



Major Technical Publisher Network Management Project

The challenge

A major technical publisher of physics-related materials asked Chesapeake NetCraftsmen to install CiscoWorks for use in managing their network devices. The client needed a turnkey implementation that would begin with CiscoWorks then add configuration of network devices for manageability according to Best Practices. They also needed testing of all components to verify correct operation, and customization of SNMP traps and syslog messages to reduce unnecessary information. In addition, we were asked to provide knowledge transfer and demonstrate CiscoWorks components to site staff.

The Chesapeake NetCraftsmen solution

We installed the CiscoWorks LAN bundle across two servers, which offered more than adequate CPU and RAM capabilities. We applied all Cisco product patches and documented all choices made during installation. Network discovery following installation showed consistent and correct DNS functionality. Device Fault Manager needed reconfiguration to communicate properly with the server (broker). And testing showed that CiscoView needed updates installed to fully support the devices in the customer network (Cat 6500's, NAM). Testing also showed TFTP transfer problems with routers outside the firewall. The firewall rule-set was adjusted to allow TFTP and RCP from inside the network to the WAN routers.

We conducted knowledge transfer sessions that included “hands-on driving” of CiscoWorks components by the client, and covered relevant CiscoWorks components and capabilities.

During our time onsite, an Action Item list was maintained to allow the client to prioritize tasks to be addressed in order to maximize customer value within the time and money budgeted for the project.

The results

The client's goals were achieved with CiscoWorks up and running, and their staff being made fully aware of all that CiscoWorks can do. The client understands which components of CiscoWorks can help automate job tasks and make them more productive in managing and troubleshooting their network.