CiscoWorks Health and Utilization Monitor 1.2

Q. **What is CiscoWorks Health and Utilization Monitor (HUM)?**

A. CiscoWorks HUM is a Simple Network Management Protocol (SNMP)–based MIB polling application that monitors network elements (such as CPU, memory, interface/ports, links) for their availability and utilization metrics and provides historical trends.

Q. **What are the key features of CiscoWorks HUM 1.2?**

A. CiscoWorks HUM 1.2 provides compelling features that network administrators can use to better understand, monitor, and analyze the utilization and availability levels of devices in the network.

- Support for integration with CiscoWorks LAN Management Solution (LMS) 3.2
- Monitoring support for Power-over-Ethernet (PoE) enabled Cisco devices
- TrendWatch support for identifying historical network performance patterns
- Overlay graphs support for quick consumption/comparison of relative data points
- Nonhistorical threshold support for instant thresholding and reporting
- Advanced Histo-GraphIt portlet with data export capability
- Live-GraphIt portlet for live troubleshooting of network performance issues
- Trap and syslog support

Q. **How many devices can CiscoWorks HUM 1.2 monitor?**

A. CiscoWorks HUM 1.2 can monitor up to 3000 devices.

Q. **How many MIB objects can CiscoWorks HUM 1.2 poll?**

A. CiscoWorks HUM 1.2 can poll 100,000 MIB objects, out of which 40,000 objects can be polled in 1 minute and 60,000 objects can be polled in 5 minutes or above frequency.

Q. **Does CiscoWorks HUM 1.2 support monitoring of non Cisco® devices?**

A. No.

Q. **Can CiscoWorks HUM be accessed remotely?**

A. Yes.

Q. **In using CiscoWorks HUM, what is meant by the terms "poller," "template," and "threshold"?**

A. Definitions are as follows:

- Template is a collection of MIB variables logically grouped by the user or system.
- Poller is a collection of devices and MIB templates.
- Threshold is an optimal value for a MIB variable as set by the user or system.

Q. **What polling intervals does CiscoWorks HUM 1.2 support?**

A. The following polling intervals are supported in CiscoWorks HUM 1.2: 1 minute, 5 minutes, 15 minutes, 30 minutes, 60 minutes, 120 minutes, 240 minutes, and 480 minutes.

Q. **What MIBs does CiscoWorks HUM 1.2 use to query the device?**

A. CiscoWorks HUM supports the following Cisco MIBs, by default:

- CISCO-ENHANCED-MEMPOOL-MIB
- CISCO-ENVMON-MIB
- CISCO-MEMORY-POOL-MIB
- CISCO-PROCESS-MIB
- ENTITY-MIB
- OLD-CISCO-CHASSIS-MIB
- RFC1213-MIB
- IF-MIB
- POWER-ETHERNET-MIB
- CISCO-POWER-ETHERNET-EXT-MIB

However, users can still compile and use other Cisco MIBs with CiscoWorks HUM.

Q. **What parameters can CiscoWorks HUM monitor in a device?**

A. CiscoWorks HUM 1.2 can monitor device performance parameters such as CPU utilization, memory utilization, interface utilization, PoE utilization, interface availability, device availability, interface error rate, environmental temperature, and threshold violations.

Q. **Can CiscoWorks HUM be used to troubleshoot device performance in a network?**

A. Yes. CiscoWorks HUM 1.2 helps network administrators to monitor the devices that are performing below optimal levels by polling the performance-specific MIB variables and thereby providing information as to the exact nature of the issue.

Q. **Does CiscoWorks HUM 1.2 integrate with CiscoWorks LMS 3.2?**

A. Yes. Additionally, HUM 1.2 is not distributed on a separate CD or DVD and is part of the LMS 3.2 DVD under the single install framework. CiscoWorks Common Services 3.3 (part of LMS 3.2) and LMS Portal modules are prerequisites for running CiscoWorks HUM 1.2. Other CiscoWorks LMS 3.2 applications (Device Fault Manager, Internetwork Performance Monitor, Campus Manager, Resource Manager Essentials) are optional.

Q. **Is CiscoWorks HUM 1.2 integrated with CiscoWorks LMS 2.6?**

A. No.

Q. **Is CiscoWorks HUM 1.2 integrated with CiscoWorks LMS 3.1?**

A. Yes. But it is not available as part of the LMS 3.1 software package. HUM 1.2 software should be downloaded from Cisco.com and installed on top of LMS 3.1.

Q. **Can CiscoWorks HUM 1.2 run without CiscoWorks LMS 3.2?**

A. No. CiscoWorks Common Services 3.3 (part of LMS 3.2) is a prerequisite for running CiscoWorks HUM 1.2.

Q. **Does CiscoWorks HUM 1.2 support devices only from the Device Credential Repository (DCR)?**

A. Yes.

Q. **Can unknown devices present in LMS DCR be managed by HUM?**

A. Yes. Cisco devices that are not managed by LMS are marked as unknown devices in DCR. Still these Cisco devices can be monitored by HUM.

Q. **Can CiscoWorks HUM 1.2 reports be cross-launched from other CiscoWorks LMS 3.2 applications?**

A. Yes. CiscoWorks HUM 1.2 reports (device dashboard and interface reports) can be cross-launched from CiscoWorks LMS 3.2 applications such as CiscoWorks Campus Manager 5.2, CiscoWorks CiscoView 6.1.9, CiscoWorks Device Center, and CiscoWorks LMS Portal.

Q. **What SKU sizes does CiscoWorks HUM 1.2 support?**

A. CiscoWorks HUM 1.2 supports the following SKU sizes:

- SKUs
  - L-CWHUM-1.2-S for 50 devices
  - L-CWHUM-1.2-M for 300 devices
  - L-CWHUM-1.2-L for up to 3000 devices
- Upgrade SKUs
  - L-CWHUM-1.2-S2M upgrade from 50 to 300 devices
  - L-CWHUM-1.2-S2L upgrade from 50 to 3000 devices
  - L-CWHUM-1.2-M2L upgrade from 300 to 3000 devices

Alerts and Notifications

Q. **What type of alerts and notifications does CiscoWorks HUM 1.2 provide?**

A. CiscoWorks HUM 1.2 supports traps, syslogs, and triggering of user-specified external commands or scripts against threshold violations and provides email notifications to network administrators.

Installation and Compatibility

Q. **What platforms does CiscoWorks HUM 1.2 support?**

A. CiscoWorks HUM 1.2 supports installation on Windows Server 2003 and 2008 and Solaris 2.9 and 2.10 platforms.

Q. **What are the system requirements for CiscoWorks HUM 1.2?**

A. Tables 1 and 2 list the server and client system requirements, respectively, to install CiscoWorks HUM.

Table 1. Server System Requirements

Component	Solaris	Windows
CiscoWorks LMS Bundle Hardware Configuration		
50 device license	1 UltraSPARC CPU with 2 GB RAM and 4 GB swap space for Solaris 9 1 UltraSPARC CPU with 4 GB RAM and 8 GB swap space for Solaris 10	1 CPU with 2 GB RAM and 4 GB swap space running Windows Server 2003 or 2008
300 device license	2 UltraSPARC CPUs with 4 GB RAM and 8 GB swap space for Solaris 9 and 10	1 CPU with 2 GB RAM and 4 GB swap space running Windows Server 2003 or 2008
3000 device license	4 UltraSPARC CPUs with 8 GB RAM and 16 GB swap space for Solaris 9 and 10	2 CPUs with 4 GB RAM and 8 GB swap space running Windows Server 2003 or 2008
Standalone Hardware Configuration		
50 device license	1 UltraSPARC CPU with 2 GB RAM and 4 GB swap space for Solaris 9 1 UltraSPARC CPU with 4 GB RAM and 8 GB swap space for Solaris 10	1 CPU with 2 GB RAM and 4 GB swap space running Windows Server 2003 or 2008
300 device license	2 UltraSPARC CPUs with 4 GB RAM and 8 GB swap space for Solaris 9 and 10	1 CPU with 2 GB RAM and 4 GB swap space running Windows Server 2003 or 2008
3000 device license	4 UltraSPARC CPUs with 8 GB RAM and 16 GB swap space for Solaris 9 and 10	2 CPUs with 4 GB RAM and 8 GB swap space running Windows Server 2003 or 2008

Table 2.   Client System Requirements

Component	Requirement
System hardware	PC-compatible system with single CPU 2.4 GHz or equivalent processor, color monitor, and CD-ROM drive (ISO 9660 compliant) on the host system
Memory	512 MB minimum RAM Either of the following: • For Solaris: 1 GB swap space • For Windows: 1 GB virtual memory Cisco recommends that you set virtual memory and swap space to twice the size of RAM.

Operating system	The recommended operating systems are:
	• Windows System:
	  ◦ Windows Server 2003 Standard and Enterprise Editions with Service Packs 1 and 2
	  ◦ Windows Server 2003 R2 Standard and Enterprise Editions with Service Packs 1 and 2
	  ◦ Windows XP with Service Pack 2
	  ◦ Windows Vista Business Edition
	  ◦ Windows Server 2008 (32-bit, 64,bit)
	CiscoWorks HUM supports only the U.S. English and Japanese versions of these operating systems.
	Set the default locale to U.S.-English for the U.S.-English version and Japanese for the Japanese version. Installation might proceed in other locales, but there might be problems in the functionality of CiscoWorks HUM.
	• Solaris System:
	  ◦ Sun UltraSPARC processor with Solaris 9 and Solaris 10 with latest patches and upgrades.

Web browser	• Internet Explorer 6.0 Service Pack 1 • Internet Explorer 7.0 • Firefox 2.0, Firefox 3.0 **Note:** Solaris systems support only Firefox browsers (Solaris 9 – Firefox 2.0, Solaris 10 – Firefox 3.0).

Ordering and Fulfillment Information

Q. **How do I order CiscoWorks HUM 1.2?**

A. CiscoWorks HUM 1.2 will be available for purchase through regular Cisco sales and distribution channels worldwide. Please refer to the orderability and first customer shipment dates listed in the CiscoWorks HUM product bulletin at http://www.cisco.com/go/hum for more details.

Q. **How is CiscoWorks HUM 1.2 licensed?**

A. CiscoWorks HUM 1.2 is sold based on device counts. A device is represented as an IP address or a hostname. There are SKUs for 50, 300, and 3000 devices.

Q. **How do I update my existing HUM 1.2 server with 3000 device support?**

A. All existing customers running HUM 1.2 Large SKU and wish to monitor more devices can request their account team for the license update or send an email to hum-licensing@cisco.com with the customer name, contact details and sales order number or PAK ID to get the updated license. All those existing customers with HUM 1.2 Small and Medium SKUs can purchase CWHUM-1.2-S2L or CWHUM-1.2-M2L conversion SKUs respectively for moving up to 3000 devices.

Q. **Do I have to match up the level of device license with LMS 3.2 or can I order a lower level device license of LMS to support just a monitoring solution with CiscoWorks HUM 1.2?**

A. Yes, to extend purchase flexibility to customers who only want to deploy a monitoring solution with CiscoWorks HUM, customers are allowed to purchase the lowest possible device license part number of CiscoWorks LMS (which is the 100 device restricted part number) and deploy CiscoWorks HUM 1.2.

For More Information

For more information about CiscoWorks Health and Utilization Monitor, visit http://www.cisco.com/go/hum, contact your local Cisco account representative, or send an email to the product marketing group at ask-hum-pm@cisco.com.