



Intelligent Event Module™ for Cisco® IOS 12.4

INTELLIGENT EVENT MODULE BASICS

The Cisco IOS 12.4 Intelligent Event Module (IEM) enables you to automate real-time monitoring of Cisco® networking devices running on the IOS 12.4 operating system and capture the critical information you need for effective enterprise management.

The Cisco IOS 12.4 IEM provides *ConsoleWorks*® with a watch-list of text messages, including error codes, system warnings, and status alerts, produced by IOS 12.4. *ConsoleWorks* watches for these messages, called Events, in the data streams of your managed devices.

Events

When *ConsoleWorks* detects an Event, it alerts you to the Event as it is happening, records the circumstances surrounding the Event, and automatically performs the default or customer-configured responses associated with that Event.

Scans

IEMs come with Events pre-arranged in logical groupings, called Scans™. Working with a Scan—or a combination of Scans—instead of hundreds of individual Events simplifies managing Events across your enterprise.

CISCO IOS 12.4 IEM AT A GLANCE

Events:	7946
Scans:	1 Master 8 Event Severity
Filename:	<code>cw_iem-cisco_ios12-0002.bin</code>
License Required:	<code>CONWRKS-DB-CISCO.lic</code>
Connector Required:	Syslog

USING THE CISCO IOS 12.4 IEM

To use this IEM, complete the following tasks:

1. Download the IEM from the TDi web site.
2. Import the IEM into *ConsoleWorks*.
3. Associate the Scans from the IEM with the devices you want to manage.

To Download the IEM

1. Install the license for the Cisco IOS 12.4 IEM. To obtain this license, contact your TDi Solutions Team Manager (sales@tditx.com).
2. Move to the TDi web site (www.tditx.com/support_iemdownloads.asp).
3. On the Product Downloads page, locate and click **Cisco IOS 12.3 (and later)**.
4. In the Connect to support2.tditx.com dialog box, enter your User name and Password, and click **OK**. To obtain a User name and Password, contact TDi Support (support@tditx.com).
5. Save the file (`cw_iem-cisco_ios12-0002.bin`) to a directory accessible from your client workstation.

To Import the IEM

1. On the *ConsoleWorks* main menu, click **Admin > Database > Import IEM**.
2. On the Import IEM page, click **Browse**.
3. On the Choose file dialog box, locate and double-click `cw_iem-cisco_ios12-0002.bin`.
4. On the Import IEM page, click **Import IEM**, and wait for the **IEM import completed** message to appear on the page before associating the IEM's Scans.

To Associate the Scans

Associate the Scans with the Cisco devices you want *ConsoleWorks* to monitor. When you associate Scans with a device, you are specifying that *ConsoleWorks* scan the data streams of that device for the Events contained in the Scans.

Example: To associate IOS12_WARNING Scan

1. On the *ConsoleWorks* main menu, click **Manage > Scans > Show Scans**.
2. On the Show Scans page, in the Scans column, click **IOS12_WARNING**.
3. On the Scan: IOS12_WARNING page, in the Unassociated Consoles column, select the check boxes next to the names of the managed devices you want to associate with the Scan.
4. Click **Update Scan**.

For detailed instructions on associating Scans, please refer to the *ConsoleWorks* user's guide.



SCANS AVAILABLE IN THE CISCO IOS 12.4 IEM

The Cisco IOS 12.4 IEM contains a Master Scan and eight Event Severity Scans.

Master Scan

The Master Scan, `IOS12`, is the top-level Scan. It references all the other Scans in the IEM. When you associate the Master Scan with a device, you are specifying that *ConsoleWorks* scan the data streams of that device for any of the IEM's 7,946 Events.

Event Severity Scans

The Cisco IOS 12.4 IEM contains eight Event Severity Scans. Use one or more of these Scans to monitor Cisco devices for Events based on their Severity level.

The IEM provides the following Event Severity Scans:

• IOS12_EMERGENCY	217 Events
• IOS12_ALERT	709 Events
• IOS12_CRITICAL	586 Events
• IOS12_ERROR	3768 Events
• IOS12_WARNING	1312 Events
• IOS12_NOTIFICATION	739 Events
• IOS12_INFORMATIONAL	399 Events
• IOS12_DEBUGGING	138 Events

SAMPLE CISCO IOS 12.4 IEM EVENTS

The Cisco IOS 12.4 IEM provides you with names, message texts, Severity ratings, explanations, and recommended responses for Events produced by IOS 12.4.

The following section displays samples of the information you receive for each Event in the Cisco IOS 12.4 IEM.

Sample Event 1

Name:	IOS12_ENV_M_SHUT
Message:	%ENVM-0-SHUT:
Severity:	EMERGENCY
Explanation:	Environmental Monitor-initiated shutdown. The system has reached a shutdown temperature level, and the router is being shut down to avoid any damage.
Response:	Review previous environmental messages to determine the cause of the shutdown and correct it if possible. Copy the error message exactly as it appears on the console or in the system log, contact your Cisco technical support representative, and provide the representative with the gathered information.

Sample Event 2

Name:	IOS12_CES_INTERNAL_CRITICAL
Message:	%CES-2-INTERNAL_CRITICAL:
Severity:	CRITICAL
Explanation:	The CES subsystem has encountered an internal software error. The error message contains text that can be used to help identify the nature of the problem.
Response:	Copy the error message exactly as it appears on the console or in the system log. Issue the <code>show tech-support</code> command to gather data that might help identify the nature of the error. If you cannot determine the nature of the error from the error message text or from the <code>show tech-support</code> output, contact your Cisco technical support representative and provide the representative with the gathered information.

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