

## CiscoWorks LAN Management Solution 4.0

The following list of frequently asked questions is meant to help quickly address some of the commonly asked questions regarding the CiscoWorks LAN Management Solution (LMS) 4.0 release. For more information on the product refer to the LMS product page at <http://www.cisco.com/go/lms>.

**Q. What is new in LMS 4.0?**

**A.** CiscoWorks LMS 4.0 is a major product release that provides a new and improved user experience based on the latest web-based standards. New functionally partitioned menu structures simplify navigation and reduce the amount of time required to perform operational tasks. Getting started workflows provide a guided approach to setting up the application, coupled with “auto-monitoring,” reducing the time required to operationalize the product with predefined settings for immediate value. The new Template Center provides an extensible set of Cisco Validated Designs and configurations to quickly enable support for new platforms and technologies. Work Centers provide an “end-to-end” user experience for monitoring, provisioning, and maintaining Cisco technologies such as EnergyWise, TrustSec/Identity, Auto Smartports, and Smart Install. For a complete listing of new capabilities, refer to the CiscoWorks LMS 4.0 data sheet located at <http://www.cisco.com/go/lms>.

**Q. I'm an existing LMS customer. Are upgrades to LMS 4.0 covered under my existing Software Application Support (SAS) contract?**

**A.** No, SAS does not cover major upgrades; an upgrade part number will need to be purchased to move to the new release. The upgrade part number reflects a significant discount to help maintain customer investment protection in the CiscoWorks LMS product line.

**Q. Can I migrate my existing LMS 2.x data directly to LMS 4.0?**

**A.** Data migration will be supported between LMS 2.6, LMS 2.6 Service Pack 1, or LMS 3.x and the 4.x release. If you require data migration from prior 2.x versions, you must perform a two-step upgrade.

**Q. What is Cisco policy on returns if my customer purchases LMS 3.2 and wants LMS 4.0?**

**A.** Customers have 30 days in which to cancel an order. Anything beyond 30 days fits into standard warranty; for more information, refer to [http://www.cisco.com/en/US/partner/docs/general/warranty/English/EU1KEN\\_.html](http://www.cisco.com/en/US/partner/docs/general/warranty/English/EU1KEN_.html).

**Q. How is LMS 4.0 sold and licensed?**

**A.** LMS 4.0 uses a size-based licensing model. Licenses are purchased based on the total number of devices being managed. CiscoWorks LMS part numbers range from 50 or fewer devices up to 10,000 devices. Refer to the LMS 4.0 Product Bulletin located at: <http://www.cisco.com/go/lms>.

**Q. How is a device defined within CiscoWorks device counts?**

**A.** A device is defined as a unique IP Address and System Object ID (SysOid). A single chassis will be counted as multiple devices if the chassis is configured with multiple IP Addresses. Ex. A switch with multiple line cards, NAM, firewall etc. or a stackable switch that has an IPAddr assigned to each switch that participates in the stack will be treated as multiple devices within CiscoWorks. Note: IP Phones and controller based access points do not count as managed devices within LMS.

**Q. What happens if I acquire a new business and need to add more devices?**

**A.** A set of conversion part numbers are available electronically that will allow you to move from one tier to the next tier. For example, today you have a license for 300 devices; next month you will be adding another 300 devices. What do you do? You would order part number L-CWLMS-300-750-CONV, which provides an electronic license (an email with a Product Authorization Key [PAK]) that would bring you up to 750 devices. Refer to the LMS 4.0 Product Bulletin for a detailed description of conversion part numbers located at: <http://www.cisco.com/go/lms>.

**Q. Are device counts cumulative? Can I purchase 2 of the 50 device part numbers to cover support for 100 devices?**

**A.** No, device counts are not cumulative. You must purchase the appropriate part number based on the total number of devices being managed.

**Q. How do I know what device families are supported by CiscoWorks LMS?**

**A.** You can use the device finder utility within the product to search for supported devices by platform and name or you can go to the Supported Device Table(s) at <http://www.cisco.com/go/lms> to find information on device support.

**Q. What are the minimum hardware and software requirements for installing and running LMS 4.0?**

**A.** The minimum requirements for LMS 4.0 are as follows:

**Operating System Requirements**

CiscoWorks LMS 4.0 supports the following operating systems:

- Solaris
  - Solaris 10 (11/06, 08/07, 05/08, 10/08, 05/09, and 10/09 releases)

CiscoWorks LMS 4.0 is installed on the global zone of Solaris 10 operating system by default. Installation of CiscoWorks LMS 4.0 is also supported on the whole-root nonglobal zone. CiscoWorks LMS 4.0 also supports logical domains (LDoms) and ZFS file system. For the latest information on zones and patches, refer to [Support for Zone-based Virtualization in Solaris 10](#) and [Solaris Patches](#) at <http://www.cisco.com/go/lms>.

- Windows
  - Windows 2003 Standard Edition (with Service Pack 2)
  - Windows 2003 Enterprise Edition (with Service Pack 2)
  - Windows 2003 Standard Edition R2 (with Service Pack 2)
  - Windows 2003 Enterprise Edition R2 (with Service Pack 2)
  - Windows 2008 Server Standard and Enterprise Editions Release 1 with Service Packs 1 and 2

Both 32-bit and 64-bit operating systems are supported on the above versions.

- Virtualization systems<sup>1</sup>
  - VMware ESX Server 3.0.1
  - VMware ESX Server 3.5.0
  - VMware ESX 4.0
  - VMware ESXi 4.0
  - Hyper-V Virtualization

<sup>1</sup> VMware and Hyper-V support is not available for the CWLMS-4.0-10K-K9 (10,000 device) SKU.

Tables 1 and 2 provide the system requirements for the server and client, respectively. All system configurations were tested under maximum load, performance will vary based upon CPU clock speed and application functions installed and running on the server. Testing shows that CPU with multi-core or multi-CPU with single core on Microsoft Windows have similar performance characteristics while multi-CPU performs better than multi-core on Solaris servers for details please refer to the LMS 4.0 Large Scale Deployment Guide at:

<http://www.cisco.com/go/lms>.

**Table 1.** CiscoWorks LMS 4.0 System Requirements: Server

| Part Number (SKU)   | Solaris (Memory and Hardware Recommendations)  | Microsoft Windows (Memory and Hardware Recommendations)  |
|---|--|--|
| <b>CWLMS-4.0-SBE-K9</b><br><b>CWLMS-4.0-100-K9</b>            | Not supported  | 1 CPU with dual core or 2 CPU with single core 4 GB RAM and 8 GB swap space, 60 GB free disk space, 32 or 64 bit OS  |
| <b>CWLMS-4.0-300-K9</b>                                       | 1 CPU with dual core or 2 CPU with single core 4 GB RAM and 8 GB swap space, 60 GB free disk space, 32/64 dual stack OS  | 1 CPU with dual core or 2 CPU with single core 4 GB RAM and 8 GB swap space, 60 GB free disk space, 32 or 64 bit OS  |
| <b>CWLMS-4.0-750-K9</b>                                       | 2 CPUs with dual core or 4 CPU with single core 8 GB RAM and 16 GB swap space, 60 GB free disk space, 32/64 dual stack OS  | 2 CPUs with dual core or 4 CPU with single core, 8 GB RAM and 16 GB swap space, 60 GB free disk space, 32 or 64 bit OS   |
| <b>CWLMS-4.0-1.5K-K9</b>                                      | 2 CPUs with dual core or 4 CPU with single core 8 GB RAM and 16 GB swap space, 60 GB free disk space, 64 bit OS  | 2 CPUs with dual core or 4 CPU with single core, 8 GB RAM and 16 GB swap space, 60 GB free disk space, 64 bit OS   |
| <b>CWLMS-4.0-2.5K-K9</b>                                      | 2 CPUs with quad core or 4 CPU with dual core 16 GB RAM and 32 GB swap space, 60 GB free disk space, 64 bit OS   | 2 CPUs with quad core or 4 CPU with dual core, 16 GB RAM and 32 GB swap space, 60 GB free disk space, 64-bit OS  |
| <b>CWLMS-4.0-5K-K9</b><br><b>CWLMS-4.0-10K-K9<sup>2</sup></b> | 2 CPUs with 8 core or 4 CPU with quad core 16 GB RAM and 32 GB swap space, 120 GB free disk space, 64 bit OS   | 2 CPUs with 8 core or 4 CPU with quad core 16 GB RAM and 32 GB swap space, 120 GB free disk space, 64 bit OS   |
| <b>Processor support</b>                                      | <ul style="list-style-type: none"> <li>• UltraSPARC III processor</li> <li>• UltraSPARC IV processor</li> <li>• UltraSPARC IV+ processor</li> <li>• UltraSPARC T1 processor</li> <li>• UltraSPARC T2 processor</li> <li>• UltraSPARC T2+ processor</li> <li>• SPARC64 VI processor</li> <li>• Sparc64 VII processor</li> <li>• Note: minimum processor speed must be 1.35 Ghz or higher</li> </ul> | <p>Intel processors</p> <ul style="list-style-type: none"> <li>• Intel Xeon processor</li> <li>• Intel Core Duo processor T2600 - T2300</li> <li>• Intel Itanium Processor (32 bit OS only, 1.7Ghz or higher CPU)</li> <li>• Intel-VT processors (VMware Optimized hardware)</li> <li>• Intel Xeon processor 5400 series</li> <li>• Intel Xeon processor 5300 series</li> <li>• Intel Xeon processor 7300 series</li> <li>• Intel Xeon processor 5500 series</li> <li>• Intel Xeon processor 5600 series</li> </ul> <p>AMD processors</p> <ul style="list-style-type: none"> <li>• Dual-Core AMD Opteron Processor</li> <li>• AMD Opteron Processor</li> <li>• AMD Athlon 64 FX Processor</li> <li>• AMD Athlon 64 X2 Dual-Core</li> <li>• AMD -V</li> <li>• Note: minimum processor speed must be 2.33 Ghz or higher</li> </ul> |

<sup>2</sup> The CWLMS-4.0-10K-K9 will require a multi-server deployment when monitoring and troubleshooting features are enabled. Refer to the CiscoWorks LMS 4.0 Large Scale Deployment white paper located at: <http://www.cisco.com/go/lms>

**Table 2.** System Requirements: Client

| Description                  | Specifications  |
|------------------------------|---|
| <b>Memory</b>                | 2 GB  |
| <b>Hardware and software</b> | <ul style="list-style-type: none"> <li>• Single CPU Windows compatible system running 2.33 Ghz CPU or higher <ul style="list-style-type: none"> <li>◦ Windows 2003 Standard and Enterprise Editions with Service Pack 2 (32 and 64 bit)</li> <li>◦ Windows 2003 Standard R2 and Enterprise R2 Editions with Service Pack 2 (32 and 64 bit)</li> <li>◦ Windows XP with Service Pack 3</li> <li>◦ Windows 2008 Standard and Enterprise with Service Pack 1 and Service Pack 2 (32 and 64 bit)</li> <li>◦ Windows 7 (32 and 64 bit)</li> </ul> </li> </ul> |
| <b>Browser</b>               | <ul style="list-style-type: none"> <li>• Internet Explorer 7.0 except on Windows 7.0 OS</li> <li>• Internet Explorer 8.0</li> <li>• Firefox 3.6 for Windows</li> <li>• Note: Support for 32 bit browsers only</li> </ul>  |
| <b>Java Plug-in</b>          | <ul style="list-style-type: none"> <li>• Java Plug-in version 1.6.0_19 or later 1.6 updates only</li> </ul>   |

**Q. Has LMS 4.0 been tested and certified on the Cisco Unified Computing Server (UCS)?**

- A.** LMS 4.0 is supported on the UCS B-series blade servers (B200-M1 or M2 and B250-M1 or M2) and C-series rack mount servers (C200-M1 or M2, C210-M1 or M2 and C250-M1 or M2). The server requirements on Cisco UCS servers are the same as specified in Table 3 above for Windows servers.

The supported processor in UCS B-series blade servers is Intel Xeon 5500 Series processors. For more information refer to the UCS data sheet at:

[http://www.cisco.com/en/US/prod/collateral/ps10265/ps10280/data\\_sheet\\_c78-524797\\_ps10279\\_Products\\_Data\\_Sheet.html](http://www.cisco.com/en/US/prod/collateral/ps10265/ps10280/data_sheet_c78-524797_ps10279_Products_Data_Sheet.html).

The supported processor in UCS C-series rack mount servers is Intel Xeon 5500 Series processors with their choices mentioned explicitly. For more information refer to the data sheet at:

[http://www.cisco.com/en/US/products/ps10493/products\\_data\\_sheets\\_list](http://www.cisco.com/en/US/products/ps10493/products_data_sheets_list).

**Q. Can I try the product before I purchase?**

- A.** Yes, a 90-day evaluation copy for 100 devices is available on the Marketplace section of Cisco.com.  
<http://www.cisco.com/go/nmsevals>.

**Q. Can I turn my evaluation version into a production version of the product?**

- A.** Yes, you can purchase an e-delivery part number with an L prefix and apply the PAK to the evaluation version, and it will be a production ready version for the number of licensed devices.

**Q. Are there newsletters or customer feedback programs for CiscoWorks LMS?**

- A.** Yes, there is an active CiscoWorks LMS customer intimacy program that provides access to programs, feedback on new initiatives, and subscription to a quarterly newsletter. To participate in this program, send a request to <mailto:ask-lms-team@cisco.com>.

**Q. Where can I get more information on LMS 4.0?**

- A.** More detailed information on LMS 4.0 can be found at <http://www.cisco.com/go/lms>.



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