Q & A

CiscoWorks Hosting Solution Software 1.9

Introduction

Q. What is CiscoWorks Hosting Solution Software (HSS) 1.9 and how does it relate to the CiscoWorks Hosting Solution Engine (HSE)?

A. CiscoWorks HSS 1.9 is a software-only offering that has exactly the same implementation as found in the CiscoWorks HSE 1.9, but instead of being provided preloaded on the Cisco® 1140 appliance platform, CiscoWorks HSS must be loaded onto a customer-provided server platform. That server platform must be one of the two supported reference platforms for CiscoWorks HSS 1.9.

Q. On what hardware does CiscoWorks HSS run?

A. CiscoWorks HSS 1.9 runs on one of the two specific supported reference platforms as follows:

IBM xSeries 336 8837E2U
Memory: 2G ECC DDR SDRAM
Processor: 3.0-GHz, 800-MHz, 2-MB L2 Intel Processor
Storage Controller: Integrated Single-Channel Ultra320 SCSI Controller
Hard Drive: One 36.4-GB 2.5-Inch, 10K-rpm Ultra320 SCSI Hot-Swap SL HDD
Storage Type: SCSI

Hewlett Packard Proliant DL360 G4
Memory: 2G PC2700 DDR 333 SDRAM
Processor: Intel Xeon 3.0-GHz/800-MHz Processor (dual capability) with 1-MB L2 Cache
Storage Controller: Smart Array 6i Plus Controller
Hard Drive: One or two 36.4-GB Ultra320 (use two if redundancy desired)
Storage Type: Hardware Raid

Q. I already own one or more CiscoWorks HSEs running on the Cisco 1140 appliance. Do I have to migrate to the CiscoWorks HSS?

A. No, the CiscoWorks HSE will continue to be supported with all the same patches and updates as CiscoWorks HSS, except for those that may be specific to the hosting platform on which each product runs; therefore, it is not required that customers migrate from CiscoWorks HSE to CiscoWorks HSS.

Q. Do I have to provide my own operating system for CiscoWorks HSS 1.9?

A. No, CiscoWorks HSS 1.9 is delivered as a ready-to-deploy ISO boot disk that installs not only the CiscoWorks HSS 1.9 application, but the entire OS and full system environment on the supporting platform. CiscoWorks HSS 1.9 installs on customer-provided hardware.

Q. When using one of the specified reference platforms to host my CiscoWorks HSS 1.9 application, can I also run other applications on the same platform?

A. No, because of performance specifications and support issues, CiscoWorks HSS 1.9 must run on a dedicated platform for CiscoWorks HSS only.

Q. Can I get more capacity and performance for my CiscoWorks HSS 1.9 application if I load it on a more powerful or larger-capacity platform?

A. Only the specific reference platforms, to the specified configurations, are tested and supported for CiscoWorks HSS 1.9. Because of issues with OS device driver support and tested performance characteristics, variations from the specified configurations of the supported reference platforms may render CiscoWorks HSS 1.9 partially or fully inoperable. For instance, changing the hardware configuration from the specification could require additional device drivers not available from the CiscoWorks HSS install and thus cause the installation to fail. This is especially true with respect to fixed disk drivers.

Q. If I have the required device drivers, can I use a different configuration of the reference platform anyway?

A. This would not be supportable by Cisco Systems® and is not recommended for proper operation of CiscoWorks HSS.

Q. Are there any advantages to running CiscoWorks HSS 1.9 on one of the reference platforms over running CiscoWorks HSE 1.9 on the Cisco 1140 appliance?

A. Yes. In addition to being widely available, easing sparing, maintenance, and support and often matching data center standards of customers currently running CiscoWorks HSE, the supported reference platforms provide a minor but discernable increase in both capacity and performance of the CiscoWorks HSE in heavily loaded environments.

Q. I already own one or more CiscoWorks HSE running on the Cisco 1140 appliance. What will it cost me to migrate to CiscoWorks HSS?

A. First, all licensed platforms of CiscoWorks HSE to be migrated must be brought up to CiscoWorks HSE 1.9. The one issue users need to be aware of is that because of a deficiency in the upgrade process from CiscoWorks HSE 1.8 to CiscoWorks HSE 1.8.1, which loses some configuration data, users should skip that version. After the CiscoWorks HSE is brought up to version 1.9 on each platform to be migrated, perform a separate backup of each CiscoWorks HSE. Acquire the CiscoWorks HSS software from your Cisco account representative; the conversion kit part number is CWHSS-1.9-CONV-K9 and is available for a nominal fee. Load CiscoWorks HSS onto each reference platform to be used. For each CiscoWorks HSE-to-HSS migration, perform a restore of the CiscoWorks HSE backup to the CiscoWorks HSS. To complete the migration, be sure to decommission the CiscoWorks HSE from management and make sure that proper credentials are established for CiscoWorks HSS to reach each managed device. Also take care to ensure that the end devices have been enabled to send notifications to the new devices address (since it is likely different than the CiscoWorks HSE's) and to ensure that firewalls and other network security configurations are updated to allow CiscoWorks HSS to communicate to its managed devices.

New Features in Release 1.9

Q. How can I search for a device or service object?

A. The enhanced filter function in CiscoWorks HSS 1.9 provides a variety of selection criteria to search for one or many matching devices or service objects on demand. Returned values are limited to those accessible to the user based on the user/group domain rights defined in the system.

Q. As a user with responsibility for a large number of devices, and thus a member of many domains, my views have a very large number of devices displayed. Is there a way for me to quickly see just a subset of devices grouped together based on my business model?

A. Yes, with the introduction of managed entity groups, it is possible to preassign a subset of devices to a named group which can be used in the filter function. When established, named groups can be used by all users, though the returned values are limited to those accessible to the specific user based on that user's domain rights defined in CiscoWorks HSS.

Q. Is there a way to export a desired CiscoWorks HSS configuration setup to another CiscoWorks HSE machine so that the setup does not have to be completed from the beginning?

A. CiscoWorks HSS includes support to help synchronize configuration from one CiscoWorks HSS machine to another. Use the backup command on one CiscoWorks HSS, then use the restore command to load the configuration to a different CiscoWorks HSS for a complete copy. Using the synchronize feature found under the administration tab will synchronize from one system to another as well.

Q. In the Security Authentication section, does the MS NT Domain choice support Active Directory Services?

A. Yes, CiscoWorks HSS 1.9 adds support for Active Directory.

Q. In the Security Authentication section, can Lightweight Directory Access Protocol (LDAP) be used for authentication?

A. Yes, CiscoWorks HSS 1.9 adds support for LDAP.

Q. I am currently running a prior release of CiscoWorks HSE. What should my upgrade path be to take advantage of CiscoWorks HSS 1.9 without having to re-input all of my managed device and administrative data? And are there any issues I need to be aware of in doing so?

A. To upgrade to CiscoWorks HSS 1.9, see the Introduction section earlier.

General

Q. If I see references to CiscoWorks HSE in the documentation or operations of the CiscoWorks HSS, should I be concerned?

A. No, because CiscoWorks HSS is essentially a packaging of the CiscoWorks HSE software system to be run on the supported reference platforms. As a result, there are many references to CiscoWorks HSE in both the user interface and documentation because it essentially is the CiscoWorks HSE software with added drivers to support the supported reference platforms.

Q. Where should CiscoWorks HSS be placed in the network?

A. In general, CiscoWorks HSS should be placed as near as possible to the content switches, behind firewalls. It is typically connected to a Cisco Catalyst® switch.

Q. Can several users be logged on and managing the same device or service at once?

A. Yes, several users can view data and reports on the same device or service. More than one user can update device credential or provisioning information, but the last write will overwrite the others.

Q. Does CiscoWorks HSS support CLIs similar to the Cisco IOS® Software CLI?

A. Yes. In addition to its Web-based, secure GUI, CiscoWorks HSS supports Cisco IOS Software-like CLIs for easy configuration.

Q. Which ports and protocols does CiscoWorks HSS use?

A. Table 1 lists the ports used by CiscoWorks HSS, and Table 2 lists the ports hosted on the CiscoWorks HSS.

Table 1. Ports Used by CiscoWorks HSS

Destination Port Number	Protocol and CiscoWorks HSS Service	Port Host
TCP 22	Secure Shell (SSH) Protocol – Cisco IOS Software access point configuration	Access point
TCP 23	Telnet – Cisco IOS Software access point configuration	Access point
TCP 25	Simple Mail Transfer Protocol (SMTP) – fault notification	SMTP server
TCP 80	HTTP – VxWorks access point configuration	Access point

Destination Port Number	Protocol and CiscoWorks HSS Service	Port Host
TCP 9851	WHISK – repository for upgrading CiscoWorks HSS	Windows repository server
UDP 161	SNMP – discovery, inventory, configuration of access points	Access point, other devices
UDP 162	SNMPTRAP – fault notification	Trap server
UDP 514	Syslog – fault notification	Syslog server

Table 2. Ports Hosted by CiscoWorks HSS

Destination Port Number	Protocol and CiscoWorks HSS Service	Source
TCP 443	HTTPS – CiscoWorks HSS secure Web port	Client browser
TCP 1741	HTTP – CiscoWorks HSS Web port	Client browser

Q. What diagnostic capabilities does CiscoWorks HSS provide?

A. CiscoWorks HSS can be used to check the connectivity to a device using ping, Telnet, and the traceroute command. It also provides a summary of all running processes, memory usage, swap usage, network errors, active users, and log files.

For More Information

For more information about CiscoWorks Hosting Solution Software, visit http://www.cisco.com/en/US/products/ps6518/index.html or contact your local account representative.

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