



Installing CD One

This chapter consists of:

- Installation Overview
- Preparing to Install CD One
- Performing a New Installation
- Performing an Upgrade Installation
- Verifying the Installation
- Removing CD One

Installation Overview

Table 2-1 is an overview of CD One installation tasks. It contains references to more detailed information about each task.

Table 2-1 *Installing CD One Task Overview*

Task	Steps	References
Prepare to install CD One.	1. Verify that server requirements are met.	“Prerequisites” chapter, “Server Requirements” section on page 1-3
	2. Install required Microsoft software on the server if it is not already installed.	“Installing Required Microsoft Software” section on page 2-3
	3. Verify that client requirements are met.	“Prerequisites” chapter, “Client Requirements” section on page 1-4
	4. Note TCP ports that CiscoWorks2000 uses and check for conflicts with existing applications.	“TCP and UDP Ports Used” section on page 2-5
Install server software.	Run installation program.	“Performing a New Installation” section on page 2-6
Verify and troubleshoot installation.	1. Verify that correct files and directories are installed.	“Verifying the Installation” section on page 2-12
	2. Analyze installation error messages.	“Troubleshooting the Installation” appendix, “Understanding Installation Messages” section on page A-4

Installation Notes

During installation, you might see warnings from the Windows NT system that it has found a read-only file. You can choose **Yes** to overwrite the file, **No** not to overwrite the file, or **Cancel** to cancel the installation. If you cannot continue the installation, call your technical support representative for assistance.

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

CD One is installed in the default directory C:\Program Files\CSCOpX. If you select another directory during the installation, CD One will be installed in that directory.

Preparing to Install CD One

Before you install CD One, make sure your server and client environments meet the hardware and software requirements described in the “Prerequisites” chapter.

Do not:

- Use DHCP running in dynamic mode on the CiscoWorks2000 Server.
- Install CiscoWorks2000 on a system that is configured as a primary or backup domain controller.
- Install CiscoWorks2000 on a FAT file system.



Note If you are running HP OpenView, the installation might take significantly longer to complete. Please stop all HP OpenView services before installing CD One.

Installing Required Microsoft Software

Depending on your system, installing the software might require three or more Microsoft software application installations.

The major steps required for installing the CD One software are:

1. Make sure the system has Microsoft Windows NT Server 4.0, Microsoft Windows NT Workstation 4.0 (US English or Japanese versions), or Microsoft Windows2000 installed.

2. If you're running Windows NT, make sure Service Pack 5 or 6a is installed. To verify the currently-installed Service Pack:



Note You do not need to remove previous service pack versions.

- a. Select **Start > Programs > Administrative Tools > Windows NT Diagnostics**.
- b. Select the **Version** tab.

If *Version 4.0 Build 1381: Service Pack n* appears (where *n* is 5 or 6a), Service Pack 5 or 6a is already installed.

If this information does not appear, Service Pack 5 or 6a is not installed. Install one of them now. Refer to the Microsoft web site.



Note When installing the service pack, select either the Standard 40 bit encryption or the High 128 bit encryption. If you have previously installed 128 bit components on your system, download the High 128 bit encryption version.



Caution

If you are not familiar with the Windows NT 4.0 service packs, refer to the Microsoft Web site for additional information. If you install the software incorrectly, you will be unable to install CD One successfully.

3. Make sure Internet Explorer 5.0 or 5.01 is installed and running JVM version 5.0.0.3167 (or current shipping version).
 - To verify the JVM version, Select **View > Java Console**. If Java Console is not listed in View, enable it now: Select **Tools>Internet Options>Advanced**. In the Java VM section, select the **Java Console** option. Restart Internet Explorer.
 - To download the supported JVM version, refer to the Microsoft web site.

**Note**

The download and installation programs for these required software packages are subject to change by Microsoft at any time. For this reason, it is not possible to provide exact instructions for the installation of the required Microsoft software.

Key Installation Points

Remember these points when installing the required server software:

- Always keep the *newer* file whenever you are prompted by an installation program to replace a newer file with an older file.
- Always reboot your system when you are prompted to do so by an installation program.
- You might be asked to register with Microsoft before downloading some of the required software. Complete the registration as you wish. Selections you make during registration will not affect the installation.

TCP and UDP Ports Used

In addition to the standard network ports, CD One uses the following TCP and UDP ports:

- 42340/tcp (CiscoWorks2000 Daemon Manager, the tool that manages server processes)
- 42341/tcp (Open Server Gateway)
- 42342/udp (Osagent)
- 42343/tcp (Jrun)
- 1741/tcp (the port used for the CiscoWorks2000 HTTP server)

See the “Preparing to Use CD One” chapter for information about accessing the server.

Performing a New Installation

The CD One installation program takes approximately 30 minutes to complete on a PC with the minimum required hardware. This can extend to 1 hour if you perform network management integration during the installation process.

Running the Installation Program—New Installation

To run the installation program:

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- Step 1** Insert the CD One CD-ROM into a CD-ROM drive.
The Installer screen appears.
- Step 2** Click **Install** to continue. The Welcome screen appears.
- Step 3** Click **Next** to continue. The Setup Type dialog box appears.
- Step 4** Select one of the following:
- **Typical** to install all CD One components in the default location (See the “Typical Installation” section.)
 - **Custom** to select optional components and to specify the location (See the “Custom Installation” section.)
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Typical Installation

If you select the typical option:

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- Step 1** Click **Next** to continue. The installation script checks dependencies and verifies your available disk space. Then the Start Copying File dialog box appears, verifying current settings.
- Step 2** Click **Next** to continue. The Setup screen appears, displaying the installation progress, then the Integration Utility dialog box appears.

Step 3 Select one of the following:

- **Later** to integrate with a third party NMS after installation
If you select **Later**, go to Step 4.
- **Now** to integrate with a third party NMS during installation
If you select **Now**, continue with steps **a** through **c**.
- a. Click **Next** to continue. The Integration Utility dialog box appears, displaying a list of adapters.
- b. Select the adapter from the list of available adapters, or select **other** to choose an adapter that is not listed (you will be prompted to enter the path name of the adapter), or select **none** to integrate after the installation is complete. If you select **none**, go to Step 4.

The Integration Utility dialog box appears, asking if you want to enable download options from the Cisco Web page (CCO).

- c. Select one of the following:
 - **No** to not enable future upgrades from the Cisco Web page.
 - **Yes** to enable future upgrades from the Cisco Web page.
Enter your CCO user ID and password.



Note You must have CCO login privileges. If you do not have a user account and password on CCO, contact your channel partner or enter a request on the standard CCO web site (www.cisco.com).

Step 4 Click **Next** to continue. A Requirements Verification screen appears.

Step 5 Click **OK**.



Note A dialog box might display services that are running. To stop the services and continue the installation, click **Yes**.

When the installation is complete, the Restart Windows dialog box appears, asking if you want to restart your system.

You *must* restart your system when installation is complete to restart the processes.

Step 6 Select **Yes**, then click **OK**.

CD One is installed in the default directory, C:\Program Files\CSCOPx.

Step 7 Prepare the client system for use. See the “Preparing to Use CD One” chapter.



Note

You *must* restart your system when installation is complete to restart the processes.

If errors occurred during installation, check the installation log located in the root directory on the drive where the operating system is installed. The default is C:\cw2000_in001.log. Each installation creates a new installation log that is saved as a different file. For example, the second time you install CD One, the installation log is saved as C:\cw2000_in002.log. For troubleshooting information or to verify the directories installed on your system, see the “Troubleshooting the Installation” appendix.

Custom Installation

If you select the custom option:

Step 1 Click **Next** to continue. The Select Destination dialog box appears.



Note

If CD One has previously been installed on this machine, the Select Destination dialog box will not appear and the product will automatically be installed in the same location CD One was previously installed.

Step 2 Click **OK** to accept the default location, or select a different location then click **OK**. The Select Components dialog box appears.

Step 3 Select one of the following:



Note

If CD One has previously been installed on this machine, the list of components will be different.

- **NMS Integration Utility** to install only the Integration Utility (For information about the Integration Utility and third party NMS integration, refer to *Using CiscoView*.)
- **Common Management Foundation (CMF) Base Desktop** to install a subset of CMF (Select this option *only* if the application you'll be installing next requires the CMF Base Desktop.)
- **Cisco View** to install Cisco View and the CiscoWorks2000 Server support
- **Typical Installation (all components)** to install all CD One components (Recommended for most systems)

Step 4 Click **Next** to continue.

The installation script checks dependencies and verifies your available disk space. Then the Start Copying Files dialog box appears, verifying current settings and selected components.



Note If you selected the **Cisco View** or the **CMF Base** option, go to Step 7.

Step 5 Click **Next** to continue. The Setup screen appears, displaying the installation progress, then the Integration Utility dialog box appears.

Step 6 Select one of the following:

- **Later** to integrate with a third party NMS after installation
If you select **Later**, go to Step 7.
- **Now** to integrate with a third party NMS during installation
If you select **Now**, continue with steps **a** through **c**.
- a.** Click **Next** to continue. The Integration Utility dialog box appears, displaying a list of adapters.
- b.** Select the adapter from the list of available adapters, or select **other** to choose an adapter that is not listed (you will be prompted to enter the path name of the adapter), or select **none** to integrate after the installation is complete.
If you select **none**, go to Step 7.

The Integration Utility dialog box appears, asking if you want to enable download options from the Cisco Web page (CCO).

If you are installing only the Integration Utility, enter the CiscoWorks2000 server name and HTTP port.

- c. Select one of the following:
- **No** to not enable future upgrades from the Cisco Web page.
 - **Yes** to enable future upgrades from the Cisco Web page.
Enter your CCO user ID and password.



Note You must have CCO login privileges. If you do not have a user account and password on CCO, contact your channel partner or enter a request on the standard CCO web site (www.cisco.com).

Step 7 Click **Next** to continue. A Requirements Verification screen appears.

Step 8 Click **OK**.



Note A dialog box might display services that are running. To stop the services and continue the installation, click **Yes**.

When the installation is complete, the Restart Windows dialog box appears, asking if you want to restart your system.

You must restart your system when installation is complete to restart the processes.

Step 9 Select **Yes**, then click **OK**.

CD One software is installed in the default directory, C:\Program Files\CSCOpX, or the directory specified.

Step 10 Prepare the client system for use. See the “Preparing to Use CD One” chapter.



Note **You must restart your system when installation is complete to restart the processes.**

If errors occurred during installation, check the installation log located in the root directory on the drive where the operating system is installed. The default is C:\cw2000_in001.log. Each installation creates a new installation log that is saved as a different file. For example, the second time you install CD One, the installation log is saved as C:\cw2000_in002.log. For troubleshooting information, see the “Troubleshooting the Installation” appendix.

Performing an Upgrade Installation

Upgrading from previous versions of CiscoWorks2000 (prior to CD One, 1st Edition) involves the following major steps:

Step 1 Install the additional required software.



Caution

If you're running Windows NT, make sure Service Pack 5 or 6a is installed before you remove the previous version of CD One. CD One will not install without Service Pack 5 or 6a on Windows NT.

Step 2 Run the CD One installation program.



Note

If you're upgrading from a previous version of CD One, see “Performing a New Installation” section on page 2-6.

Running the Installation Program—Upgrade Installation

During an upgrade from a previous version of CD One, the data is preserved. However, during an upgrade from previous CiscoWorks2000 applications (prior to CD One, 1st Edition), previous product versions are removed, but the database, ANI information, community strings, user and host information, and application-specific data files are preserved and will be restored during the new product version installations.

To upgrade from a previous version of CiscoWorks2000 (prior to CD One, 1st Edition):

Step 1 Install the required software as described in the “Server Requirements” section on page 1-3.

Step 2 Install CD One as described in the “Performing a New Installation” section on page 2-6.

The installation program detects and lists any previous product versions installed on your system. You are asked to confirm.

Step 3 Select **Yes**.

Step 4 Enter the directory name where the database will be stored, then click **Next**.

The installation program copies database files and stores them in the specified location and then uninstalls the previous product versions. You are asked to confirm.

Step 5 Select **Yes**. The Setup Type dialog box appears.

Step 6 Select one of the following:

- **Typical** install all CD One components in the default location (See the “Typical Installation” section.)
 - **Custom** to select optional components and to specify the location (See the “Custom Installation” section.)
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Note

If you cannot install CD One, see “Troubleshooting the Installation” appendix.

Verifying the Installation

You can verify product installation by entering **net start** from a DOS prompt. The following services should be displayed:

- Apache WebServer
- CMF rsh/rcp service

- CMF syslog service
- CMF tftp service
- CW2000 Daemon Manager
- CW2000 VisiBroker Smart Agent
- JRUN Proxy Server for CW2000

**Note**

If you installed the CMF Base Desktop only, CW2000 VisiBroker Smart Agent will not be displayed.

Removing CD One

Use the Uninstall option to remove CD One files and settings.

**Caution**

You must use the Uninstall option of the CD One installation program to remove the product. If you try to remove CD One or its components manually, you can damage your system.

Step 1 From the Windows desktop, select **Start>Programs>CiscoWorks2000>Uninstall CiscoWorks2000**.

The Uninstallation dialog box appears, displaying installed components.

Step 2 Select each component you want to remove.

Step 3 Click **Next** to begin uninstalling, then click **Next** again.

Messages about uninstall preparation appear and the uninstallation finishes.

