



Cisco WAAS Mobile User Guide

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Contents

Contents	i
Table of Figures	ii
About This Document	iii
Intended Audience	iii
Product Overview.....	iii
Chapter 1 Getting Started With Cisco WAAS Mobile	1
The Cisco WAAS Mobile Accelerator	1
Software Registration	1
Starting WAAS Mobile.....	1
Modes of Operation.....	2
Chapter 2 Cisco WAAS Mobile Acceleration Menu	3
Chapter 3 Using the Cisco WAAS Mobile Client Manager	5
Connection Monitor.....	5
Advanced	7
Support.....	9

Table of Figures

Figure 1 User Registration.....	1
Figure 2 WAAS Mobile Acceleration Icon.....	2
Figure 3 Acceleration Icon Menu.....	3
Figure 4 Sending a System Report	4
Figure 5 Client Manager - Connection Monitor Tab.....	5
Figure 6 Client Manager -- Advanced Tab.....	7
Figure 7 Client Manager - Support Tab	9

About This Document

Intended Audience

This guide is intended for users of the Cisco WAAS Mobile client.

Product Overview

Cisco Wide Area Application Services (WAAS) Mobile is a powerful software-based application accelerator designed specifically to address the performance challenges of teleworkers, small and home office workers, and mobile employees who travel outside the branch office. Cisco WAAS Mobile client delivers superior performance for transfers of remote files, email attachments, Internet browsing, and web-based enterprise applications over narrowband, high-latency, and high-packet-loss networks.

Cisco WAAS Mobile enables PC users to experience up to 50x acceleration over WAN, WiMax, broadband, satellite, dial-up and wireless by providing:

- highest measured performance over last mile networks
- CIFS acceleration for remote file sharing
- HTTP acceleration for web browsing and web applications
- HTTPS acceleration for secure intranet applications
- email acceleration to transfer and download large messages and attachments
- simple client deployment with standard software distribution products
- extensive support for client OS, VPN and security software
- optimized performance for highly mobile users and high latency links

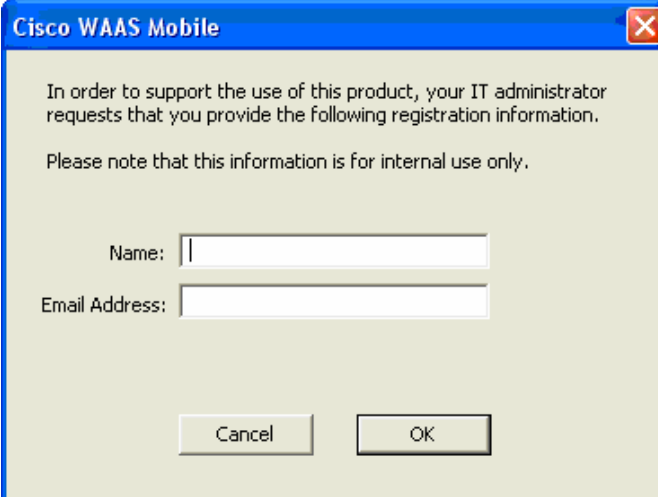
Chapter 1 Getting Started With Cisco WAAS Mobile

The Cisco WAAS Mobile Accelerator

Cisco WAAS Mobile is a software program which runs in the background on a user's PC and accelerates the speed of communications between the user's PC and servers for applications such as email, web browsers, and file transfers. The software is mostly transparent to the user. This guide explains the visible aspects of the software as well as the use of a few user options.

Software Registration

After installation, the system administrator may optionally require users to register the software. If this option has been configured, the user will be presented with the dialog box in Figure 1.



The image shows a Windows-style dialog box titled "Cisco WAAS Mobile". The dialog box has a blue title bar with a close button (X) in the top right corner. The main content area is light gray and contains the following text: "In order to support the use of this product, your IT administrator requests that you provide the following registration information." followed by "Please note that this information is for internal use only." Below this text are two input fields: "Name:" followed by a text box, and "Email Address:" followed by a text box. At the bottom of the dialog box are two buttons: "Cancel" and "OK".

Figure 1 User Registration

Starting WAAS Mobile

By default, the WAAS Mobile client automatically starts when the user logs into the PC. If the WAAS Mobile program is not running, it may be started in two ways:

- Through the Windows Start menu, select All Programs > Cisco Systems > WAAS Mobile > WAAS Mobile Client
- If the WAAS Mobile client is configured to start when Windows starts (see the Advanced section in Chapter 3), rebooting the computer or logging off/on will restart the client.

To restart the client while the program is running, open the Client Manager from the acceleration icon menu and click the "Restart" button on the Connection Monitor tab (see Chapter 3).

Modes of Operation

While running, an “acceleration icon” will be displayed in the Windows system tray to indicate the software status.

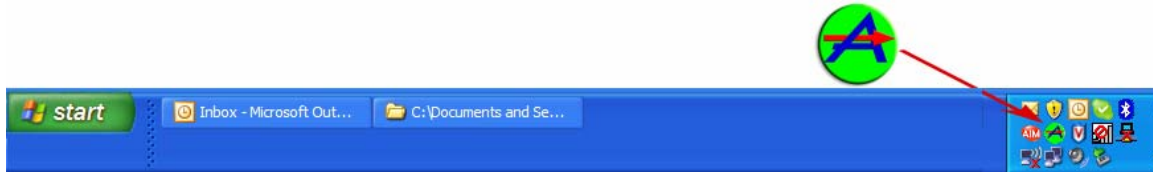


Figure 2 WAAS Mobile Acceleration Icon

The icon states and corresponding descriptions are as follows:



Connected. Software is running and accelerating applications.



User Disabled. Software is running but application acceleration has been disabled by the user. Data is still sent and received over the communications link, but not at accelerated rates.



Not Connected. Software has lost connection to the WAAS Mobile server and is not accelerating data, or the software is being bypassed because a high-speed network was detected (a configurable option). Data is still sent and received over the communications link, but not at accelerated rates.



Persistent Session. Software has lost connection to the WAAS Mobile server but the acceleration session is still active; in-process data transfers will resume when connection is re-established.

Chapter 2 Cisco WAAS Mobile Acceleration Menu

Selecting the WAAS Mobile acceleration icon in the Windows system tray displays a pop-up menu of user options, as shown in Figure 3.

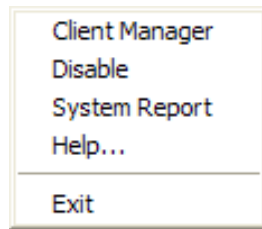


Figure 3 Acceleration Icon Menu

Client Manager	Displays the WAAS Mobile Client Manager (see Chapter 3 for complete description of capabilities).
Disable/Enable	Allows the user to disable (or enable) acceleration manually. The menu item changes based on whether acceleration is currently enabled or disabled.
System Report	<p>Allows the user to send information about a problem to the system administrator. A pop-up window appears for entering a problem description and optionally to attach relevant files (see Figure 4). The information, along with a file that automatically captures critical system data, is sent to the WAAS Mobile server to assist the administrator in diagnosing the problem.</p> <p>System reports should be captured while WAAS Mobile is running and as soon after the problem occurs as possible. If the WAAS Mobile client has been exited or restarted after the problem occurred, the critical auto-generated system information will be lost and the administrator will receive only the user's problem description, severely limiting the administrator's ability to properly diagnose the problem.</p>
<hr/> <p>Note: This option may be disabled by the system administrator. In these cases, the menu item will not be seen in the acceleration icon menu.</p> <hr/>	
Help...	Accesses WAAS Mobile's on-line Help system.
Exit	Terminates the client application and removes the icon from the system tray.

Cisco WAAS Mobile: Description and Additional Information

Please provide a description:

Please provide a description of what you were doing just before the incident. You may also provide any additional information that you think would help us resolve your problem.

Please attach any additional files that were involved in the incident:

Add File Remove File Cancel Send Report Save Report

Figure 4 Sending a System Report

Chapter 3 Using the Cisco WAAS Mobile Client Manager

In general, users benefit from Cisco WAAS Mobile's performance without even being aware of its operation. Nevertheless, users can review and, if authorized by their system administrator, customize the application's operation.

The WAAS Mobile Client Manager is accessed from the acceleration icon menu and contains the following tabs (user displays vary based on administrator-assigned privileges):

- *Connection Monitor* – Displays the visible benefits of WAAS Mobile's acceleration for the specific user.
- *Advanced* – If enabled by the administrator, this tab contains configuration items that users may customize. Note: The administrator can over-ride user-established settings.
- *Support* – Contains general software release and support contact info as well as the ability to generate a system report, if enabled by the system administrator.

Connection Monitor

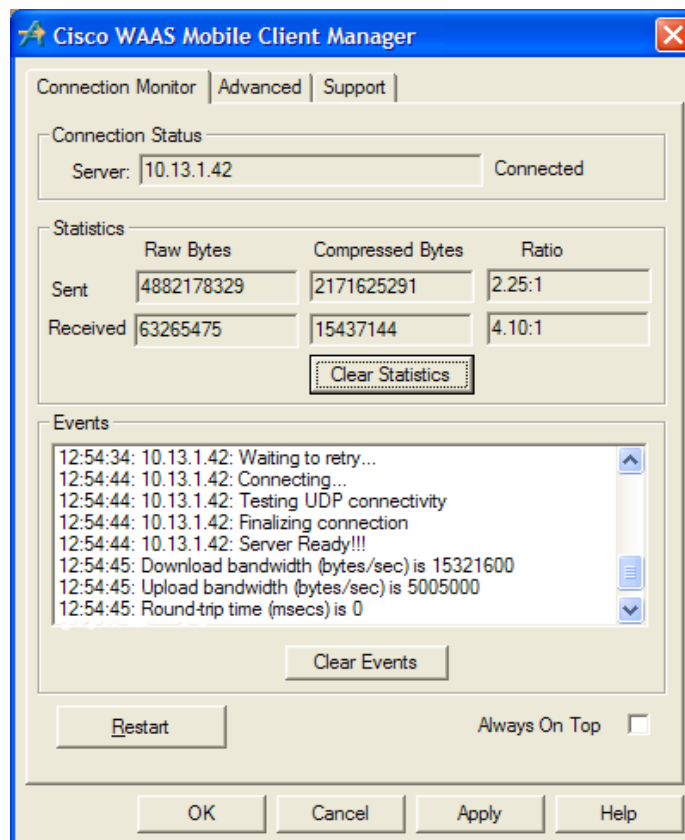


Figure 5 Client Manager – Connection Monitor Tab

Connection Status	<p>The status reported in the “Connection Status” section of the Client Manager will be one of the following:</p> <p><i>Connected:</i> This is the “normal” mode and indicates that the server is ready and able to send data to (and receive data from) the client.</p> <p><i>User Disabled:</i> Indicates that the user has disabled acceleration manually from the acceleration icon menu. Data is still sent and received over the communications link, but not at accelerated rates.</p> <p><i>Not Connected:</i> Indicates that the server currently is not able to provide acceleration, even though client acceleration is enabled. Data is still sent and received over the communications link, but not at accelerated rates.</p>
Statistics	<p>Provides data compression information, which is one measure of the acceleration performance of Cisco WAAS Mobile. Separate cumulative statistics are provided for data being sent from and data being received by the computer. Although compression is only one aspect of acceleration performance, it’s generally true that if the compression ratio is high, acceleration performance is high as well.</p> <p>Clicking on the “Clear Statistics” button resets these statistics.</p>
Events	<p>Displays messages indicating a variety of system activities. Clicking on the “Clear Events” button resets the event log.</p> <p>Upon start-up, WAAS Mobile detects the actual amount of bandwidth and latency for the user’s link and displays the information here.</p>
Restart	<p>Clicking “Restart” while the client is running temporarily disconnects the client from the server, and then automatically reconnects again.</p>
Always on Top	<p>Displays the Client Manager dialog on top of all other open windows.</p>

Advanced

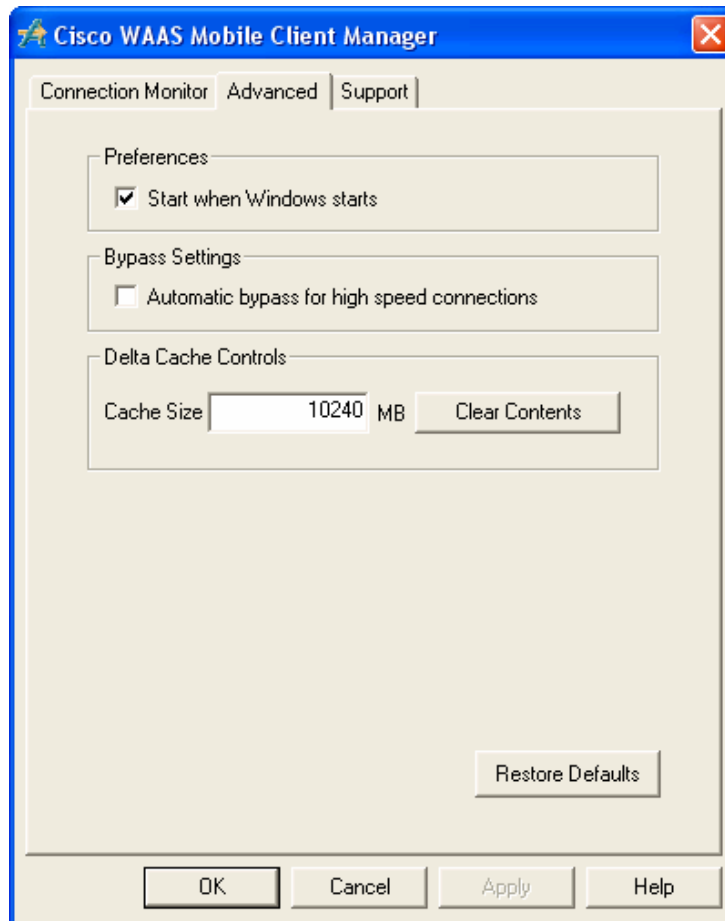


Figure 6 Client Manager -- Advanced Tab

NOTE: The screen may vary depending on the administrator's configuration.

Preferences	Allows the user to enable acceleration automatically upon Windows startup. The default is checked.
Bypass Settings	Acceleration benefits are limited over high-bandwidth, low-latency communications links. The "Automatic bypass for high-speed networks" checkbox can be used to bypass WAAS Mobile when a high-bandwidth connection is detected. The default is checked.

Note: This checkbox may or may not display depending on the system administrator's configuration.

Delta Cache
Controls

Indicates the amount of local disk allocated to data cache so that repeated file sequences achieve maximum acceleration. The default is set by the administrator, and is typically 1024 MB. Depending on the configuration established by the administrator, if the computer has insufficient disk space to allocate the requested cache size, the software may automatically fall-back to a smaller cache size of 256 MB.

To change the size of the delta cache disk allocation, specify the desired value in the Delta Cache Controls entry box and click "Apply."

Note: If the user-specified value is greater than the maximum size allowed by the administrator, or if the value is greater than the free disk space on the computer, the following message will be displayed:
"Requested delta cache size is too large."

Clicking on the "Clear Contents" button deletes all cache history.

Restore Defaults

Resets all values to the default settings.

Support

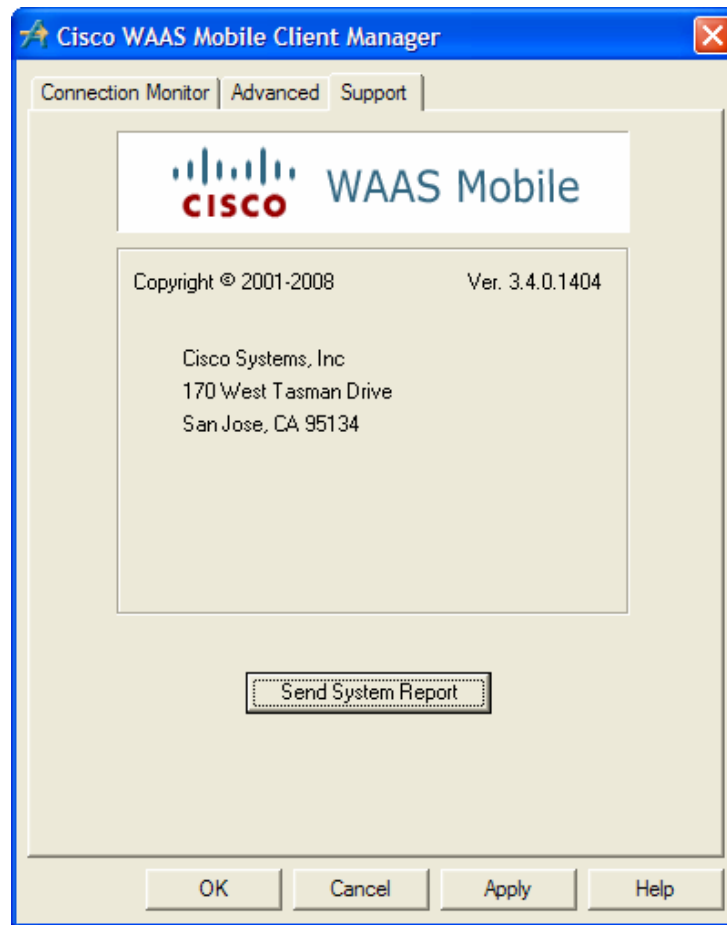


Figure 7 Client Manager – Support Tab

The support tab displays information about the software version as well as technical support contact information. The user's company's customized information will appear.

Depending on the configuration established by the administrator, the "Send System Report" option may be available. Refer to Chapter 2, Cisco WAAS Mobile Acceleration Menu, for instructions on sending a System Report.

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