



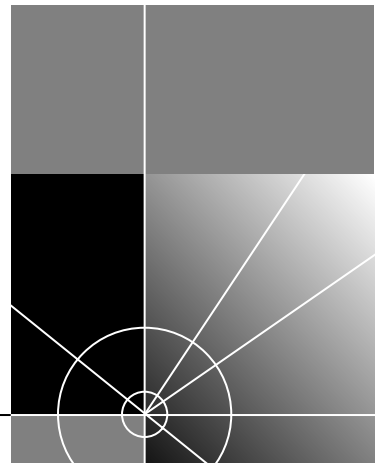
Web Management User Guide

For the CoreBuilder® 9400



<http://www.3com.com/>

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CONTENTS

ABOUT THIS GUIDE

Conventions	5
Year 2000 Compliance	6

1 WEB MANAGEMENT OVERVIEW

Web Management Overview	8
Browser and Platform Requirements	9
Color Recommendations	9
Browser Support	9
Platform Requirements	10
Embedded Web Management Applications	10
Interface Description	11
WebConsole Tab	12
Configuration Wizard	13
DeviceView Tab	14
Using DeviceView	14
About the Device Image	15
Configuring Parameters in DeviceView	16
Selecting Multiple Ports	16
Using Status Logging	16
Performance Tab	18
Using the Performance Features	18
Customizing Your Performance Monitor	18
Help Tab	19
Installable Web Management Help and Other Tools	19
WebManage Framework	20
Form-Specific Help Files	21

Launching Web Management Applications	22
Managing a Single Device	22
Launching the Form-Specific Help	22
Launching the WebManage Framework	22
Enabling E-mail Notification for Status Log	22
Logging Out	22

2 INSTALLATION AND SET UP

Installing Supplemental Web Management Tools	23
Windows Installation	23
UNIX Help Installation	24
Setting Up the Form-Specific Help Files	24

3 TROUBLESHOOTING

Browser Issues	27
Web Management and Internet Explorer	27
Improving DeviceView in Internet Explorer	27
Improving DeviceView Download Speed	28
Enabling Status Log E-Mail Options on Internet Explorer	29
Web Management and Netscape Navigator	31
Troubleshooting the Web Management Software	31
Examples of Good and Problematic CLASSPATH Settings	32
Additional Resources for Solving Problems	32

ABOUT THIS GUIDE

The Web Management software is a suite of HTML-based applications that is shipped with the CoreBuilder® 9400. This guide describes the applications, including an overview and information on installation and setup.

This guide is intended for network administrators who are responsible for managing 3Com switching devices with the Web Management tools.



If the information in the release notes that are shipped with your product differs from the information in this guide, follow the instructions in the release notes.

Most user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) or HTML on the 3Com World Wide Web site:

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Conventions

Table 1 and Table 2 list conventions that are used throughout this guide.

Table 1 Notice Icons

Icon	Notice Type	Description
	Information note	Information that describes important features or instructions
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, network, or device
	Warning	Information that alerts you to potential personal injury

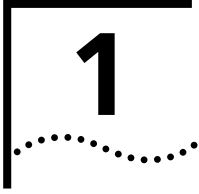
Table 2 Text Conventions

Convention	Description
Screen displays	This typeface represents information as it appears on the screen.
Commands	<p>The word “command” means that you must enter the command exactly as shown and then press Return or Enter. Commands appear in bold. Example:</p> <p>To remove the IP address, enter the following command:</p> <p>ip interface remove</p>
The words “enter” and “type”	When you see the word “enter” in this guide, you must type something, and then press Return or Enter. Do not press Return or Enter when an instruction simply says “type.”
Words in <i>italics</i>	<p>Italics are used to:</p> <ul style="list-style-type: none"> ■ Emphasize a point. ■ Denote a new term at the place where it is defined in the text. ■ Identify menu names, menu commands, and software button names. Examples: <p>From the <i>Help</i> menu, select <i>Contents</i>.</p> <p>Click <i>OK</i>.</p>

Year 2000 Compliance

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WEB MANAGEMENT OVERVIEW

This chapter describes the components in the Web Management suite of applications for the CoreBuilder® 9400. The chapter covers these topics:

- Web Management Overview
- Embedded Web Management Applications
- Installable Web Management Help and Other Tools
- Launching Web Management Applications
- Logging Out

Figure 1 shows the opening Web Management screen.

Figure 1 Opening Screen of Web Management

The screenshot shows the WebManagement interface in Microsoft Internet Explorer. The browser title is "WebManage - Microsoft Internet Explorer". The address bar shows "CoreBuilder 9400 CoreBuilder-462817". The main content area displays an "Overview" page with system and hardware information.

System	
Model	CoreBuilder 9400 (rev)
Name	CoreBuilder-462817
System ID	462817
POV Revision	1.05
System Boot Revision	1.08
Extended Diagnostics Revision	2.00
Software Version	3.0.0
Software Build Date	1999-07-27T11:38:07
Current System Time	1980-04-03T22:10:44
System Up Time	5 Minutes
Help Server Address	http://101.202.303.4/Help_Directory
Time in Service	35 Days

Hardware	Revision	Serial Number	Product Number	Part Number
1000BaseSX M/B, 3 MMF SC ports	--	2KFA000013	--	10000351
1000BaseSX D/B MZ, 3 MMF	--	2KDE000118	--	10005688

Web Management Overview

The Web Management suite of features consists of embedded Web Management applications and installable tools:

- **Embedded Web Management applications** — Use the embedded Web Management applications for most of your device configuration and management tasks. You can manage a single port or device, or, using multiple windows, you can manage multiple devices. This software, which is part of the system software image, contains:
 - **WebConsole** — An HTML-based set of configuration forms. See “WebConsole Tab” on page 12 for details.
 - **DeviceView** — A Java-based application that displays a real-time image of the device. You can manage each port, or the entire system, by clicking on the part of the image that you want to manage. See “Browser and Platform Requirements” on page 9 and “DeviceView Tab” on page 14 for details.
 - **Performance features** — Dynamic monitoring through graphing of Ethernet interfaces. See “Performance Tab” on page 18 for details.
 - **Help** — The configuration form on which you set up the installable Help as well as access to links to support information on the 3Com Web site. For how to install Help for the configuration forms, see Chapter 2.
- **Installable tools** — Install some or all of these optional tools on your workstation from the *Software and Documentation CD* that is shipped with your system:
 - **DeviceView accessories** — To set up e-mail notification for Status Logging, as described in Chapter 2
 - **WebManage Framework** — To group your access links to the devices that you manage, as described in Chapter 2.
 - **Form-specific Help** — To access hypertext information about the fields in the WebConsole, DeviceView, and Performance forms. See Chapter 2 for details.

Browser and Platform Requirements

The Web Management suite of applications has certain dependencies, as described in this section.

Color Recommendations

The minimum graphics capability is SVGA (800x600 resolution). For best performance, use XGA (1024x768 resolution).

Browser Support

Web Management requires Microsoft Internet Explorer 4.01 or later OR Netscape Navigator 4.03 or later.



If you are using Netscape Navigator 4.03 or 4.04, be sure to install the Netscape JDK 1.1 Patch. Download the patch from this URL:

<http://help.netscape.com/filelib.html#smartupdate>



If you are using Internet Explorer, install the latest 4.01 Service Pack 1. This service pack makes Internet Explorer Year 2000 compliant and fixes other product support issues. Download the 4.01 Service Pack 1 from the following URL:

http://www.microsoft.com/msdownload/iebuild/ie4sp1_win32/en/ie4sp1_win32.htm

If the link is not available, download from the Microsoft home page:

<http://www.microsoft.com>

See “Web Management and Internet Explorer” and “Web Management and Netscape Navigator” in Chapter 3 for more details.

Platform Requirements

Table 3 lists the platforms that support the Web Management features.

Table 3 Platform Support for Web Management Features

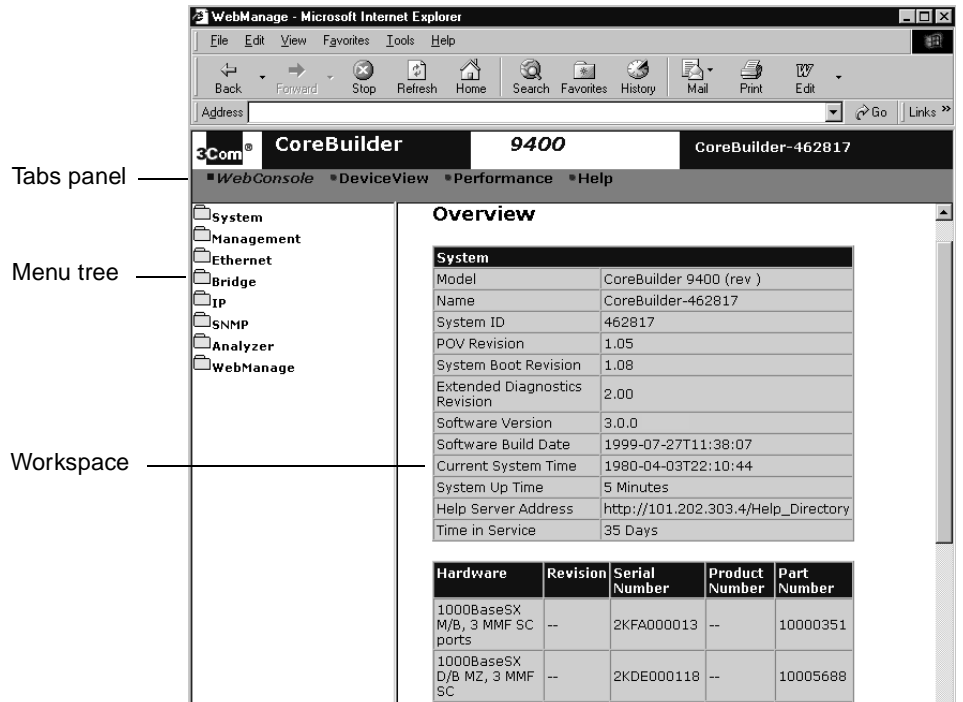
Feature	PC	UNIX
<i>Embedded Web Management Applications</i>		
WebConsole	✓	✓
DeviceView	✓	✓
Performance	✓	✓
Configuration form to set up Help, plus links to 3Com support sites	✓	✓
<i>Installable Tools</i>		
Form-specific Help	✓	✓
WebManage Framework, to customize your access to devices	✓	
DeviceView accessories, such as e-mail notification for Status Log	✓	

Embedded Web Management Applications

With the embedded Web Management applications, you can manage your system using a Web browser.

The embedded Web Management applications, accessed from the Tabs panel, are WebConsole (including Configuration forms and wizards), DeviceView, Performance monitoring charts, and Help configuration forms and 3Com support links. See Figure 2.

Figure 2 Parts of the Web Management Opening Screen



Interface Description

The screen for the embedded Web Management applications is divided into three areas, shown in Figure 2 and described here:

- **Tabs panel** — At the top of the Web Management screen, the Tabs panel has four tabs:
 - **WebConsole tab** — When you select this tab, the menu tree lists folders for the parameters that you can configure and view for the device to which you are connected. See “WebConsole Tab” on page 12 for details.
 - **DeviceView tab** — When you select this tab, you see an image of the device. You can configure some system and port parameters from this view. See “Browser and Platform Requirements” on page 9 for the required versions of Java-based browsers and “DeviceView Tab” on page 14 for more details on the functionality of this view.

- **Performance tab** — When you select this tab, the menu tree lists charts that support dynamic monitoring. See “Performance Tab” on page 18 for more details.
- **Help tab** — When you select this tab, the menu tree lists the Help configuration form and several links to 3Com support sites. The menu tree also displays links to the Contents and Index for the Help files, which connect you to the Help configuration form until you have installed and configured the Help files. See “Setting Up the Form-Specific Help Files” on page 24 for Help installation. The links become active after you configure the Help.



To access Help for the configuration forms, you must install the supplemental Help tools. See Chapter 2.

- **Menu tree** — The menu tree frame at the left of the interface lists the menu options. Many of these options are the same as those found in the Administration Console command line interface. Click a folder to view the menu options, shown as configuration form icons. Click a form icon to view the associated form in the workspace. See Figure 3.
- **Telnet icons** — To configure system parameters that are not supported through the WebConsole, click a Telnet icon on the menu tree to launch a Telnet session to the Administration Console on the device. See Figure 3.
- **Workspace** — The workspace frame of the interface displays the configuration form for the menu option that you select. See Figure 3.

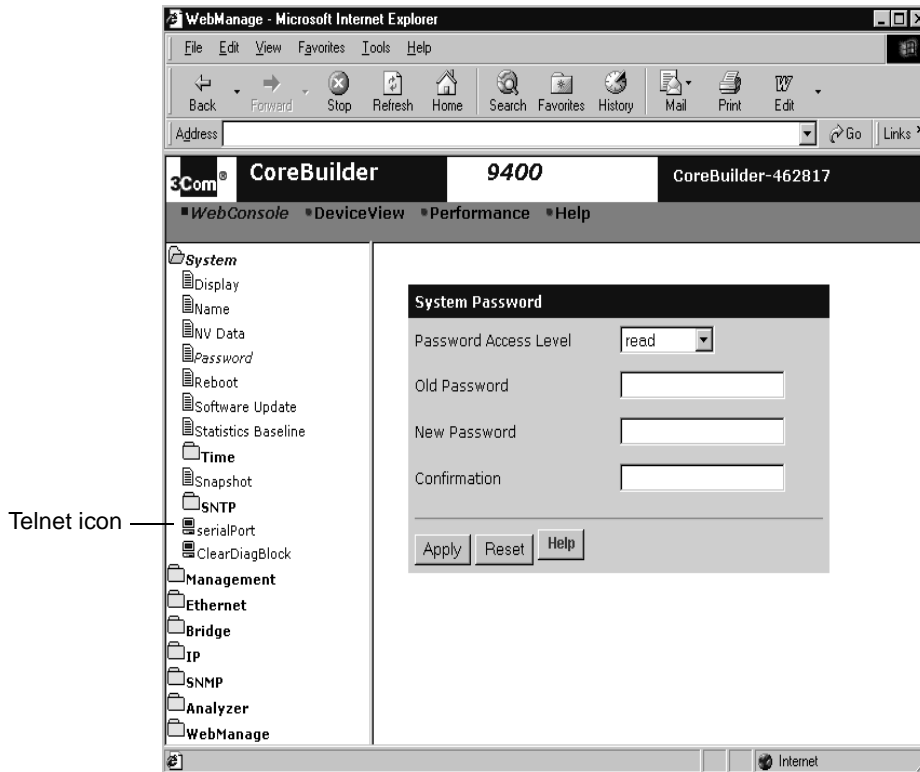
WebConsole Tab

In the WebConsole application, the menu tree of folders contains icons for options that you can change to manage your device. Click an icon to view the related configuration form.

Using the WebConsole

To modify many of the parameters and attributes on your system, follow these steps:

- 1 In the menu tree, click the folder of the feature that you want to modify. See the menu tree in Figure 3. Example: Click *System*. The expanded *System* menu appears in the menu tree, showing the folders and form icons for the options with which you configure System parameters.
- 2 Click another folder or the form icon for the feature that you want to configure. Example: Click *Password*. The *System Password* configuration form appears.
- 3 To fill in the form, type the required information. To get Help on a form and its fields, click the *Help* button at the bottom of the form. You must first have installed the form-specific Help; see Chapter 2.

Figure 3 Using the WebConsole

- 4 Click *Next* (on some forms) or *Apply* to finish the configuration. *Next* displays an additional form with more fields for you to fill in. *Apply* completes the requested configuration.



For some forms, the system may reset before the changes take effect.

- 5 To configure parameters that are not supported on the WebConsole, click a Telnet icon, for example, *serialPort*, to launch a Telnet session to the Administration Console on the device, and then use the command line interface to configure the parameter. For details on the commands in the Administration Console, see the *Command Reference Guide*.

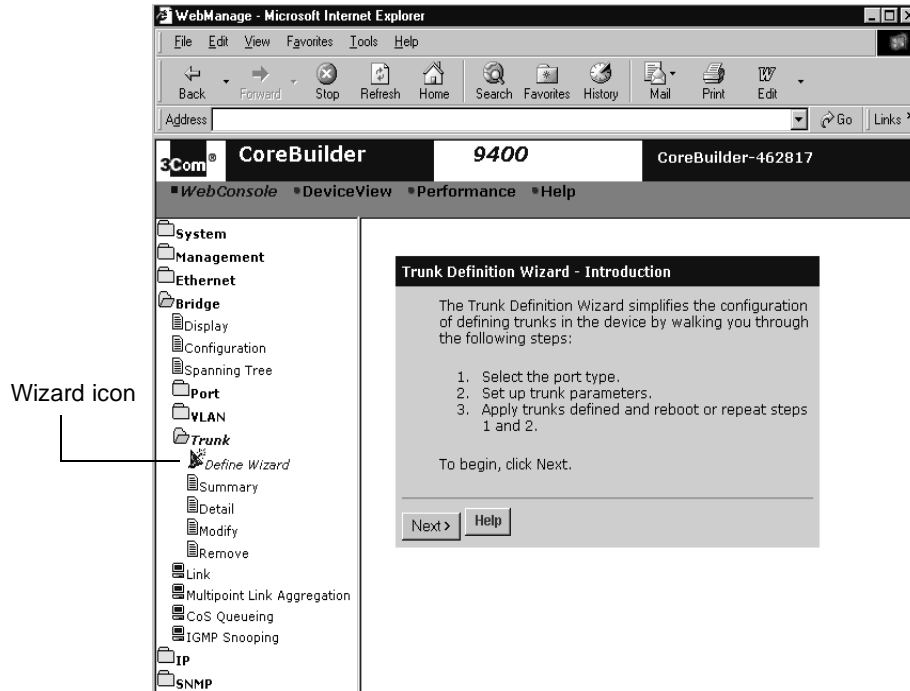
Configuration Wizard

The WebConsole menu tree also contains an icon called Define Wizard for the Trunk Definition configuration wizard. Use the wizard to create valid configurations, modify attributes and parameters, and prevent common configuration mishaps. See Figure 4.

Using the configuration wizard

To use the Trunk Definition configuration wizard, click the wizard icon and follow the instructions.

Figure 4 Opening Screen for the Trunk Definition Wizard



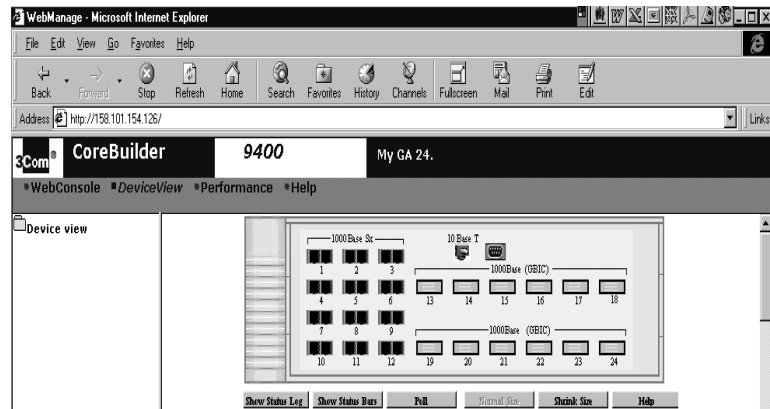
DeviceView Tab

The DeviceView application actively monitors the device and allows you to configure system and port parameters in an Internet browser. The image in the DeviceView workspace is “live,” that is, you can monitor each port or the entire system in real-time.

Using DeviceView

To use the DeviceView application, on the Tabs panel of the Web Management opening screen, click the *DeviceView* tab to launch an image of the device to which you are connected. See Figure 5. (See “Browser and Platform Requirements” on page 9 for information about setting up the required JDK 1.1 Patch for certain browser versions.)

Figure 5 DeviceView Opening Screen



About the Device Image

To access a subset of the management options that are available through the WebConsole tab, click on the device image in the workspace (shown in Figure 6). Table 4 lists the colors that indicate system and port status on the image.



A blue border outlines the part of the device image under your pointer.

Figure 6 DeviceView Image

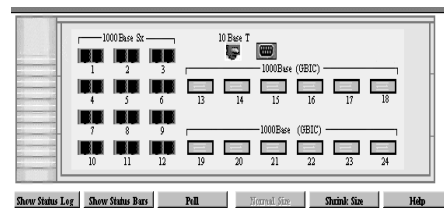


Table 4 Status Color Codes

Color/Shade	Indicates this status
Green	Enabled, link present
Partial shading (dark edge)	Disabled, link present
Black	Enabled, link absent
Gray shading	Disabled, link absent
Red	Partitioned, link present
Yellow	Resilient, link absent



If you have installed the supplemental Help, click the Help button below the image for more information. See Chapter 2 for Help installation.

Configuring Parameters in DeviceView

To configure a parameter for the system or a port, click the image of the area that you want to configure. Configuration forms appear in the DeviceView workspace:

- To view and modify *system*-level parameters, click anywhere along the outline of the chassis image.
- To view and modify *port*-level parameters, click the image of the port that you want to configure.

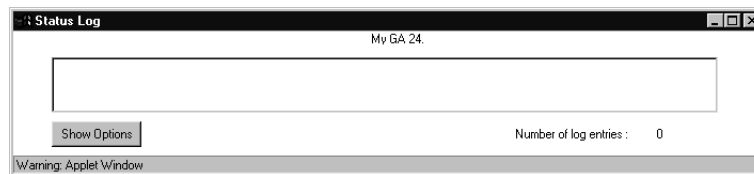
Selecting Multiple Ports

To select multiple nonconsecutive ports for configuration in DeviceView, press and hold the Shift key as you click the image of each port that you want to configure. To select consecutive ports, press and hold the Control key while you click the first port and the last port in the series.

Using Status Logging

DeviceView has a Status Log that monitors system and port changes on the device and displays the events in a log. See Figure 7.

Figure 7 Status Log in DeviceView



For Internet Explorer, you may want to follow the instructions to improve Status Logging functionality in “Improving DeviceView in Internet Explorer” in Chapter 3.

You can set the Status Log to monitor the system or the ports in any combination. To enable Status Logging options:

- 1 Select the *DeviceView* tab and then, in the menu tree, click *DeviceView*.
- 2 In the menu tree, click *Configuration*. The DeviceView configuration form appears. See Figure 8.
- 3 In the *Status Logging* field, select enabled. For other options, click *Help*.

- 4 Click *Apply*.
- 5 In the menu tree, click *Status Log* and configure the options for sending e-mail of system or port changes. For information on the options, click *Help*.



If you want to enable e-mail notices and you have not installed the supplemental DeviceView accessories, install them now. See Chapter 2.

- 6 In the *Status Log Configuration* form, click *Apply*.

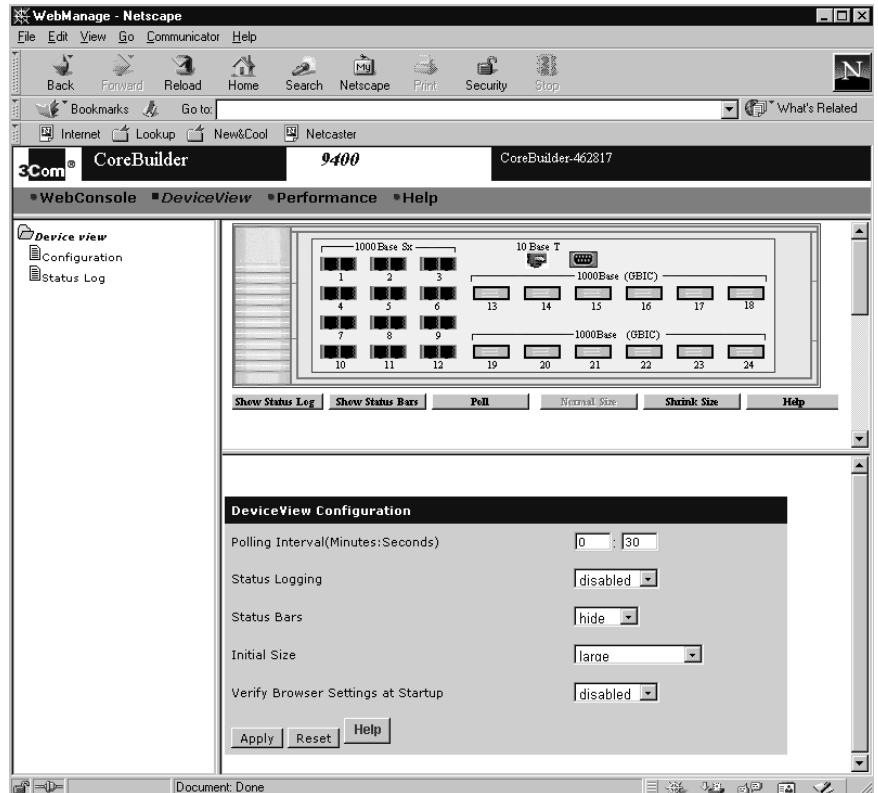


For the changes to take effect:

- *In Netscape, reload the browser.*
- *In Internet Explorer, refresh the browser window.*

The Status Log (Figure 7) now displays information about your mail server.

Figure 8 DeviceView Configuration Form



Performance Tab You can monitor certain aspects of performance for your system. See the Help for information on choosing options that do not affect network performance. See Chapter 2 for how to install Help.

Using the Performance Features

To launch the dynamic monitoring functionality of the Performance tool:

- 1 Select the Performance tab on the Web Management opening screen. The menu tree expands to show the Performance charts for Ethernet.
- 2 Select the chart that you want to view:
 - **Ethernet Bandwidth Utilization** — Bytes that are transmitted or received over specified ports
 - **Ethernet Packet Volume** — Packet volume for unicast, broadcast, or multicast packets over specified ports
 - **Ethernet Packet Sizes** — Size of packets passing through the ports

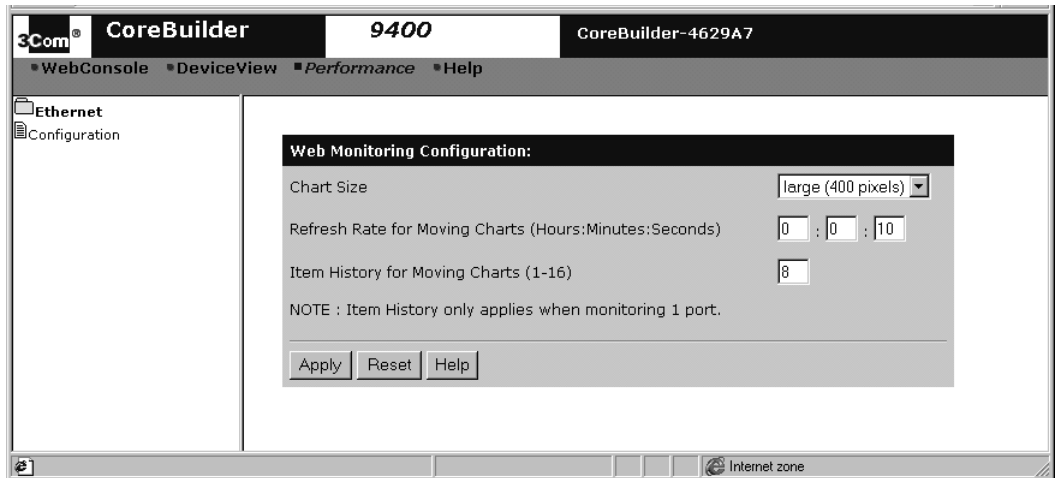
Customizing Your Performance Monitor

To customize your performance features, you can create the ideal chart size for your desktop environment and establish the refresh rate so that your network statistics are updated by the hour, minute, or second. To customize your configuration:

- 1 On the Web Management opening screen, click the *Performance* tab. The Ethernet menu tree appears.
- 2 In the menu tree, click the *Configuration* option. The Web Monitoring configuration form appears. See Figure 9.
- 3 In the Chart Size field, select the chart size: Large (400 pixels) or Small (200 pixels).
- 4 Type the refresh rate in this format: Hours:Minutes:Seconds.
- 5 Type the item history for moving charts, that is, select how many times items change in a moving chart.
- 6 Click *Apply*.

If you have installed the form-specific Help files, click the Help button to read more information on these options. See Chapter 2 if you have not installed the supplemental Help files.

Figure 9 Web Monitoring Configuration Form



Help Tab The fourth tab of the Web Management opening screen contains these links:

- **The Help configuration form** — Type the path to the directory in which you installed your Help files. Click *Apply* to complete the software link. Now you can access Help from each configuration form. When you install the Help, the links to the Help Contents and Help Index become active. If you have not installed the Help, these links connect you to the Help configuration form.
- **Various 3Com support sites on the Web** — Click a link to view the 3Com contacts list, support page, and home page.

Installable Web Management Help and Other Tools

Download the installable Web Management tools from the *Software and Documentation CD* that is shipped with your system. Using the installation wizard, you can choose to install one or more of these tools:

- **WebManage Framework** — To facilitate the way that you group and access devices and tools. See “WebManage Framework” next.
- **DeviceView Accessories** — To enable e-mail notification for Status Log on the embedded DeviceView application. See “Enabling E-mail Notification for Status Log” on page 22 for details.
- **Help** — To learn more about the embedded configuration forms. See “Form-Specific Help Files” on page 21 and “Setting Up the Form-Specific Help Files” on page 24 for details.

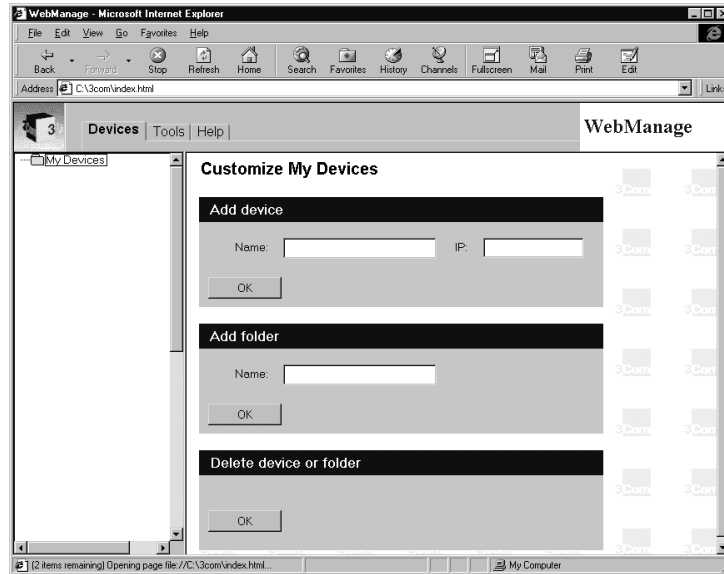
WebManage Framework

Use the WebManage Framework to organize the devices that you manage into easily accessible groups. You can also create a folder for each group, as shown in Figure 10 and described next.



For best results, first create the folders, then create the link to the devices.

Figure 10 Integrated Web Management Configuration Form



On the Devices tab:

- **To add a folder** — In the Add a Folder area of the form, type a meaningful name (such as Engineering-A or AccountingLab-3).
- **To add a device** — In the menu tree, click the folder where you want the device. In the Add a Device area, in the Name field, enter a meaningful name (such as 3500-1 or 9K-16slot-1). In the IP field, type the IP address.
- **To remove a device or folder** — In the menu tree, click the folder or device name. In the Delete a Device or Folder area of the configuration form, click *OK*.

Form-Specific Help Files

Each configuration form has a Help button and one or more related Help topics. See Figure 11.



Many Help pages also have additional links to the HTML-version of the Implementation Guide as well as links to other information in the banner at the top and in the row of links at the bottom of the Help page.

See Chapter 2 for installation and setup instructions.

Figure 11 Help Page

Help

Start > Contents > Index > Support > 3Com Home >

About IP

The Internet Protocol (IP) is a standard network protocol that is used for communications among various networking devices. To gain access to the system using TCP/IP or to manage the system using SNMP, you must set up an IP interface for your system.

In-Band Management

If you are managing your network in-band, you need to set up an IP routing interface and at least one VLAN. For information about setting up an IP routing interface, see [Define IP Router Interface](#). For information about setting up VLANs, see [VLAN Configuration](#).

Out-of-Band Management

If you are managing your system out-of-band, you need to assign an IP address and subnet mask for the out-of-band Ethernet port on your system. The out-of-band Ethernet port is the 10BASE-T port on the system processor module. For information about configuring these IP attributes for the out-of-band Ethernet port, see [Define IP System Interface](#).

Related Topics

[Implementation Guide Contents](#)

[Start] [Contents] [Index] [Support] [3Com Home]

Additional links

Launching Web Management Applications

Depending on which optional files you decide to install, you can manage a single device, access Help from each form, use WebManage Framework to organize your access to multiple devices, or enable e-mail notification of Status Log events.

Managing a Single Device

To use the embedded Web Management applications, you need not install any of the optional files. Open a new Internet browser window on your workstation and enter the IP address of the system that you want to manage. The Web Management opening screen appears, with the WebConsole, DeviceView, Performance, and Help tabs. (Use the Help tab to configure the location of your Help files if you choose to install them.)

Launching the Form-Specific Help

If you have installed and configured Help (see Chapter 2), access Help from the *Help* button for each form as you manage your device, or use the Contents and Index links on the Help tab to search for information on a topic.

Launching the WebManage Framework

If you have installed WebManage Framework, from the Windows 95 or NT Start menu, select *Programs*, and then *WebManage*, and then *WebManage* again.

Enabling E-mail Notification for Status Log

If you have installed DeviceView Accessories, see “Using Status Logging” on page 16 for instructions on how to configure your device to send e-mail notification of Status Log events in the DeviceView application.

Logging Out

To disconnect a session in Web Management, close the browser window or enter another IP address.

2

INSTALLATION AND SET UP

This chapter covers installation and set up for the additional tools that you can install locally to help manage your system:

- Installing Supplemental Web Management Tools
- Setting Up the Form-Specific Help Files

Installing Supplemental Web Management Tools

Use the file named `webmanagev30.exe` to launch the wizard that installs some or all of the supplemental tools.

Windows Installation

If you choose to install the additional Web Management files on a PC that runs Windows 95 or Windows NT or on an NT server, first download the executable file.

To download the installable tools:

- 1 Close all open programs and applications.
- 2 Find the `webmanagev30.exe` file in the CD directory on the *Software and Documentation CD* that is shipped with your system.
- 3 Double-click the filename and follow the instructions in the installation wizard. Choose one of these installation options:
 - **Custom** — Installs one or more supplemental Web Management components that you specify in a checklist
 - **Help Files Install** — Installs only the form-specific Help files for the Web Management embedded forms. You can choose to install one or more of five 3Com switching product's Help files.
 - **Typical** — Installs all supplemental components, including the WebManage Framework, DeviceView accessories (such as e-mail options for Status Logging), and the Help files



If you plan to group multiple devices, choose the Typical installation or choose the Web Management option in the Custom installation.

4 Decide whether to reboot:

- If you have selected *Help Files Install* or *Typical* and are using Windows 95, the wizard prompts you to reboot your system. You must reboot the system to complete the installation process.



If you are running Windows NT, the system does not need a reboot.

- If you have selected the Custom installation and chosen only the Help files, you do not need to reboot your system.

The Web Management Install wizard installs the Web Management icon into the directory that you specified in step 3.

5 To launch your applications, see Chapter 1.

UNIX Help Installation

A UNIX .TAR file containing the Web Management Help system is available on the *Software and Documentation CD*.

To install Help files on your UNIX workstation:

- Locate the HELP.TAR file in the CD directory.
- To extract the .TAR file into your Web server directory, use this command: **tar - xvf HELP.TAR**

6 To launch your applications, see Chapter 1.

Setting Up the Form-Specific Help Files

To access Help for the system, install the supplemental Help files on your workstation or NT server using Help Files Install or Typical in the installation wizard. See “Windows Installation” or “UNIX Help Installation” earlier in this chapter.

To configure the location of the Help files for the first time:

- 1 In the Tabs panel of the WebConsole opening screen, select the Help tab.
- 2 In the menu tree, click *Device* and then click *Configuration*.

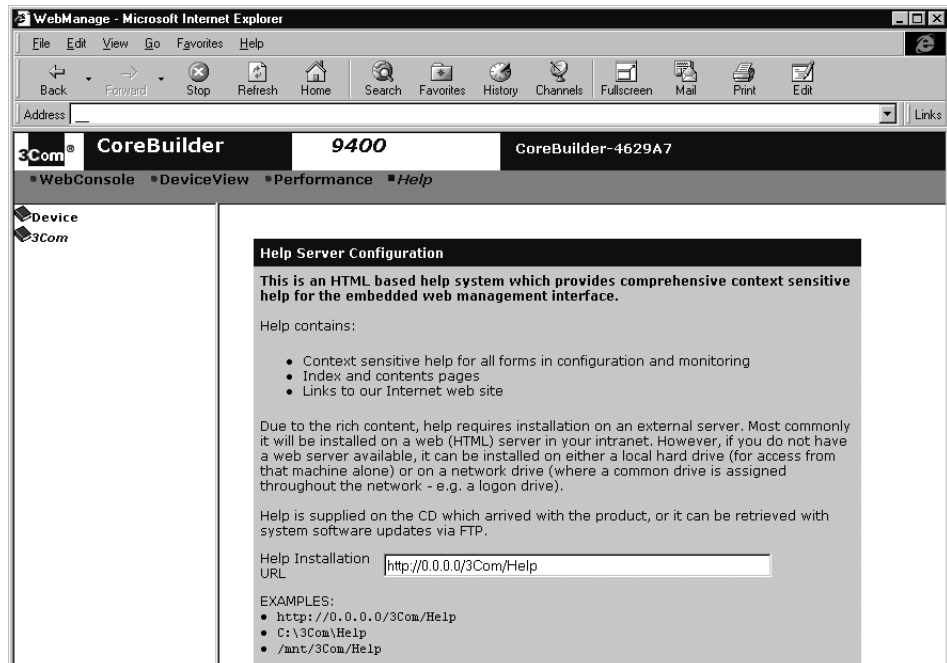
The Help Server configuration form appears.

- 3 In the *Help Installation URL* field, type the complete path to where you stored the Help files. See the examples on the form in Figure 12.



Do not end the URL with a slash (/).

Figure 12 Help Server Configuration Form



4 Click *Apply*.

The system displays a message that indicates that the Help Server has been set properly.

5 To link the Help to Web Management, select any item in the menu tree on the WebConsole opening screen. Then click the *Help* button on the resulting form.

Help is now configured for your system.

6 To access Help, click the *Help* button on any Web form, see Figure 11 on page 21 for the location of links to the Contents list and the Index for the Help system.



The banner at the top and the row of links at the bottom of each Help page provide access to the Start page (containing Web Management overview information), Help Contents, Help Index, 3Com Technical Support, and the 3Com Corporation home page.

3

TROUBLESHOOTING

This chapter covers the following topics:

- Browser Issues
- Troubleshooting the Web Management Software

Browser Issues

In addition to the tips in this section, see these sources of information:

- “Browser and Platform Requirements” in Chapter 1
- Any Web Management System Issues or Known Problems in the release notes that are shipped with your product
- The Web Management readme file

Web Management and Internet Explorer

If you are using Internet Explorer, install the latest 4.01 Service Pack 1. This service pack makes Internet Explorer Year 2000 compliant and fixes other product support issues. Download the 4.01 Service Pack 1 from the following URL:

http://www.microsoft.com/msdownload/iebuild/ie4sp1_win32/en/ie4sp1_win32.htm



If the link is not available, download the service pack from the Microsoft home page:

<http://www.microsoft.com>

Improving DeviceView in Internet Explorer

To improve DeviceView download speed or to enable the Status Log options that send e-mail messages regarding system and port status changes to one or more e-mail addresses when you use Internet Explorer to manage devices, you change several security settings.



To access these e-mail options, install the additional Web Management files and enable Status Logging. Click the Help tab for additional information on DeviceView Status Log options. See Chapter 2 for information on installing the supplemental files.

Improving DeviceView Download Speed

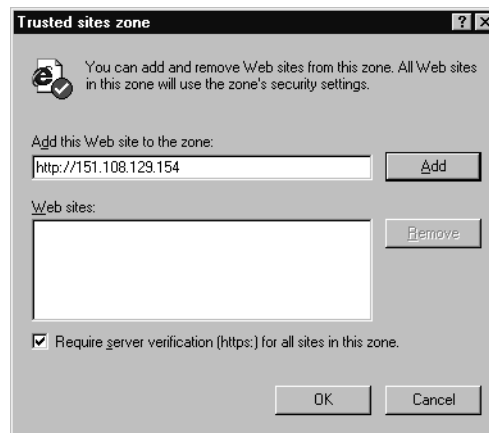
To improve the download speed for DeviceView image in Internet Explorer:

- 1 Open an Internet Explorer browser window.
- 2 From the *View* menu, select *Internet Options*.
The Internet Options dialog box appears. See Figure 13.
- 3 To view security options, select the *Security* tab.

Figure 13 Security Tab on the Internet Options Dialog Box



- 4 From the *Zone* drop-down list, select *Trusted sites zone*.
The Trusted sites zone dialog box appears. See Figure 14.
- 5 Click the *Add* button.
- 6 Remove the check mark from the *Require server verification* check box when you add device information.
- 7 In the *Add this Web site to the zone* field, type `http://` plus the IP address of the device that you want to manage through Web Management. Example: `http://151.108.129.154`
This information is added in the *Web sites* field.
- 8 After you have added the devices that you want to manage, click *OK*.

Figure 14 Trusted Sites Zone Dialog Box

Enabling Status Log E-Mail Options on Internet Explorer

To ensure that the e-mail option for Status Log is available when you use Internet Explorer, follow the steps in “Improving DeviceView Download Speed” on page 28 and then take these steps:

- 1 In the Internet Options dialog box, click the *Security* tab and then click the *Custom* option button at the bottom of the dialog box to set custom security settings (Figure 13).

The *Settings* button to the right of this option is now available.

- 2 Click *Settings*. The Security Settings dialog box appears (Figure 15).
- 3 In the *Reset custom settings* area, select *Low security* and click *Reset*.
- 4 In the *Security Settings* area, scroll down to Java Permissions and select the *Custom* option button.

The *Java Custom Settings* button is now available.

- 5 Click *Java Custom Settings*.

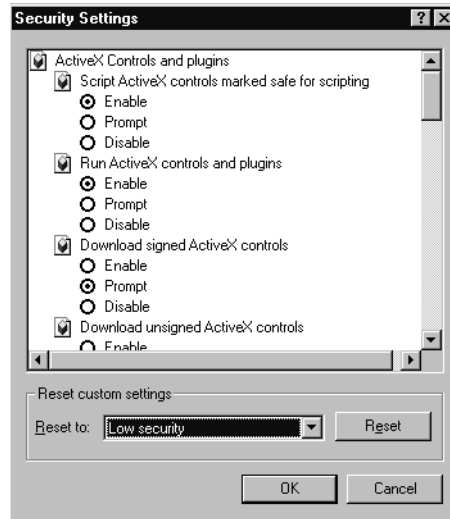
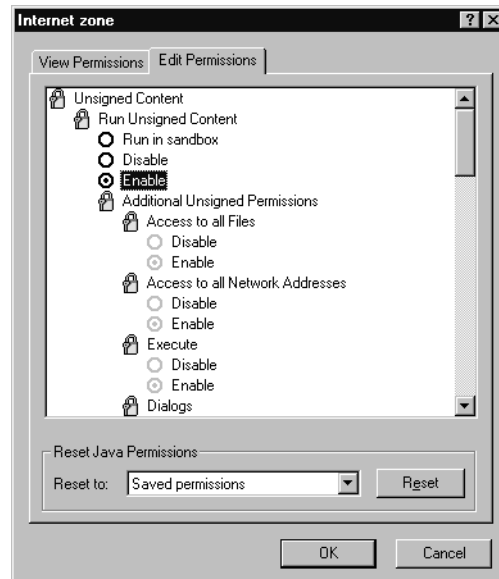
The Internet zone dialog box appears. See Figure 16.

- 6 Click the *Edit Permissions* tab.



If the options listed under Unsigned Content cannot be configured, verify that you are using the latest version of Internet Explorer.

- 7 In the *Run Unsigned Content* choices, click the *Enable* option button.
- 8 To close the Internet zone dialog box, click *OK*. To close the Security Settings dialog box, click *OK*. In the Internet Options dialog box, click *Apply*. Click *OK* to close the Internet Options dialog box.

Figure 15 Security Settings Dialog Box**Figure 16** Edit Permissions Tab

Web Management and Netscape Navigator

If you encounter problems accessing Help files from Web Management applications when you use Netscape Navigator, clear the browser memory cache and disk cache and restart the browser.

To clear the cache in Netscape Navigator:

- 1 In the browser window, from the *Edit* menu, select *Preferences*.
- 2 In the *Category* menu tree, click *Advanced* and then click *Cache* in the *Advanced* folder.

The browser cache options appear to the right of the menu tree.

- 3 Clear the memory and disk cache by clicking the appropriate buttons on the cache options form.
- 4 Restart the browser.



The Netscape browser does not always shut down. If it does not shut down, press Ctrl+Alt+Delete and end the Netscape browser task.

Troubleshooting the Web Management Software

If you are unable to run the Web Management software, verify the accuracy of your `CLASSPATH` environment variable.



By default, the installation wizard adds two directories above your existing `CLASSPATH`: `C:\3Com`.



Your directories may be different if you did not select the default `C:\3Com` directory during installation.

If your system already has an existing `CLASSPATH` before you install the additional Web Management files, the necessary `3Com` directories are added above yours. As a result, your classpath may look like this:

```
C:\3Com;C:\java\classes;C:\java\applets\myclasses;
```

If you modify your classpath and do not include the `3Com` directories (and possibly if you do not list them before any other directories in your classpath), the Web Management components may fail to run properly.

In Windows 95, your `CLASSPATH` is set in the `autoexec.bat` file. It usually appears in this format:

```
SET CLASSPATH=C:\3Com;
```

In Windows NT, your `CLASSPATH` is set through the System icon in the Control Panel. Ask your system administrator if you do not know how to change your environment variables.

Examples of Good and Problematic CLASSPATH Settings

This minimal setting is required for Web Management:

```
SET CLASSPATH=C:\3Com;
```

The following setting is also acceptable:

```
SET CLASSPATH=C:\3Com;C:\java\classes;
```

This setting can potentially cause problems:

```
SET CLASSPATH=C:\java\classes;C:\myclasses;C:\3Com;
```

The next setting results in unspecified behavior, because certain 3Com Web Management directories are not included. An unspecified CLASSPATH has similar results. In either case, the installed Web Management applications may fail to run:

```
SET CLASSPATH=C:Local Status Log
```

Additional Resources for Solving Problems

If you still encounter problems after you try the tips offered in this chapter, consult these sources of information:

- Any Web Management System Issues and Web Management Known Problems in the release notes that are shipped with your system.
- Your network supplier
- The Technical Support appendix in the release notes for your system