



C I S C O S Y S T E M S

Doc. No. 78-2888-01 Rev. A0

CiscoWorks Windows 2.0(1) Release Note

This document discusses the CiscoWorks Windows 2.0(1) release. It includes information on CiscoWorks Windows features and other important material. Use this document in conjunction with the *CiscoWorks Windows Getting Started Guide*.

It includes the following:

- CiscoWorks Windows 2.0(1) Features
- CiscoWorks Windows IOS Information
- Additional Documentation Information
- CiscoWorks Windows Device Information
- Incremental Installation Information
- Troubleshooting
- CiscoWorks Windows 2.0(1) Caveats
- Cisco Connection Online

CiscoWorks Windows 2.0(1) Features

CiscoWorks Windows has the following features:

- **Configuration Builder**—An application that enables you to configure the most common features in the Cisco Internetwork Operating System (IOS). Using this application, you can quickly and easily create configuration files for multiple routers, hubs, and access servers without knowing the router command-line language or syntax.
- **Health Monitor**—A dynamic fault and performance management tool that provides real-time statistics on device characteristics, interface status, and protocol information.
- **Show Commands**—An application that provides a simple way to display detailed information, including system, protocol, and traffic information for Cisco routers without having to enter complicated command-line language or syntax.

- CiscoView—A graphical network management application that provides a physical view of a Cisco device, its cards, and its ports. Available device data includes SNMP error messages; system status information; hardware type and software version number; and device, card, and port status. This information allows you to monitor network performance, quickly access vital device information, and troubleshoot minor network problems. Additional networking tools can be started from CiscoView.
- EtherSwitch Device Management—A suite of applications that enable you to configure and manage EtherSwitch devices.
- Online Help—A help system that provides information about using CiscoView, device-specific tasks, and finding product information.

CiscoWorks Windows IOS Information

This section contains the latest Cisco IOS™ software version information at the time of printing. New devices and further information about Cisco IOS support will be announced following this release. Refer to the online release notes on Cisco Customer Connection Online (CCO), formerly called Cisco Information Online (CIO), or on the Cisco Connection Documentation, Enterprise Series CD, or the Cisco Connection Documentation, CiscoPro Solutions CD, which are both accessible via CCO and are continually updated.

Note The Cisco Connection Documentation, Enterprise Series CD was formerly called UniverCD and the Cisco Connection Documentation, CiscoPro Solutions CD was formerly called UniverCD for CiscoPro.

Configuration Builder devices support Cisco IOS Software Releases 10.0 through 11.0 (3), with the exception of Access Servers, which require a minimum of Cisco IOS Software Release 10.2.

CiscoView, Show Commands, and Health Monitor devices support Cisco IOS Software Releases 10.0 through 11.1.

Note CiscoView supports the Qualified Logical Link Control (QLLC) feature in Cisco IOS Software Release 10.3(7) or later and in Cisco IOS Software Release 11.0(2) or later. CiscoView supports the Synchronous Data Link Control (SDLC) feature in Cisco IOS Software Release 10.2 or later. CiscoView supports the CIP card in Cisco IOS Software Release 10.2 or later.

Additional Documentation Information

The documentation for CiscoWorks Windows 2.0 includes this document, a CD-ROM booklet, incremental installation instructions, and online help. The primary documentation for CiscoWorks Windows is the online help. If you have documentation feedback, please forward comments to cs-ciscoverks@cisco.com.

You can also see the quick reference card for CiscoView and the CiscoWorks Windows registration/reference card for information on adding device support to CiscoView.

CiscoWorks Windows Device Information

CiscoView supports the following devices:

- Catalyst switch models 1200, 1600, 1700, 2100, 2800, 3000, and 5000 series.
- Cisco ATM LightStream Switch models LightStream 100 (formerly called the Cisco HyperSwitch A100) running RTOS version 3.1(1) and LightStream 2020 running 2.1(2) or later.
- Kalpana switch models EtherSwitch Pro16, EPS-500, EPS-1500, EPS2115, and EPS2015.
- Kalpana EPS2015. Kalpana EtherSwitches EPS-500, EPS-2115, and Pro16 are managed by their CiscoPro equivalents: CPW500, CPW2115, and CPW16 respectively.

Note Refer to the “Switch Firmware” list in the “Workgroup Products” section for correct firmware version information.

- CiscoPro switch models CPW10-100, CPW16, CPW500, CPW1200, CPW1400, and CPW2115.
- Workgroup Concentrators 1000, 1100, and 1400, and Workgroup FDDI/CDDI Adapters.
- Cisco 4000 series (includes 4000 and 4500).
- Cisco 2501, 2502, 2503, 2505, 2507, 2509, 2510, 2511, 2512, 2513, 2514, 2515, and 2516.
- Cisco 7000 series (includes 7000 and 7010) and Cisco 7500 series (includes 7505, 7507, and 7513).

Note The Cisco 4700 is not supported by CiscoView or Configuration Builder at this time, but support will be provided in the near future. You can check Cisco’s World Wide Web site (www.cisco.com) periodically for download information on the latest device support and upgrades. The Cisco 7500 series of routers is not supported by this release of Configuration Builder because of IOS version limitations, but will be supported in a future release of the product.

Configuration Builder, Show Commands, and Health Monitor support the following devices:

- Configuration Builder
 - Routers: 2500, 2501, 2502, 2503, 2505, 2507, 2509, 2510, 2511, 2514, 2512, 2515, 4000, 4500
- HealthMonitor and Show Commands:
 - CiscoPro switch models CPW 10-100, CPW16, CPW500, CPW 1200, CPW1400, and CPW2115
 - Routers: AccessPro, 2501-15, 4000, 4500, 7000, 7010
 - Hub/Router: 2505 and 2507
 - Access Servers: 2509, 2510, 2511, and 2512

Incremental Installation Information

To get more information about the Partner Initiated Customer Accounts (PICA) program before accessing CCO for device package files, use the following URL:

<http://www.cisco.com/acs/info/pica.html>

You can also see the quick reference card for CiscoView and the CiscoWorks Windows registration/reference card for information on adding device support to CiscoView.

Troubleshooting

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

- The Simple Network Management Protocol (SNMP) agent is not running 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 or successfully ping the device.

CiscoWorks Windows 2.0(1) Caveats

This section lists notes and restrictions that apply to the CiscoWorks Windows 2.0(1) release.

- Installation Caveats
- General Caveats

Installation Caveats

The installation notes and caveats are described below.

CiscoWorks Windows

- You should shut down all applications prior to CiscoWorks Windows installation. CiscoWorks Windows installation may replace old Windows dynamic link libraries (DLLs) with newer versions and may cause active applications to terminate.
- If the Kalpana SwitchVision application is installed on your system, please uninstall the product before proceeding with the CiscoWorks Windows install.
- If CiscoWorks Windows fails to run immediately after an initial installation, exit and restart Windows.
- For CiscoWorks Windows on HP OpenView, if you want to add the management information bases (MIBs) to the database, run the *ovmibs.bat* batch file created by the install process from the HP OpenView MIBs directory.
- When you run CiscoWorks Windows on SNMPc for the first time, you are prompted to compile MIB files. Select the **Yes** button. If you don't compile the MIB files, SNMPc may not properly discover and manage your Cisco devices, and CiscoWorks Windows applications may not execute properly.

- CiscoWorks Windows is a network management product for Cisco Enterprise routers. CiscoWorks Windows and CiscoVision should not be installed on the same workstation. This configuration is not currently supported, and results are unpredictable.

- Upon installing CiscoWorks Windows, you may receive the following error message:

Unable to open MIB database. (OV313-PX72).

Perform the following steps for a workaround:

- Select the *win.ini* file from your Windows directory.
- Search for the section called [Paradox Engine].
- In this section, add the following line: **MaxTables=10.**

Hardware Requirements

The hardware requirement for CiscoWorks Windows 2.0 is 35 to 100 MB, depending on the number of packages installed.

Changing the Device Community String

You can change the default device community string only once, by using the **Edit>Node Defaults** command, and you need to save and reload the network map before the new default community string takes effect. Performing this procedure again has no effect. You can use the following workaround to change community strings in the future.

Change the community strings for all devices at once, instead of one at a time, with the following procedure:

- Step 1** Select one node.
- Step 2** Select **Edit>Edit Object**.
- Step 3** Select **Comm...**
- Step 4** Change to the appropriate community string.
- Step 5** Select **Change** in the Edit Node Attributes window.
- Step 6** Select **Edit>Copy**.
- Step 7** Select **Map>Select Nodes**.
- Step 8** Select **All Agent Types and Entire Map**.
- Step 9** Select **Edit>Paste**.
- Step 10** Make sure only Community and In Map are selected before clicking on **OK**.

This sets the community string for all selected objects.

For more information, refer to the Castlerock SNMPc release notes. This information is available by selecting the Notepad icon labeled **SNMPC Release Notes** in the SNMPc program group.

HP OpenView for Windows

- If you receive the following message when you double-click on an icon, exit and restart SNMPc.

```
Unknown Node name
```

When SNMPc is started from HP OpenView, you are asked to compile MIBs. Select **Yes**. [CSCdi40732]

- If you receive the error message:

```
WinSNMP Could not runC:CV4NTtrapx.exe [No TRAPs or IPX!]
```

when you restart CiscoVision or SNMP immediately after exiting a previous session, wait for at least 20 seconds before you attempt to restart CiscoVision and SNMPc. [CSCdi40713]

Refer to the *SNMPc Network Management Reference Guide* for more information about running CiscoVision/SNMPc with HP OpenView.

Path Environment Variables

If you get the following error message,

```
couldn't execute "xrdb": no such file or directory
```

this may mean that the missing program (for example, xrdb) is not in your path. Check your path environment variable. [CSCdi57661]

SNMPc

- The SNMPc 4.1g CD contains the *DSK* directory. Under *DSK* you will see subdirectories named 1 and 2. Do not install SNMPc from *DSK/1/setup.exe*.
- Do not do a vendor installation of SNMPc after installing CiscoWorks Windows. If you do, you will need to reinstall CiscoWorks.

SNMPc Release Notes

Autodiscovery either finds SNMP devices as ping nodes or finds nothing after clearing the discovery log. Verify that the read community string is correct. Start autodiscovery again to see if the problem persists. If it does, terminate autodiscovery and restart from the SNMPc Map menu. [CSCdi40648]

Windows NT

- CWW2.0 is not tested with Optivity 5.3/OV on the same system. [CSCdi57009]
- When double-clicking on Device Install to install a bad WG_Adapter package followed by a good WGConcentrator package, the following error message appears:

```
Log File for WGAdapter Install  
Do you want to carry on with the rest of the setup?
```

Select **yes** and the setup continues, but the error window is not dismissed. [CSCdi57072]

General Caveats

The general caveats follow. They are divided into six sections:

- Enterprise Network Management Products and applications including CiscoView, Configuration Builder, Show Commands, and Health Monitor
- Workgroup Products
- Access Products
- High-end Business Products (including the 7000 series, 7500 series, and ATM switches)
- Online Help

Enterprise Network Management Products

General notes and caveats for Enterprise Network Management products are described below.

Colormap Problems

Windows 95 has a known Microsoft colormap problem where some colors are mapped incorrectly when switching between applications.

Community String Mismatching

When the user enters values for the “read-only,” “write-only,” and “read-writeId” with the Command Line Interface (CLI) commands, these values must match. A mismatch results in “noSuchName” or “timeout” errors. To avoid these error conditions, use identical community strings in CiscoView and corresponding agents.

Dragging Ports

For this release, use the left mouse button to drag a port on Windows. Only certain devices (such as the CAT1200, CAT1600, CAT5000, CPW16) have defined their ports for dragging across devices.

HP OpenView Discovery Issue

When a switch is configured as two or more domains, HP OpenView discovery may not work properly and may discover only one of the domains. If this occurs, use CiscoView to manage the domain directly rather than launching it from the map.

IP Address

The Health Monitor, CiscoView, Show Commands, and Configuration Builder applications communicate with a device using its primary IP address. If the primary interface is down, these applications can not locate or attempt to reach the secondary IP address for that device.
[CSCdi31320]

Popup Menu Titles

Popup menu titles are raised; users may mistake them for menu items. [CSCdi53475]

Starting CiscoView on Device Interfaces

If you start CiscoView on an expanded node's interface icon (for example, foo.cisco.com:1), you won't be able to telnet to that device—telnet thinks it should use port 1. Do not start CiscoView on device interfaces. [CSCdi56385]

Stripchart and Dials

Stripchart and dials are sometimes not drawn clearly. [CSCdi51621]

TACACS

If you have TACACS or login security enabled on your router, the Show Commands application and the Configuration Builder Learn and Send features will not function. However, you can send configuration files generated by Configuration Builder using the standard TFTP transfer methods. [CSCdi31004]

Windows 95

On Windows 95 there appears to be different coloring shades in Grapher as port stats is reset. You can refresh or redisplay the window to work around. [CSCdi53523]

Windows NT

Under the Windows NT environment, running too many sessions of the CiscoWorks Windows applications (Health Monitor, Show Commands, and Configuration Builder) can cause a General Protection Fault (GPF) in the module *MFC250.dll*. This is a known Microsoft bug that can be avoided by running fewer sessions of the applications. [CSCdi31282, CSCdi34536]

WinSNMP Limits

The NetPlus *WinSNMP.dll* allows only nine instances of CiscoView. The tenth one displays an initialization error message. This limit can be increased by setting `nTasks = <desired #>` under the section labeled [Startup]. For example:

```
[startup]
nTasks=20
```

CiscoView

This section contains notes and caveats for the CiscoView application.

CiscoView Times Out

In high traffic situations, you may experience timeouts. To increase the timeout period, select **Options>Properties** from the CiscoView menu and change the value for the Timeout field.

You should not reduce the physical view polling interval below (`retries*timeout`), especially if you experience timeouts; this can exhaust resources on Windows and result in a general error.

Tables Show all Categories

Multiple selections show all categories, whether they apply to a specific group of selections or not. If the category doesn't apply, the config table will show "N/A" in the cells. [CSCdi48854]

Configuration Builder

This section contains notes and caveats for the Configuration Builder application.

Access Server Dialog Boxes

For access server dialog boxes, the cursor will not provide feedback for incorrect data entry in fields, nor is the field with incorrect data highlighted. Font resizing at various screen resolutions may cause the incorrect sizing of text or limit the visible selections in pull-down combo-boxes. You can select invisible combo-box selections by holding down the right mouse button while in the combo-box, then scrolling up or down. [CSCdi34066]

Access Server Features

For access server features, the Chat Script Manager dialog box may create

```
expect null/send null lines
```

in a chat script. If you inadvertently create empty lines under the Expect and Send fields, you receive error messages about your chat script. Delete and recreate the chat script. [CSCdi34038]

Context-sensitive Help

Selecting a menu item with the mouse and pressing the **F1** key opens the Configuration Builder Help Contents main window instead of starting context-sensitive help. However, context-sensitive help is supported for all Configuration Builder dialog boxes. [CSCdi34304]

Dialog Box Margins

Dialog box margins may not align on some monitor resolutions. [3D-look]

Sending Configuration Files

Configuration Builder is designed for initial configuration and subsequent modifications of routers. A configuration sent by Configuration Builder may not completely overwrite a manually created or modified existing configuration. To simplify the configuration process, Configuration Builder supports the most common configuration options and uses defaults when possible. You are encouraged to view configurations before sending them to a router to ensure that the generated configuration commands and defaults meet your expectations.

If you receive a banner command timeout error message when sending a configuration file, remove the banner command from the configuration file and resend it. If you receive other command timeout error messages when sending files, select File>Communication Timeouts. In the Communication Timeouts dialog box, increase the long and short timeout values, and try sending the file again. [CSCdi20708]

Spreadsheet Control

- If you use the **F1** key often while the input focus is within a dialog box, Configuration Builder spreadsheet controls can lose track of certain pointers. To release memory and refresh the pointers, log out of Windows and log in again. [CSCdi34671]

- When you use the keyboard to navigate spreadsheet style controls, you must press the spacebar twice to modify a checkbox. [CSCdi15204]
- The **Esc** key does not close the window when the input focus is in the spreadsheet style controls. Use the window menu or move the input focus out of the spreadsheet controls to close the window. [CSCdi15891]

Health Monitor

The **F1** key context-sensitive help feature is not supported for Health Monitor menu items. Context-sensitive help is supported for all Health Monitor dialog boxes. [CSCdi32448]

Show Commands

Show Commands features are not supported by all device types. However, Show Commands' unsupported features can still be selected.

If you select an unsupported feature, you see an error message. For example, if you select the show controllers CxBus feature for a Cisco CPA2509, you see the following error message:

```
This command is not supported by this IOS image.
```

[CSCdi30902]

Workgroup Products

Catalyst 2800, Catalyst 2100, EtherSwitch 1200, and EtherSwitch 1400

General notes and caveats for the above Workgroup Products are described below.

- In the front panel display of the Catalyst 2800 and EtherSwitch 1400, the Connect and Disabled LEDs on FDDI modules do not reflect the appropriate status.
- CPW 1200, CPW 1400, Cat 2100, Cat 2800—In the General Bridge Window, the Last Topology Change field does not apply when Spanning Tree is disabled.
- CPW1400, Cat2800—Do not attempt to invoke the Monitoring menu for an FDDI port or a repeater port. There is no monitoring function provided for these ports, although the pull-down menu is enabled when such ports are selected.
- CPW1400, Cat2800—The Configure Module Windows do not work when more than one module type is selected. Please select only one module type before opening these windows.
- CPW 1200, CPW 1400, Cat 2100, Cat 2800—The General Bridge window shows the bridge information for VLAN1 only. Bridge information for other VLANs is not available.
- CPW 1200, CPW 1400, Cat 2100, Cat 2800—The Spanning Tree Protocol Window for switched ports is available for ports in VLAN1 only. This window does not show valid information for ports not in VLAN1.
- The WG-Concentrator, CPW10-100, and WG_Adapter do not show version information in the About CiscoView dialog box. In these cases, the CiscoView About dialog box displays the package version only. However, the version information is displayed in the “Packages Installed” list.

Community String Mismatching

When the user enters values for the “read-only,” “write-only,” and “read-writeId” with the Command Line Interface (CLI) commands, these values must match. A mismatch results in “noSuchName” or “timeout” errors. To avoid these error conditions, use identical community strings in CiscoView and corresponding agents.

Exiting CiscoView Causes Applications to Close

If you are using the CiscoPro 16/Catalyst 3000 and close the CiscoView window, any application window that was launched from it will automatically close. Remember to close the EtherChannel and Domain Configuration application windows before you open another CiscoView application or exit from the CiscoView application. There is no limitation on the number of CiscoView applications that you can run.

False Error Reported after Setting Parameters

On the CiscoPro (CPW) 16 and Catalyst 3000, when you try to set parameters for the EtherChannel/Domain application under moderate to high traffic situations, the application incorrectly displays an error window indicating that the operation was not successful. In reality, the command was successful, and you should dismiss the error dialog. The application should continue to function properly.

LightStream 100

The LightStream 100 VCTool has support for virtual circuit management of the LS100 and can be invoked from the LS100 CiscoView application.

The LightStream 100 VCTool is currently supported for SunOS 4.1.X and HP-UX 9.X.

ProStack Power Supply Link Problem

The rear view of the ProStack matrix power supply does not indicate whether the connector link is up or down (for example, the connector does not come up green if there is a link).

Switch Firmware

The following firmware versions must be used in the switches:

- Catalyst 2100 and 2800—v. 3.63 or higher
- EtherSwitch 1200 and 2800—v. 3.63 or higher
- Grand Junction FastSwitch 2100 and 2800—v. 3.62 or higher

Note The Grand Junction FastSwitch 2100 and 2800 are managed the same as the Catalyst 2100 and 2800 respectively.

- EtherSwitch 10/100—v. 1.38 or higher
- Catalyst 1700—v. 1.38 or higher
- Grand Junction FastSwitch 10/100—v. 1.37 or higher

Switches

If you configure EtherChannel or Virtual Domains in Kalpana switch models EPS2015RS, EPS2115RSM, and Pro16 while running version 9.0 firmware with STP active, the map icons become red and you receive the following error message:

```
No response from the device
```

After restarting the system, deactivate STP before you attempt to reconfigure. This problem is fixed in version 9.1 of the device firmware. [CSCdi41317]

Access Products

Following are general notes and caveats for the Cisco Access family of products.

Card Support for Cisco 4000 and 4500 Series

- npm-4000-fddi-sas(200)
- npm-4000-fddi-das(201)
- npm-4000-1e(202)
- npm-4000-1r(203)
- npm-4000-2s(204)
- npm-4000-2e1(205)
- npm-4000-2e(206)
- npm-4000-2r1(207)
- npm-4000-2r(208)
- npm-4000-4t(209)

FDDI Port Status Functionality

The Cisco 4000 series devices with DAS FDDI ports show status on only the lower one of the two connectors. The status color is determined from the port's administrative status (ifAdminStatus) and operational status (ifOperStatus) values. [CSCdi28566]

Read-Only MIB Variables

The administrative status (ifAdminStatus) value "testing" and the ring speed (dot5RingSpeed) variable are implemented as "read-only" in all Cisco IOS versions and are not settable through popup menus on CiscoView Configure Port screens. However, Configure Port tables (of multiple ports) offer popup menus that will permit attempts to set these variables. Such attempts will result in "Permission Denied" messages. [CSCdi50635]

Tunnel Interface

A "can't read 'port' : no such variable" message appears at the bottom of the config port dialog when a tunnel interface is encountered while clicking up through the ports. This message can be ignored. [CSCdi55765]

High-end Business Products

General notes and caveats for High-end Business products are described below.

Core Routers Not 100% Viewable

The core routers' legends do not display at 100% view. Try the following as a workaround:

- Step 1** In the SNMPc window, manually add the 7505 router named corenm7505-1.
- Step 2** Double-click on the icon to bring up CiscoView.
- Step 3** Notice that at 100% view, the Legend bar at the bottom cannot be viewed; it is only shown at 50% view.
- Step 4** The 7000 doesn't quite fit on a 1024x769 PC display; however, if you remove the toolbar and system information area, it is okay. [CSCdi50212]

Displayed ATM Connector Type

CiscoView always displays the multimode fiber SC type of ATM connector on AIPs, even when the media interface is of another type. [CSCdi53420]

FDDI Port Status Functionality

For 7000/7500 series routers running Cisco IOS Release 10.2 or earlier, the displayed status color is determined from the port's administrative status (ifAdminStatus) and operational status (ifOperStatus) values. This status color will be the same on each connector. For devices running Cisco IOS Release 10.3 or later, the displayed status color is determined from the Port Connect State (fddimibPORTConnectState) for each connector. The possible values for this status and the corresponding status colors are listed below:

Status	Status color
disabled	brown
standby	brown
connecting	blue
active	green

[CSCdi28566]

High System Availability (HSA)

- On the 7513 and 7507 chassis, when the master rsp (route switch processor) is in use, the console port changes color on the CiscoView display. However, when a slave rsp is installed, its console port mirrors that of the master, regardless of whether or not it is in use. [CSCdi49049]
- In the HSA (dual rsp) configuration, invoking the Admin File Systems function gives an error message caused by a duplicate flash partition name ("slaveslot0") on the router. This error makes the File Systems functionality unavailable. The user should acknowledge the error message and close the "File Systems" window. [CSCdi54831]

LightStream 2020 MIB Support

For the LightStream 2020 there is currently no MIB support for the "LNS OK," "LN FLT," "BITS OK," and "TCS SEL" LEDS on front linecards. These LEDS appear blank. In addition, the "TX" and "RX" LEDS on front linecards blink too rapidly for SNMP polling purposes, and also appear blank.

Lightstream 2020 Truncated

When using CiscoView on the PC platform (either standalone, under OVWIN, or under SNMPC CastleRock) for a LightStream 2020 ATM switch, a 1280x1024 resolution display is required. Any lower resolution results in truncated output. [CSCdi49654]

Lighstream 2020 Software Releases Supported

LightStream 2020 supports Release 2.1(2) or later.

OIR Support

Hotswap is only supported on devices running Cisco IOS Release 11.0 or later. [CSCdi53447]

Power Supply Display

By default CiscoView displays two power supplies for a 7000 running Cisco IOS Release 10.2 or earlier. With Cisco IOS Release 10.3 or later, power supplies are displayed based on ciscoEnvMonSupplyState values (ENVIRONMENTAL MIB).

Read-Only MIB Variables

The administrative status (ifAdminStatus) value "testing" and the ring speed (dot5RingSpeed) variable are implemented as "read-only" in all Cisco IOS versions and are not settable through popup menus on CiscoView Configure Port screens. However, Configure Port tables (of multiple ports) offer popup menus that permit attempts to set these variables. Such attempts result in "Permission Denied" messages. [CSCdi50635]

Online Help

Following are general notes and caveats for CiscoWorks Windows online help.

Options Menu

The following information was omitted from the online help information for the Options menu:

```
Options>Debug records trace information into a file located in $NMSROOT/cvlog
```

Cisco Connection Online

Cisco Connection Online (CCO), formerly Cisco Information Online (CIO), is the Cisco Systems primary, real-time support channel. Maintenance customers and partners can self-register on CCO to get additional information and services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco's customers and business partners. CCO 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.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously—a character-based version and a multimedia version that reside on the World Wide Web (WWW). The character-based CCO 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 CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>
- Telnet: [cco.cisco.com](telnet://cco.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 CCO's Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-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.

This document is to be used in conjunction with the *CiscoWorks Windows CD Installation Instructions* publication.

AtmDirector, Catalyst, CD-PAC, CiscoAdvantage, CiscoFusion, Cisco IOS, the Cisco IOS logo, *CiscoLink*, CiscoPro, CiscoRemote, Cisco Systems, CiscoView, CiscoVision, CiscoWork ClickStart, ControlStream, EtherChannel, FastCell, FastForward, FastManager, FastMate, FragmentFree, HubSwitch, Internet Junction, LAN²LAN Enterprise, LAN²LAN Remote Office LightSwitch, Newport Systems Solutions, *Packet*, PIX, Point and Click Internetworking, RouteStream, SMARTnet, StreamView, SwitchProbe, SwitchVision, SwitchWare, SynchroniCD *The Cell*, TokenSwitch, TrafficDirector, VirtualStream, VlanDirector, WNIC, Workgroup Director, Workgroup Stack, and XCI are trademarks; Access by Cisco, Bringing the power of internetworking to everyone, and The Network Works. No Excuses. are service marks; and Cisco, the Cisco Systems logo, CollisionFree, Combinet, the Diamond logo, EtherSwitch, FastHu FastLink, FastNIC, FastSwitch, Grand, Grand Junction, Grand Junction Networks, the Grand Junction Networks logo, the Highway logo, HSSI, IGRP, Kalpana, the Kalpana logo, LightStream, Personal Ethernet, and UniverCD are registered trademarks of Cisco Systems, Inc. All other trademarks, service marks, registered trademarks, or registered service marks mentioned in this document are the property of their respective owners.

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