



Installing Campus Manager

This chapter describes how to install, upgrade, uninstall, and reinstall Campus Manager 4.0 (Campus). You must install CiscoWorks Common Services 3.0 before you can install Campus Manager. See *Installation and Setup Guide for CiscoWorks Common Services 3.0 (Includes CiscoView) on Windows*.

This chapter contains:

- [Installation Overview](#)
- [Performing a New Installation](#)
- [Performing an Upgrade Installation](#)
- [Restoring Data After Installation](#)
- [Restoring Data After Installation](#)
- [Uninstalling Campus Manager](#)

Installation Overview

Table 2-1 is an overview of the Campus Manager 4.0 installation tasks. It contains references to more detailed information about each task.

Table 2-1 **Installation Tasks**

Task	Steps	References
1. Prepare to install Campus.	Verify that server requirements are met.	“Server Requirements” section on page 1-4
2. Install Campus.	Run the installation program.	“Performing a New Installation” section on page 2-3 or “Performing an Upgrade Installation” section on page 2-7
3. Verify and troubleshoot installation.	<ol style="list-style-type: none"> a. Verify the correct files and directories are installed. b. Analyze installation error messages. 	“Understanding Installation Error Messages” section on page A-2
4. Set up Campus Manager	Prepare the system for Campus applications and set up the applications.	Chapter 3, “Preparing to Use Campus Manager”

Performing a New Installation

This section describes a new Campus Manager 4.0 installation. If you are upgrading from Campus Manager 3.2 or Campus Manager 3.3, see the [“Performing an Upgrade Installation” section on page 2-7](#).

Installation Notes

You must install CiscoWorks Common Services 3.0 before installing Campus. See *Installation and Setup Guide for CiscoWorks Common Services 3.0 (Includes CiscoView) on Windows*.

Campus Manager is installed in the directory where you installed CiscoWorks Common Services 3.0.

You might see warnings that the installation system is running out of disk space. You can choose to free space on the system and click **Yes** to continue, or click **No** to exit the installation.

The Campus Manager 4.0 installer automatically updates Campus 3.3 and 3.2 program files and migrate user-entered data related to Campus 4.0.

After installation is complete, the installer re-applies some device updates previously released on Cisco's download site as Incremental Device Updates (IDU). IDU 9.0 has been incorporated in Campus 4.0.

If you have installed IDU 4.0 or higher for Campus Manager 3.3, you must apply IDU 9.0 after the Campus Manager 4.0 installation is complete.

Licensing in Campus Manager

Licensing in Campus Manager is based on the number of devices managed by Campus Manager. You can purchase a restricted version to manage 300 or less number of devices and an unrestricted version to manage more than 300 devices.

Licenses should be installed during installation of a bundle or at a later time. When installing Campus Manager 4.0, you will be prompted to enter PIN and PAK or purchased license keys that you received along with the product.

You can also proceed with the installation without PIN and PAK number for an evaluation copy of Campus Manager 4.0.

When Campus Manager 4.0 is installed over CiscoWorks Common Services 3.0, the installer checks if PIN and PAK, or license file is already installed on the system. If not, the installer prompts you to enter a PIN/PAK or locate path of the license file

If PIN and PAK were entered during Campus Manager installation, you should provide path of the license file after the Campus installation.

If you do not provide licence details, Campus Manager 4.0 evaluation licence will expire in 90 days after installation. You will be reminded to provide the license file.

See Appendix C, “[Licensing](#)” for more information.

Running the Installation Program—New Installation

To install Campus Manager 4.0:

Step 1 Insert the Campus Manager 4.0 CD-ROM into a CD-ROM drive.

The Installer window opens.

If the Installer window does not open:

a. Select **Start > Run**.

The Run dialog box opens.

b. In the Open field, enter *drive:\autorun.exe*

where *drive* is the CD-ROM drive letter.

The Installer window opens.



Note Campus Manger 4.0 is installed in the same location as CiscoWorks Common Services. The default is C:\Program Files\CSCOpX.

Step 2 Click **Install** to continue or **Cancel** to stop.

If you click **Install**, The Software License Agreement window opens. To install Campus Manager 4.0, you must accept this agreement.

- Step 3** Do either of the following:
- If you have a license file for CiscoWorks Common Services 3.0, click on the radio button to browse for the file and select it.
 - If you do not have a license, enter the serial number and the Permanent Index Number (PIN) from the product packaging.

You can also proceed with the installation without a PIN number for an evaluation copy of Campus Manager 4.0.

**Note**

A message appears at the end of the installation urging you to obtain a valid licence key from Cisco.com within 90 days.

- Step 4** Click **Next** to continue.

A window appears to change your ANI password window.

- Step 5** Enter your ANI Password.

If you do not enter a password, a random password is generated. You can see this password in the installation summary details.

- Step 6** Click **Next** to continue.

The System Requirements Window opens.

- Step 7** Verify whether you have the minimum system requirements to install Campus Manager 4.0.

- Step 8** Click **Next** to continue.

The Summary dialog box opens, displaying the target directory and program folder. The target directory is the directory in which you installed CiscoWorks Common Services 3.0.

**Note**

Click **Show Details** in the Summary dialog box to view the ANI database password. Store the password in a secure location. You may need it for debugging.

Step 9 Click **Next** to continue installation.

After installation is complete the following message appears:

```
To ensure that you retain the latest device support and bug
fixes, please install the latest Incremental Device Update (IDU)
for Campus Manager 4.0. You can download the latest IDU from
http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus.
```

Please refer to the Installation and Setup Guide for details.

Step 10 Click **Finish**.

The CiscoWorks Server starts running.



Note

After installing Campus Manager 4.0, verify whether all processes are up and running. To verify, run `#NMSROOT/bin pdshow`

If errors occurred during installation, check the installation log file in the root directory on the drive where the operating system is installed. The default is C:\Ciscoworks_setup002.log. Each installation creates a new installation log that is saved as a different file.

For example, the second time you install Campus, the installation log is saved as C:\Ciscoworks_setup003.log. The default installation log from the Common Services installation is C:\Ciscoworks_setup001.log. For other troubleshooting information, see [Appendix A, “Troubleshooting the Installation.”](#)

After the installation completes, do either of the following:

- If you have data from the earlier version of Campus Manager (3.2 or 3.3) to import into Campus Manager 4.0, see the [“Converting Campus Data” section on page 2-14.](#)
- If you do not have data to import, continue to [Chapter 3, “Preparing to Use Campus Manager.”](#)

For more information about the ANI database, see the [“Converting Campus Data” section on page 2-14.](#)

Performing an Upgrade Installation

You can upgrade to Campus Manager 4.0 from both Campus Manager 3.3 and Campus Manager 3.2.

Campus requires CiscoWorks Common Services 3.0 which is the foundation for the CiscoWorks Family of Products.

When you install CiscoWorks Common Services 3.0, the previous version of Campus Manager database is preserved. When you install Campus Manager 4.0, certain data from the previous database is converted to Campus Manager 4.0 format.

This data includes:

- Seed devices.
- SNMP community strings.
- Discovery schedule.
- Username and Notes fields in User Tracking.
- User Tracking queries and layouts.
- Path preferences.
- Job schedule.
- Topology groups.

You must upgrade to CiscoWorks Common Services 3.0 before installing or upgrading to Campus 4.0.

**Note**

Uninstalling Campus deletes the ANI database.

Installation Notes

You must install CiscoWorks Common Services 3.0 before installing Campus Manager 4.0. See *Installation and Setup Guide for CiscoWorks Common Services 3.0 (Includes Ciscoview) on Windows*.

For Installation Notes, see [“Installation Notes” section on page 2-3](#)

Running the Installation Program—Upgrade

Use this installation procedure to upgrade from Campus Manager 3.3 or 3.2 to Campus Manager 4.0.

If you installed CiscoWorks Common Services 3.0 on a clean system, follow the procedure for a new installation in the [“Performing a New Installation”](#) section on page 2-3.

To run the installation program for an upgrade:

Step 1 Insert the Campus Manager 4.0 CD-ROM into a CD-ROM drive.

The Installer window opens.

If the Installer window does not open:

a. Select **Start > Run**.

The Run dialog box opens.

b. In the Open field, enter: *drive*:\autorun.exe

where *drive* is the CD-ROM drive letter.

The Installer window opens.



Note Campus Manager 4.0 is installed in the same location as CiscoWorks Common Services 3.0. The default is C:\Program Files\CSCOpX.

Step 2 Click **Install** to continue or **Cancel** to stop.

If you click **Install**, a window appears to change enter your ANI password.

Step 3 Enter your ANI Password.

If you do not enter your ANI password a random password is generated.

Step 4 Click **Next** to continue.

The Software License Agreement window opens. To Install Campus Manager 4.0 you must accept this agreement.

Step 5 Click **Yes** to accept the license and proceed with the installation or click **Cancel** to deny and quit installation.

Step 6 Click **Next** to continue.

You will be prompted to enter your licence information during installation.

Step 7 Do either of the following:

- If you have a license file for Campus Manager 4.0, click on the radio button to browse for the file and select it.
- If you do not have a license, enter the PIN and PAK from the software claim certificate.

You can also proceed with the installation without a PIN for an evaluation copy of Campus Manager 4.0.

A message appears at the end of the installation urging you to obtain a valid licence key from Cisco.com within 90 days.

Step 8 Click **Next** to continue.

The Summary dialog box opens, displaying the target directory and program folder. The target directory is the directory in which you installed CiscoWorks Common Services 3.0.



Note

The Show Details button appears in the Summary dialog box only if you entered a new password. Click the Show Details button to view the ANI database password. Store the password in a secure location. You may need it for debugging.

Step 9 Click **Next** to continue.

If there is not enough disk space in the location to convert and import the archived database, an information message appears. If you have data you want to save and upgrade but not enough disk space, do either of the following:

- Free up enough disk space to be able to save and upgrade data, then continue with the installation process.
- Install Common Services 3.0, and Campus Manager 4.0 on a different machine, then remotely import the data. Refer to the [“Restoring Data After Installation” section on page 2-14.](#)

After installation is complete the following message appears:

To ensure that you retain the latest device support and bug fixes, please install the latest Incremental Device Update (IDU) for Campus Manager 4.0. You can download the latest IDU from <http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>.

Please refer to the Installation and Setup Guide for details.

**Note**

For more information about IDU, see [“FAQs About IDU” section on page A-8.](#)

Step 10 Click **Finish**.

The CiscoWorks Server starts running.

**Note**

After installing Campus Manager 4.0, verify whether all processes are up and running. To verify, run `#NMSROOT/bin pdshow`

If errors occurred during installation, check the installation log file in the root directory on the drive where the operating system is installed. Each installation creates a new installation log that is saved as a different file.

For example, the second time you install Campus, the installation log is saved as `C:\Ciscoworks_setup003.log`. The installation log from the Common Services installation is `C:\Ciscoworks_setup001.log`. For other troubleshooting information, see [Appendix A, “Troubleshooting the Installation.”](#)

After the installation completes, choose either of the following:

- If you installed Campus Manager 4.0 on a different system and have data to import, you can import the database remotely. See the [“Restoring Data After Installation”](#) section on page 2-14 section for more information.
- If your data is already converted or you do not want to import the old data, continue to [Chapter 3, “Preparing to Use Campus Manager.”](#)

After Campus Manager 4.0 is installed, Topology Services allows you to either convert the saved views into the new Campus Manager 4.0 format or directly use the default views generated by Campus Manager 4.0. See [“Upgrading Saved Views From Topology Services”](#) section for more information.

Running the Installation Program—Reinstall

Use this installation procedure if you need to reinstall Campus Manager 4.0.

To run the reinstallation program:

Step 1 Insert the Campus Manager 4.0 CD-ROM into a CD-ROM drive.

The Installer window opens.

If the Installer window does not open:

a. Select **Start > Run**.

The Run dialog box opens.

b. In the Open field, enter: *drive*:\autorun.exe

where *drive* is the CD-ROM drive letter.

The Installer window opens.

Step 2 Click **Install** to continue or **Cancel** to stop.

If you click **Install**, a prompt appears:

```
Campus Manager 4.0 has been detected on your system. Are you sure you
want to reinstall? (y/n)? [n]
```

Step 3 Click **Yes** to continue to install or **No** to cancel.

You are prompted to enter the ANI database password.

Step 4 Enter your ANI database password.

If you do not enter a new password, your default password is retained.

Step 5 Click **Next** to continue.

The Summary dialog box opens, displaying the target directory and program folder. The target directory is the directory in which you installed CiscoWorks Common Services 3.0.

Step 6 Click **Finish** to complete installation.

The CiscoWorks Server starts running

**Note**

After installing Campus Manager 4.0, verify whether all processes are up and running. To verify, run `#NMSROOT/bin pdshow`

After the installation completes, choose either of the following:

- If you installed Campus Manager 4.0 on a different system and have data to import, you can import the database remotely. See the [“Restoring Data After Installation” section on page 2-14](#) section for more information.
- If your data is already converted or you do not want to import the old data, continue to [Chapter 3, “Preparing to Use Campus Manager.”](#)

After Campus Manager 4.0 is installed, Topology Services allows you to either convert the saved views into the new Campus Manager 4.0 format or directly use the default views generated by Campus Manager 4.0. See [“Upgrading Saved Views From Topology Services”](#) section for more information.

Upgrading Saved Views From Topology Services

Use the following procedure to upgrade saved topology views generated by the previous version of Campus Manager (3.2 or 3.3) to the new Campus 4.0 format.

Step 1 Start Topology Services from the CiscoWorks Home page.

Step 2 Select **File > Upgrade View Layouts**.

Step 3 Select the view you want to upgrade.

Step 4 Click **Upgrade** to upgrade the selected view.

Topology Services upgrades the selected view to the Campus Manager 4.0 format.

Step 5 Select the corresponding view from the side panel in Topology Services to display this view.

**Note**

The upgraded view might not be formatted exactly the same as the previous version of the view. This is because of the new features in Campus Manager 4.0.

Restoring Data After Installation

This section describes how to manually restore data from previous versions of Campus Manager. You might need to import data manually if you performed a new installation of Campus Manager 4.0 but have data from previous versions of the software on a different system.

This section consists of:

- [Converting Campus Data](#)
- [Converting Campus 3.2 and Campus 3.3 Data](#)
- [Backing Up Data Manually From Campus Manager 3.2 or 3.3](#)
- [Backing Up Data Using GUI From Campus Manager 3.2 or 3.3](#)
- [Backing Up Data in Campus Manager 4.0](#)

Converting Campus Data

Campus Manager 4.0 accesses the ANI database for critical network information. During an upgrade from Campus Manager 3.2 or 3.3 the database is saved. Data from the saved database can be converted to Campus Manager 4.0 format for immediate use.

The CiscoWorks Common Services 3.0 installation, which is required for the Campus Manager 4.0 installation, automatically saves your old database. When you install Campus Manager 4.0, the saved database is imported into the new files, `discoverysnmp.conf` and `datacollectionsnmp.conf` files. After you import your database into Campus Manager 4.0, the old ANI database, called `anisenmp.conf`, remains in the default directory of CiscoWorks Common Services 3.0 install until you remove it.

For more information about the ANI database, see the ANI online help or *User Guide for Campus Manager 4.0*.

Converting Campus 3.2 and Campus 3.3 Data

The community strings are upgraded from the old `anisnmp.conf` file to the updated `anisnmp.conf` file. Some critical properties from the old `ANIServer.properties` file such as `discovery.seed`, `discovery.subnets.include` are updated in the new `DeviceDiscovery.properties` file.

The User Tracking data is extracted from the old `ani.db` file and saved as `rigel_ut.txt`. This data is found and processed during the User Tracking discovery.

Topology Services saves topology views from the earlier versions of Campus Manager (3.2 or 3.3). The following views are saved:

- Layer 2 View
- Unconnected Device View
- LAN Edge View

Backing Up Data Manually From Campus Manager 3.2 or 3.3

To back up saved data of Campus Manager 3.2 or 3.3.

-
- Step 1** Stop the daemon manager on the local machine on which the previous version of Campus Manager is installed. Enter:
- ```
net stop crmdmgt
```
- Step 2** Export CiscoWorks data. Enter:
- ```
NMSROOT/bin/perl NMSROOT/bin/backup.pl -d /path
```
- You should enter the path where you want to export CiscoWorks Common Services data. The script command will backup the CiscoWorks data.
- Step 3** Start the daemon manager. Enter:
- ```
net start crmdmgt
```
- Step 4** Copy the backed up directory to remote machine.
- 

## Backing Up Data Using GUI From Campus Manager 3.2 or 3.3

To import saved data from Campus Manager 3.2 or 3.3 using the graphical user interface.

- 
- Step 1** From the CiscoWorks Home page, click on **Server Configuration**.  
A new window opens.
- Step 2** Click **Administration > Database Management > Backup Data Now**.
- Step 3** Specify the path where the data has to be stored and click **Finish**.
- 

You can also schedule an automatic backup. For more information see Scheduling a Backup in *Online help*.

## Backing Up Data in Campus Manager 4.0

To restore saved CiscoWorks data of Campus Manager 3.2 or 3.3 to corresponding Common Services 3.0 directories on the remote machine:

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**Step 1** Stop the daemon manager on the local machine on which the previous version of Campus Manager is installed. Enter:

```
net stop crmdmgt
```

**Step 2** Restore CiscoWorks data. Enter:

```
NMSROOT/bin/perl NMSROOT/bin/restorebackup.pl -d /path
```

You should enter the path where you want to restore CiscoWorks Common Services data.

**Step 3** Start the daemon manager. Enter:

```
net start crmdmgt
```

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## Uninstalling Campus Manager

The uninstallation program removes Campus files and settings. Uninstallation allows you to remove only Campus or remove CiscoWorks Common Services as well.

You must use the Campus Manager uninstallation program to remove the product. You could damage your system, if you try to remove Campus or its components manually.



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**Caution**

Uninstalling Campus Manager deletes the ANI database.

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To remove Campus or other major components:

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**Step 1** Select **Start > Programs > CiscoWorks > Uninstall CiscoWorks**.

The Uninstallation dialog box appears, displaying all of the installed components.

- Step 2** Deselect the components you do not want to remove or click **Uninstall All**.
- Step 3** Click **Next** to begin uninstalling Campus.  
A dialog box opens, listing the components selected for uninstallation.
- Step 4** Click **Next** after verifying the components to uninstall.  
Messages about the uninstall process appear and the uninstallation **completes**.
-