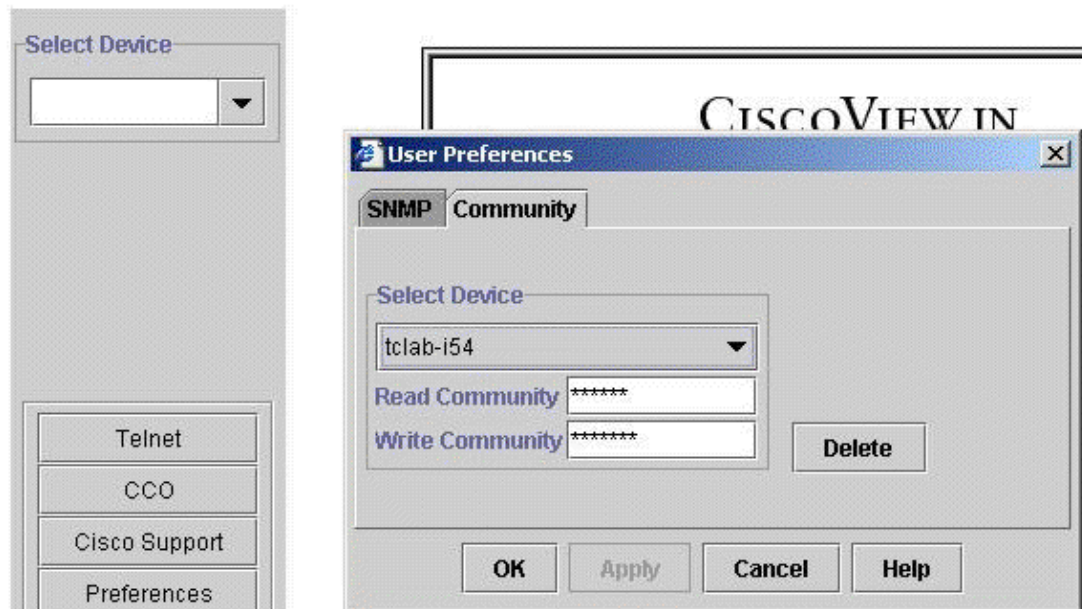
Q. How Do I Verify That the SNMP Community Strings are Configured Properly in CiscoView, and That They Match the Ones on the Device Itself?

A. To verify that the SNMP community strings are properly configured, follow these instructions:

- ◆ For CiscoView Versions 5.x

CiscoView Versions 5.x

1. In order to launch CiscoView, log in to CiscoWorks Server as **Admin** and go to **Device Manager**→**Cisco View**.
2. Click **Preferences** to launch the **User Preferences** window.
3. Select the **SNMP** tab and refer to the SNMP community string boxes:
 - ◇ **Default Read Community** (defaults to public) Enter the string CiscoView automatically uses for the device when you do not specify its current community strings.
 - ◇ **Default Write Community** (defaults to private) Enter the string CiscoView automatically uses for the device if you do not specify its current community strings. This is useful, for example, if you want to change a device or port setting, but did not specify the write community string when you first opened the device display.



Note: If all of your devices, including the Catalyst switches, have the exact same SNMP community strings configured on them, you can use the above boxes to enter these values and click Apply to save them.

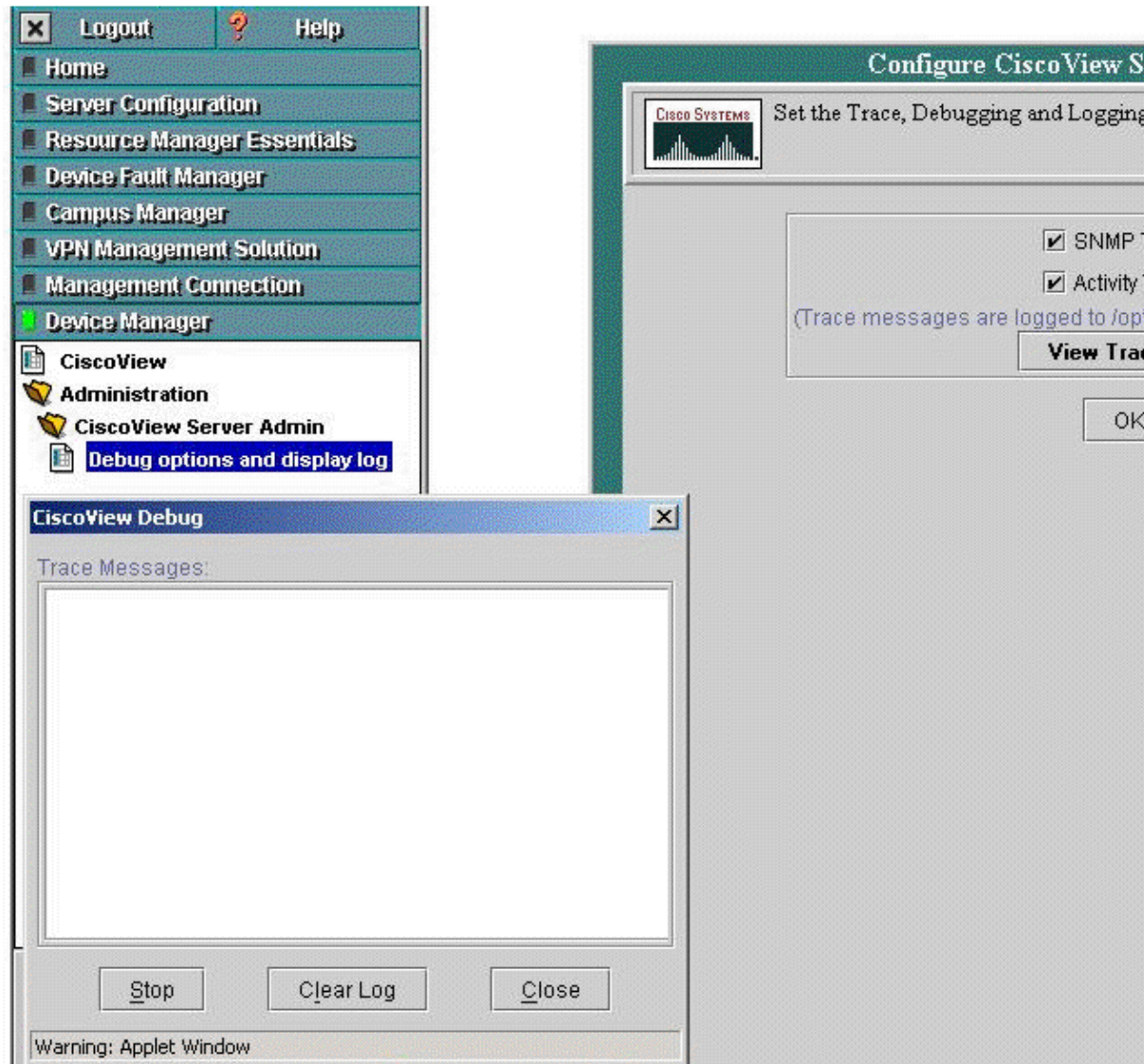
4. If you have different SNMP community strings configured on various devices, you can still click the **Community** tab and select the device using the **Select Device** pull down menu and then enter the individual SNMP community strings for individual devices that wish to open using CiscoView. Remember to click the **Apply** button each time you select a device from the list and enter the values; otherwise, the values are not saved permanently.

To verify and configure the SNMP community strings on the device itself, refer to How to Configure SNMP Community Strings on Routers, Cisco IOS Software–Based XL Switches, RSMs, MSFCs and Catalyst Switches.

Q. How And What Debug Information Do I Need To Collect From The Device And The CiscoView Application If The Above Steps Do Not Solve My Problem?

A. Follow these instructions:

1. Log in to CiscoWorks Server as **Admin** and select **Device Manager**→**Administration**–**CiscoView Server**→**Debug options and display log**.



2. In the right–hand side window **Configure CiscoView Server Trace Settings**, select **SNMP** and **Activity Trace** and click **OK**. A new window opens that shows all the SNMP debug messages and activity between the device and the CiscoView server once the device is opened up again in CiscoView. Trace messages are also logged to:
 - ◇ On Windows **C:\Program Files\CSCOpX\www\classpath\cv.log**
 - ◇ On UNIX **/opt/CSCOpX/www/classpath/cv.log**
3. From the Catalyst switch itself, collect the output from the **show version** and **show module** commands.

Related Information

- [CiscoView 5.x Documentation \(All platforms\)](#)
 - [CiscoView 4.x and Earlier Documentation](#)
 - [Technical Support – Cisco Systems](#)
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