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Installing SGM on Windows

The SGM client software can be installed on a Windows 2000 Professional or Windows XP Professional system from the CD-ROM or downloaded from the SGM server's Web Server. This chapter describes how to install the SGM client software, how to verify installation, and how to uninstall and reinstall SGM on Windows.

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Installing SGM from the CD-ROM

Before you run the SGM installation program, make sure your Windows system meets the requirements listed in the "Windows System Requirements" section on page 1-9.

When you run the SGM installation program, you are asked for the name of the host on which the SGM server software is installed and an SGM server port number, and, optionally, a CiscoWorks server name and Web port number. Verify this information with the system administrator who installed the SGM server software before running the program.

To begin the installation of the SGM client software:

Step 1 Insert the SGM CD-ROM in the CD-ROM drive on the workstation. The SGM program files are automatically extracted from the CD-ROM. When all the files are extracted, the Cisco SGM Client Setup window appears, with the text, "Welcome to the InstallShield Wizard for SGM Client."

> **Note** If the setup window does not appear automatically when you insert the CD-ROM, go to the root directory and run the **sgmsetup.exe** command. If you are having trouble reading the CD-ROM, make sure your CD-ROM drive complies with the ISO 9660 standard.

Step 2 Click **Next**. The Directory Name window appears.

Step 3 Accept the default location, enter a location, or browse to find a location, then click **Next**.

Step 4   In the **SGM Server Name** field, enter the name of the host on which the SGM server software is installed.

Step 5   (Optional) In the **SGM Server Port** field, enter a numeric server port number. The default is 44742.

In the SGM server is using a different port number, enter that number in this field. The SGM client and server can communicate only if they are configured for the same port number.

Do not enter a non-numeric port number. If you do, you are prompted to enter a numeric port number.

Step 6   Click **Next**. The CiscoWorks window appears.

Step 7   (Optional) If you do not have a CiscoWorks server, skip to Step 9.

Otherwise, in the **Cisco Works Server Name** field, enter the name of the host on which the CiscoWorks server software is installed. The CiscoWorks server can be the same as the SGM server, or it can be a different server.

Step 8   (Optional) In the **Cisco Works Server Port** field, enter a numeric CiscoWorks Web port number. The default is 1741.

Do not enter a non-numeric port number. If you do, you are prompted to enter a numeric port number.

Step 9   Click **Next**. The Summary window appears.

Step 10   Click **Install** and the files are copied. When all of the files have been copied, the InstallShield Wizard Complete window appears. Installation is complete.

Step 11   Click **Finish** and remove the CD-ROM from the drive.

Installing the SGM Client for Windows Using the Web Server

You can use the SGM Web Server to access the client installation software if you do not have access to the CD-ROM, or if you prefer to download the SGM client software from the SGM server to run the installation.

To install the SGM client on a Windows system from the SGM Web Server:

Step 1   From your browser, go to the URL for the SGM Web Server:

```
http://your_sgm_server:1774
```

where *your_sgm_server* is the name or IP address of the SGM Web Server and *1774* is the Web port being using by SGM. (**1774** is the default port number.) If you do not know the name or Web port of the SGM Web Server, contact the system administrator who installed the SGM server software.

The SGM Server Home Page is displayed (Figure 5-1).

Figure 5-1   SGM Server Home Page
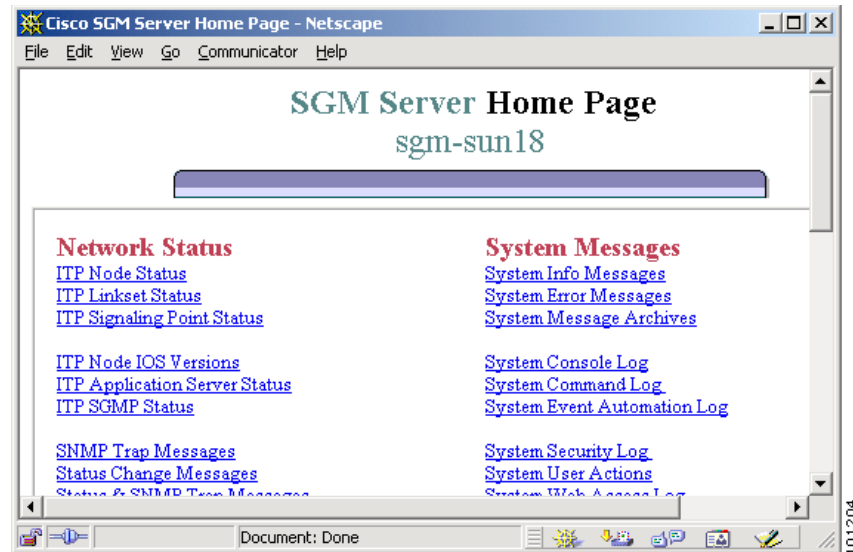
Step 2   Click **Download Windows Client**. The SGM Client for Windows page is displayed.

Step 3   Click **Download SGM Client for Windows 2000/XP** to download the installation setup program for Windows 2000 Professional or Windows XP Professional.

Step 4   When queried, specify the directory into which you want to download the installation software file.

Step 5   Go to the download directory and double-click the **sgmsetup.exe** command to install the software. The installation files automatically uncompress into a temporary directory, and the Cisco SGM Client Setup window appears, with the text, "Welcome to the InstallShield Wizard for the Cisco SGM Client."

Step 6   Continue with Step 2 in the "Installing SGM from the CD-ROM" section on page 5-1.

Verifying SGM Installation

To verify the SGM client installation:

Step 1   Make sure the SGM server is available.

Step 2   Make sure the SGM client icon appears on the desktop.

Step 3   Make sure the following options are in the **Start > Programs > Cisco SGM Client** menu:

- **Launch SGM Address Table Editor**
- **Launch SGM Client**
- **Launch SGM GTT Client**
- **Launch SGM Event Configurator**
- **Modify Default SGM Server Name**
- **Modify Default SGM Telnet Path**

- **SGM DOS Prompt**

- **SGM SSL Certificate Tool**

- **Uninstall SGM Client**

- **View README**

Step 4   To start the SGM client, use one of the following methods:

- Select **Start > Programs > Cisco SGM Client > Launch SGM Client**.

- Double-click the SGM Client icon on the Windows desktop.

If the SGM server and client installation was successful, and if you did not configure the SGM server to automatically discover your network the first time the server starts after installation, SGM displays the Discovery Dialog (Figure 5-2) and the SGM Main Window (Figure 5-3).

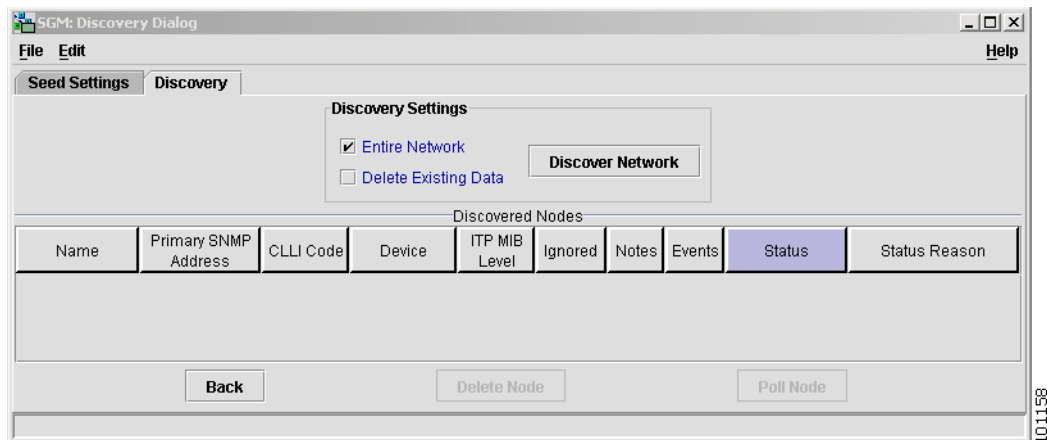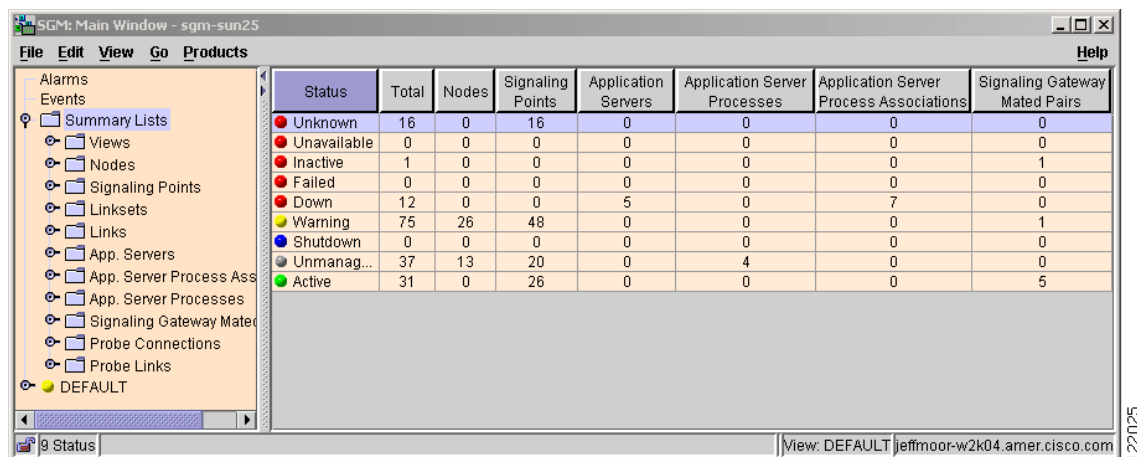*Figure 5-2*   *Discovery Dialog*

Figure 5-3   *SGM Main Window*

Because the SGM database contains no information, the SGM Main Window is blank. The database is populated, and reflected in the SGM Main Window, when you run Discovery for the first time; SGM displays the Discovery Dialog to make it easier for you to do so. In fact, any time you start the SGM client and the SGM database is empty, SGM automatically opens the Discovery Dialog so you can run Discovery and populate the database. For more information about Discovery, see the "Discovering the Network" section of the *Cisco Signaling Gateway Manager User Guide*.

Uninstalling SGM

You can use the standard **Add/Remove Programs** icon in the Windows Control Panel to uninstall SGM, or you can uninstall SGM from the Windows Start menu.

To uninstall SGM:

Step 1   Exit all open SGM windows.

Step 2   From the Windows Start menu, select **Start > Programs > Cisco SGM Client > Uninstall SGM Client**.

> **Note**   You can also uninstall SGM from the Windows Control Panel, by clicking **Add/Remove Programs**, selecting **Cisco SGM Client**, and clicking **Change/Remove**, but using the Windows Start Menu is the recommended method.

Step 3   Click **OK** in the Confirm File Deletion window. The SGM components are removed.

Step 4   Click **Finish**. SGM has been successfully uninstalled.

Uninstalling SGM After a Failed Uninstall

If for some reason the uninstall procedure fails before the SGM client is completely uninstalled, SGM prompts you to uninstall the client again. However, this might not be possible using the above procedure. If you cannot uninstall the SGM client using the above procedure, use the following procedure:

Step 1   Delete the SGM client installation directory and its contents:

- If you installed the SGM client in the default directory, *C:\Program Files*, then the installation directory is *C:\Program Files\SGMClient*.
- If you installed the SGM client in a different directory, then the installation directory is located in that directory.

Step 2   Delete the following directory: */Program Files/Installshield Installation Information/{FD024E16-48AE-11D5-934C-00108335E3DE}*.

> **Note**   This directory might be hidden.

Step 3   Delete the **Cisco SGM Client** registry key and its contents:

**HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\
Cisco SGM Client**

Step 4   Delete the SGM Client entries from the Windows Start menu.