



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](#)
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Installation Overview

Table 2-1 is an overview of CD One installation tasks. It contains references to more detailed information about each task. The table describes a typical local installation.

For information on custom installations, see [Custom Installation, page 2-10](#).

For information on remote installations, see [Performing an Upgrade Installation, page 2-13](#).

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 2-4
	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 2-6
Install server software.	Run installation program.	“Performing a New Installation” section on page 2-7
Verify and troubleshoot installation.	1. Verify that all correct services are installed.	“Verifying the Installation” section on page 2-24
	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 2000 or 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.



Note

Do not select an encrypted directory. CiscoWorks2000 does not support directory encryption.

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.

You must be a member of the local administration group to install CD One.

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, or as a terminal server.
- 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 Windows 2000 installed.
2. If you are running Windows NT, make sure Service Pack 6a is installed. To verify the currently installed service pack:



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

- a. Select **Start > Run**.
- b. Type `winver`.

If `Version 4.0 Build 1381: Service Pack 6a` appears, Service Pack 6a is already installed.

If this information does not appear, Service Pack 6a is not installed. Install it 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.

If you are running Windows 2000, make sure Service Pack 1 is installed. To verify the currently-installed service pack:

- a. Select **Start > Run**.

- b. Type `winver`.

If 5.0.2195 Service Pack 1 Build 2195 appears in the Version field, Service Pack 1 is already installed.

If this information does not appear, Service Pack 1 is not installed. Install it now. Refer to the Microsoft web site.

3. Make sure Internet Explorer 5.5 with Service Pack 1 is installed and running JVM version 5.0.0.3167 (or current shipping version). To verify the JVM version:
 - a. Select **View > Java Console**.
 - b. If Java Console is not listed in View, enable it now. Select **Tools>Internet Options>Advanced**.
 - c. In the Java VM section, select the **Java Console** option.
 - d. Restart Internet Explorer.

To download the supported JVM version, refer to the Microsoft web site.

4. Make sure ODB Driver Manager 3.510 or later is installed. To verify the version of ODBC Driver Manager:
 - a. For Windows 2000, select **Start > Settings > Control Panel > Administrative Tools > ODBC**, or for Windows NT, select **Start > Control Panel > Data Sources (ODBC)**.
 - b. Select the **About** tab.

If necessary, install Microsoft Data Access Component (MDAC) 2.5 or later.



Note

Make sure that all ODBC Core Components have the same version number.

Refer to the Microsoft web site for installation instructions.



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)
- 42342/udp (Osagent)
- 42343/tcp (JRun)
- 42344/tcp (ANI HTTP server)
- 7500/udp (Electronic Switching System [ESS] Service port)
- 7500/tcp (ESS Listening port)
- 7580/tcp (ESS HTTP port)
- 7588/tcp (ESS Routing port)
- 1741/tcp (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 one hour if you perform network management integration during the installation process.

For information on setting up multi-homed machines, refer to the Release Notes for CiscoWorks2000 CD One, 4th Edition.

Running the Installation Program—New Installation

To run the installation program:

-
- Step 1** Install the required software as described in the “[Server Requirements](#)” section on [page 1-3](#).



Caution

If you are running Windows NT, make sure Service Pack 6a is installed. If you are running Windows 2000, make sure Service Pack 1 is installed. Without the appropriate service pack installed, CD One will install with a warning to proceed at your own risk.

- Step 2** Insert the CD One CD-ROM into a CD-ROM drive.
The Installer screen appears.
- Step 3** Click **Install** to continue. The Welcome screen appears.
- Step 4** Click **Next** to continue. The Setup Type dialog box appears.
- Step 5** 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.)
-

Typical Installation

If you select the typical option:

-
- Step 1** Click **Next** to continue. The Start Copying Files dialog box appears, verifying current settings.
- Step 2** Click **Next** to continue. A Requirements Verification dialog box appears.
- Step 3** Click **OK**. The installation script checks dependencies, then the Integration Utility dialog box appears.
- Step 4** Select one of the following:
- **Later** to integrate with a third-party NMS after installation. **Later** is the recommended choice to complete the installation more quickly, and to avoid faulty third-party installation errors.
If you select **Later**, go to [Step 5](#).
 - **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 5](#).
- 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 5 Click **Next** to continue.



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.

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

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.



Caution

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



Note

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 **Next** to accept the default location, or select a different location then click **OK**, then **Next**.



Note Do not select an encrypted directory. CiscoWorks2000 does not support directory encryption.

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 and you do not want CiscoView or NMS Integration Utility installed.)
- **CiscoView** to install only CiscoView.
- **CiscoView, NMS Integration Utility, and CMF** to install all CD One components (recommended for most systems).

Step 4 Click **Next** to continue.

The Start Copying Files dialog box appears, verifying current settings and selected components.



Note If you selected the **Cisco View** or the **CMF Base Desktop** option, go to [Step 7](#).

Step 5 Click **Next** to continue. The Requirements Verification dialog is displayed. The installation checks dependencies, and the Integration Utility dialog box appears.

Step 6 Select one of the following:

- **Later** to integrate with a third-party NMS after installation. **Later** is the recommended choice to complete the installation more quickly, and to avoid faulty third-party installation errors.
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.

**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.

Step 8 Select **Yes**, then click **Finish**.

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

Step 9 Prepare the client system for use. See the “[Preparing to Use CD One](#)” chapter.

**Caution**

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

**Note**

For troubleshooting information, see the “[Troubleshooting the Installation](#)” appendix.

Performing an Upgrade Installation

During a local upgrade from a previous version of CD One, the data is preserved. However, during a remote upgrade from previous version of CD One, data must be manually imported. 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.

For a description of the different upgrade paths and their results, refer to the “CD One Upgrade” section on page 1-2.

To upgrade from versions of applications prior to CD One, 1st Edition, see the [“Upgrading from Applications Prior to CD One”](#) section on page 2-13.

To upgrade from any previous edition of CD One, see the [“Upgrading from Previous Editions of CD One”](#) section on page 2-15.

Upgrading from Applications Prior to CD One

You can upgrade to the new version of CD One using either of two methods. You can perform a local upgrade by installing the new version on the machine currently running applications prior to CD One, replacing the current applications. As an alternative, you can perform a remote upgrade by installing CD One, 4th Edition, on a new machine, and exporting essential data from the machine running applications prior to CD One.

To perform a local upgrade from applications prior to CD One, see the [“Upgrading from Applications Prior to CD One—Local Upgrade”](#) section on page 2-14.

To perform a remote upgrade from applications prior to CD One, see the [“Upgrading from Applications Prior to CD One—Remote Upgrade”](#) section on page 2-15.

Upgrading from Applications Prior to CD One—Local Upgrade

To run the installation program:

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- Step 1** Install the required software as described in the [“Server Requirements” section on page 1-3](#).



Caution

If you are running Windows NT, make sure Service Pack 6a is installed before you remove the previous version of CD One. If you are running Windows 2000, make sure Service Pack 1 is installed. Without the appropriate service pack installed, CD One will install with a warning to proceed at your own risk.

- Step 2** Insert the CD One CD-ROM into a CD-ROM drive.
The Installer screen appears.
- Step 3** Click **Install** to continue. The installation program detects any previous product versions installed on your system, and lists them on the Previous Versions Found screen.
- Step 4** Click **Yes** to continue the installation. The Where to Store Data? screen appears.
- Step 5** Click **Next** to accept the default location, or browse to select the folder in which you want to save a copy of your existing data.



Note Refer to the online help for your specific applications for information about importing data into new application versions.

The Uninstall Previous Versions? screen appears.

- Step 6** Click **Yes**. The Confirm File Deletion dialog box appears.
- Step 7** Click **Yes**.
The unInstallShield removes the previous version of the application.
- Step 8** Click **Ok** to finish uninstalling. The Welcome screen appears.
- Step 9** See the [“Performing a New Installation” section on page 2-7](#) to continue the installation process.
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Upgrading from Applications Prior to CD One—Remote Upgrade

- Step 1 Install CD One on the new machine. See the [“Performing a New Installation” section on page 2-7](#).
 - Step 2 Refer to the online help for your specific applications for information about importing data into new application versions.
-

Upgrading from Previous Editions of CD One

You can upgrade to the new version of CD One using either of two methods. You can perform a local upgrade by installing the new version on the machine currently running a previous version, replacing the previous version. As an alternative, you can perform a remote upgrade by installing CD One, 4th Edition, on a new machine, and exporting essential data from the machine running the previous version of CD One to the new machine.

To perform a local upgrade from previous versions of CD One, see the [“Upgrading from Previous Editions of CD One—Local Upgrade” section on page 2-16](#).

To perform a remote upgrade from previous versions of CD One, see the [“Upgrading from Previous Editions of CD One—Remote Upgrade” section on page 2-22](#).

Upgrading from Previous Editions of CD One—Local Upgrade

Before starting an upgrade from an older version of CD One to CD One, 4th Edition, all currently scheduled jobs must be suspended. Necessary data can then be exported during upgrade to the new version. This data allows individual applications to re-enable jobs after upgrade. To make this possible, you must first install a patch on the old system. The patch is shipped with CD One.

To install the patch:

Step 1 Insert the CD One CD-ROM into a CD-ROM drive.

Step 2 At the command line, enter:

```
perl patch_1x_20.pl
```

The patch copies the file `DisableJobs.class` to the runtime installation directory.

Step 3 At the command line, enter:

```
cwjava -cw install directory com.cisco.nm.cmf.jrm.DisableJobs
```

The class file suspends all the jobs and creates a list of job IDs for the suspended jobs and other job information in a file called `joblist.jrm`. The file `joblist.jrm` is saved in `$NMSROOT/setup`. Jobs are re-enabled as part of the upgrade process for individual applications.

Now that the patch is installed, you can install CD One, 4th Edition.

To run the installation program:

Step 1 Install the required software as described in the [“Server Requirements” section on page 1-3](#).



Caution

If you are running Windows NT, make sure Service Pack 6a is installed before you remove the previous version of CD One. If you are running Windows 2000, make sure Service Pack 1 is installed. Without the appropriate service pack installed, CD One will install with a warning to proceed at your own risk.

Step 2 Insert the CD One CD-ROM into a CD-ROM drive. The Installer screen appears.

- Step 3** Click **Install** to continue. The Welcome screen appears.
- Step 4** Click **Next** to continue. The Setup Type dialog box appears.
- Step 5** Select one of the following:
- **Typical** to install all CD One components in the default location (See the “[Local Upgrade from Previous Editions of CD One—Typical](#)” section.)
 - **Custom** to select optional components and to specify the location (See the “[Local Upgrade from Previous Editions of CD One—Custom](#)” section.)
-

Local Upgrade from Previous Editions of CD One—Typical

If you select the typical option:

- Step 1** Click **Next** to continue. The Start Copying Files dialog box appears, verifying current settings.
- Step 2** Click **Next** to continue. A Requirements Verification dialog box appears.
- Step 3** Click **OK**. The installation script checks dependencies. If you are upgrading from CD One 1.0 or 1.1, a dialog box appears, notifying you that existing CV Device Packages will be removed. Click **OK** to continue.
- Step 4** The Integration Utility dialog box may appear. If your previous version of CiscoWorks2000 is already integrated with a third-party NMS, enter your CCO user ID and password into the dialog box, and go to Step 6.
- Step 5** Select one of the following:
- **Later** to integrate with a third-party NMS after installation. **Later** is the recommended choice to complete the installation more quickly, and to avoid faulty third-party installation errors.
If you select **Later**, go to [Step 6](#).
 - **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 6](#).

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 disallow 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 6** The Information dialog box appears, stating that the installation of CiscoView 5.3 will remove all existing device support files and replace them with the files found in CD One, 4th Edition. To access a list of CiscoView 5.3 and existing device support files, navigate to the directory specified at the end of the message.



Note The device support files installed with CD One, 4th Edition may be older than the files currently on your system. If that is the case, download the latest device support files from www.cisco.com.

- Step 7** 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.

Step 8 Select **Yes**, then click **Finish**.

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

After the upgrade is complete, all jobs are in a suspended state. Jobs are re-enabled as part of the upgrade process for individual applications.

Step 9 Prepare the client system for use. See the “[Preparing to Use CD One](#)” chapter.



Caution

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



Note

If you cannot install CD One, see the “[Troubleshooting the Installation](#)” appendix.

Local Upgrade from Previous Editions of CD One—Custom

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 **Next** to accept the default location, or select a different location then click **OK**, then **Next**.



Note

Do not select an encrypted directory. CiscoWorks2000 does not support directory encryption.

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 and you do not want CiscoView or NMS Integration Utility installed.)
- **CiscoView** to install only CiscoView.
- **CiscoView, NMS Integration Utility, and CMF** to install all CD One components (recommended for most systems).

Step 4 Click **Next** to continue.

The Start Copying Files dialog box appears, verifying current settings and selected components.



Note If you selected the **Cisco View** or the **CMF Base Desktop** option, go to [Step 7](#).

Step 5 Click **Next** to continue. The Requirements Verification dialog is displayed. The installation checks dependencies, and the Integration Utility dialog box appears.

Step 6 Select one of the following:

- **Later** to integrate with a third-party NMS after installation. **Later** is the recommended choice to complete the installation more quickly, and to avoid faulty third-party installation errors. 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** The Information dialog box appears, stating that the installation of CiscoView 5.3 will remove all existing device support files and replace them with the files found in CD One, 4th Edition. To access a list of CiscoView 5.3 and existing device support files, navigate to the directory specified at the end of the message.



Note The device support files installed with CD One, 4th Edition may be older than the files currently on your system. If that is the case, download the latest device support files from www.cisco.com.

- 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.

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

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

After the upgrade is complete, all jobs are in a suspended state. Jobs are re-enabled as part of the upgrade process for individual applications.

Step 10 Prepare the client system for use. See the “[Preparing to Use CD One](#)” chapter.



Caution

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



Note

For troubleshooting information, see the “[Troubleshooting the Installation](#)” appendix.

Upgrading from Previous Editions of CD One—Remote Upgrade

If you do not want to overwrite your current version of CD One and replace it with CD One, 4th Edition, you can perform a remote upgrade instead. During a remote upgrade, you install CD One, 4th Edition, on a new machine, and export essential data to the new machine from the machine running the previous version.

Step 1 Install CD One on the new machine. See the “[Performing a New Installation](#)” section on page 2-7.



Caution

If you are planning to perform a remote upgrade, do not change the database password for the new version of CD One. Changing the password will make the target system's database inaccessible after the upgrade.

Step 2 Remove the CD One CD-ROM from the new machine.

Before starting an upgrade from an older version of CD One to CD One, 4th Edition, relevant data from all jobs must be exported to the new system. To make this possible, you must first install a patch on the old system. The patch is shipped with CD One.

To install the patch:

-
- Step 1** Insert the CD One CD-ROM into the CD-ROM drive of the machine running the previous version of CD One.
- Step 2** At the command line, enter:
- ```
perl patch_1x_20.pl
```
- 

Now that you have installed the patch, you can export the necessary job data from the old machine to the new one.

To export the data:

- 
- Step 1** The CD One CD-ROM should be in the CD-ROM drive of the machine running the old version of CD One. Go to the Root directory on the CD One CD-ROM.
- Step 2** From the Root directory, run the script `export_cdone.pl`.
- Step 3** Copy the directories `$NMSROOT/rigel/cmf` and `$NMSROOT/rigel/manifest/cmf` from the machine running the old version of CD One into the corresponding directories on the machine running the new version of CD One.
- Step 4** On the new machine, go to the directory `$NMSROOT/rigel/scripts`, and run the script `import_cdone.pl`.

The upgrade is now complete, and all necessary job data from the previous version of CD One has been exported.

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# 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



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**Note**

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

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**Note**

If you upgraded from a previous version of CD One, when installation is complete, the system administrator should determine whether the *bin* user account can be safely removed.

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# Removing CD One

Use the Uninstall option to remove CD One files and settings. You must be logged in as a local administrator to remove CD One.



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**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.

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- 
- 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.

