



Installing CD One

This chapter consists of:

- [Installation Overview](#)
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- [Uninstalling CD One, 5th Edition](#)

Installation Overview

This section provides overview of CD One installation task. [Table 2-1](#) contains references to more detailed information about each task. The table describes a typical local installation.

Table 2-1 *Installing CD One Task Overview*

| Task | Steps | References |
|---------------------------------------|--|--|
| Prepare to install CD One. | 1. Verify server requirements are met. | “Prerequisites” chapter, “Server Requirements” section on page 1-3 |
| | 2. Verify client requirements are met. | “Prerequisites” chapter, “Client Requirements” section on page 1-5 |
| | 3. Verify TCP ports that CiscoWorks2000 uses and check for conflicts with existing applications. | “TCP and UDP Ports Used” section on page 2-3 |
| Install server software. | Run installation program. | “Performing a New Installation” section on page 2-5 |
| Verify and troubleshoot installation. | Analyze installation error messages. | “Troubleshooting the Installation” appendix, “Understanding Installation Messages” section on page A-4 |

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.



Note

Do not use DHCP running in dynamic mode on the CiscoWorks2000 Server.

Using the Server IP Address

To avoid inconsistencies in how domain names are used in networks, CiscoWorks2000 uses the IP address of the server when it interacts with web browsers. By using this IP address, CiscoWorks2000 eliminates name lookup failures between the server and the client machines that run web browsers.

TCP and UDP Ports Used

CD One uses the following TCP and UDP ports:

Incoming Ports

- 42343/tcp (JRun)
 - 57860/tcp (JRun Server Manager ControlServer - Used for Jrun Administration)
 - 42344/tcp (ANI HTTP server)
 - 514/udp (Standard port for Syslog)
 - 1741/tcp (port used for the CiscoWorks2000 HTTP server)
 - 1742/tcp (used when the webserver is running on SSL mode)
- Refer to the [“Preparing to Use CD One”](#) chapter for information about accessing the server.
- Database ports: 43441-43449 (The ports used by different apps are different. For example, CD One uses 43441 and Essentials uses 43442)

Outgoing Ports

- 161/udp (Standard port for SNMP Polling)
- 162/udp (Standard port for SNMP Traps)
- 23/tcp (Standard port for Telnet)
- 22/tcp (Standard port for SSH)
- 80/tcp (Default HTTP for device navigator)

Incoming and Outgoing Ports:

- 42340/tcp (CiscoWorks2000 Daemon Manager, the tool that manages server processes)
- 42342/udp (Osagent)
- 7580/tcp (default port; alternate port: 42352/tcp) (ESS HTTP port)
- 69/udp (Standard port for TFTP)
- 1683 (IIOP port for CW2K gatekeeper)
- 8088 (IIOP port for CW2K gatekeeper)
- 514/tcp (RCP port)
- 7500/tcp (default port; alternate port: 42351/tcp) (ESS Listening port)
- 7588/tcp (default port; alternate port: 42353/tcp) (ESS Routing port)
- 7500/udp (default port; alternate port: 42350/udp) (ESS Service port)

System Files Modified During Installation

The system files modified during CD One installation are:

- /etc/services
- /etc/inetd.conf
- /etc/syslog.conf
- /etc/passwd
- /etc/group
- /var/sadm/install/admin/default
- /etc/shadow

Performing a New Installation

The CD One installation program takes approximately 30 minutes to complete on a Solaris system 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 CD One, 5th Edition.

Running the Installation Program—New Installation

To run the installation program:

-
- Step 1** As root, mount the CD One CD-ROM using either of the following methods:
- Mount the CD-ROM on the CD One server system.
 - Mount the CD-ROM on a remote Solaris system, then access the CD-ROM from the CD One server system.



Caution

Network inconsistencies may cause installation errors while installing from a remote mount point.

Refer to the [“Mounting and Unmounting on Solaris”](#) appendix for detailed mounting instructions.

- Step 2** Run the installation program.
- For a local installation, enter:

```
# cd /cdrom/cdrom0/
# ./setup.sh
```
 - For a remote installation, enter:

```
# cd remotedir
# ./setup.sh
```

where *remotedir* is the remote location where the CD-ROM is mounted.

A message may display:

```
Warning: User casuser already exists, the installation process will
overwrite its privilege.
Do you want to proceed with the installation? [y/n]
```

This message will not appear if this is the first time CD One, has been installed on this machine.

Press **Enter** if you receive the casuser message. The installation program adds the new user *casuser* and the new group *casusers* to the system.



Note If CD One has previously been installed on this machine, the product will automatically be installed in the same location where CD One was previously installed.

A message may display:

```
Enter the location where the product will be installed or q to quit.
Default location (PKGROOT)? [/opt/CSCOpX]
```



Note CD One requires a directory named */opt/CSCOpX*. If you select a different installation directory, the */opt/CSCOpX* directory will be created and will be a link to the directory you selected.



Caution

Do not remove the link after installation. The product will not work without this link.

Step 3

Press **Enter** to accept the default directory for product installation, or enter a different directory. The installation program checks dependencies and system requirements.

Step 4 Select one of the following:



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

1. **NMS Integration Utility to install only the Integration Utility**
(For information about the Integration Utility and third-party NMS integration, refer to *Using CiscoView*.)
2. **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.)
3. **CiscoView**
4. **CiscoView, NMS Integration Utility, and CMF** to install all CD One components (Recommended for most systems)

Step 5 Enter the number corresponding to the option you have chosen or **q** to quit.



Note For information about the Integration Utility, refer to *Using CiscoView*.

The installation program performs several preinstallation and dependency checks on your machine, such as TCP/IP address resolution, TCP/IP port use, disk space, and RAM. These preinstallation checks cause some text to appear on the screen.

The Installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for Admin user. Do you want to change it now? (y/n)
```

If you enter Y, the installation program allows you to change the Password.

Step 6 Enter the Admin Password.

Confirm Password.

If you enter N, skips to next step.

The Installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for Guest user. Do you want to change it now? (y/n)
```

If you enter Y, the installation program allows you to change the password.

Step 7 Enter the Guest password.

Confirm Password.

If you enter N, skips to next step.

The Installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for CMF Database. Do you want to change it now? (y/n)
```

If you enter Y, the installation program allows you to change the Password.

Step 8 Enter CMF database Password.

Confirm Password.

If you enter N, skips to next step.

The Installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for ANI Database. Do you want to change it now? (y/n)
```

If you enter Y, the installation program allows you to change the Password.

Step 9 Enter ANI database Password.

Confirm Password.

If you enter N, skips to next step.

The installation program continues. The following message appears:

```
The Integration Utility will be installed now. The Integration Utility
integrates Cisco device packages and Cisco applications into
third-party SNMP management platforms. You can choose to integrate
with a third-party SNMP management platform during this install or
later.
```

```
Do you want to integrate with the third-party product now (y/n)?[n]
```

Step 10 Select one of the following:

- **n** to integrate with a third-party NMS after installation (this is the recommended choice to complete the installation more quickly, and to avoid installation failure due to errors in the third-party integration.
If you select **Later**, go to [Step 11](#).
- **y** to integrate with a third-party NMS during installation
If you select **y**, continue with steps **a** through **c**.
- a.** 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 11](#).

**Note**

If you are installing only the Integration Utility, enter the CiscoWorks2000 server name, protocol type (HTTP, HTTPS) and port number.

- b.** Enter the HTTP browser location, or press **Enter** to accept the default location, /opt/netscape/netscape.

A message appears, asking if you want to enable download options from the Cisco Web page (CCO).

- c.** Select one of the following:
 - **n** to disallow future upgrades from the Cisco Web page.
 - **y** 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 11 After installation is complete, unmount the CD-ROM. Refer to the “[Mounting and Unmounting on Solaris](#)” appendix for details.

**Note**

A warning message is displayed if obsolete Solaris patches are present on your system. Before running CD One, 5th Edition, download and install the latest recommended patches from www.sunsolve.sun.com.

If errors occurred during installation, check the installation log file `/var/tmp/ciscoinstall.log`. Each installation appends to this file. For troubleshooting information, Refer to the [“Troubleshooting the Installation”](#) appendix.

Step 12 Prepare the client system for use. Refer to the [“Preparing to Use CD One”](#) chapter.

Performing an Upgrade Installation

CD One, 5th edition supports upgrade from only CD One, 4th edition. Upgrade from other CD One releases is not supported. The data is preserved when you perform an upgrade.

For a description of the different upgrade paths and their results, refer to the [“Upgrade Paths”](#) section on page 1-2.

To perform a local upgrade, refer to the [“Upgrading CD One—Local Upgrade”](#) section on page 2-10.

To perform a remote upgrade, refer to the [“Upgrading CD One—Remote Upgrade”](#) section on page 2-17.

Upgrading CD One—Local Upgrade

You can upgrade from CD One, 4th Edition only. Upgrade from other lower versions of CD One is not supported.

You can save your data to a backup file before you perform the local upgrade. If your installation fails, you can retrieve this saved data.

Backing Up Your Data

-
- Step 1** Access the CiscoWorks2000 desktop and log in. For information, refer to "Accessing the Server" section and the "Logging In" section in the *User Guide for CiscoWorks2000 Server*.
- Step 2** Select Server Configuration > Administration > Database Management > Back Up Data Now.
- The Back Up Data Now dialog box appears.
- Step 3** Enter the path name of the target directory. It is recommended that you use a different directory from the directory where CiscoWorks2000 is located, for example, /cw2000/backups.
- Step 4** To begin the backup, click Finish. This process may take some time to complete. For more information, see the online help.

If you are upgrading from a previous edition of CD One, you must install a patch on the old system before you can begin installing CD One, 5th Edition. This patch suspends all currently scheduled job data. Necessary data can then be exported during upgrade to the new version.

Installing the Patch

To install the patch:

-
- Step 1** As root, mount the CD One CD-ROM using either of the following methods:
- Mount the CD-ROM on the CD One server system.
 - Mount the CD-ROM on a remote Solaris system, then access the CD-ROM from the CD One server system.

Refer To the [“Mounting and Unmounting on Solaris”](#) appendix for detailed mounting instructions.

- Step 2** At the command line, enter:

```
/opt/CSCOpX/bin/perl patch_1x_20.pl  
or  
$NMSROOT/bin/perl patch_1x_20.pl
```

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

Step 3 Make sure that daemon manager is up and running on the server. Also, make sure that the jrm process is up and running. For information on process management, refer to the [“Viewing and Changing Process Status”](#) section on page A-2.

Step 4 At the command line, enter:

```
setenv LD_LIBRARY_PATH /opt/CSCOpX/objects/db/lib:/opt/CSCOpX/lib
```

Step 5 At the command line, enter:

```
cwjava -cw install_directory com.cisco.nm.cmf.jrm.DisableJobs
```

where *install_directory* is the directory where CD One, 4th edition was installed. Default is /opt/CSCOpX.

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, 5th Edition.

Running the Installation Program

To run the installation program:

Step 1 Install the required patches as described in the [“Solaris Patches”](#) section on page 1-4.

Step 2 As root, mount the CD One CD-ROM using either of the following methods:

- Mount the CD-ROM on the CD One server system.
- Mount the CD-ROM on a remote Solaris system, then access the CD-ROM from the CD One server system.



Caution

Network inconsistencies may cause installation errors while installing from a remote mount point.

Refer to the [“Mounting and Unmounting on Solaris”](#) appendix for detailed mounting instructions.

Step 3 Run the installation program.

- For a local installation, enter:

```
# cd /cdrom/cdrom0/  
# ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir  
# ./setup.sh
```

where *remotedir* is the remote location where the CD-ROM is mounted.

The following message may display:

```
Warning: User casuser already exists, the installation process will  
overwrite its privilege.
```

This message will not appear if this is the first time CD One, has been installed on this machine.

Press **Enter** if you receive the casuser message. The installation program adds the new user *casuser* and the new group *casusers* to the system.

Step 4 Select one of the following:



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

1. **NMS Integration Utility to install only the Integration Utility**
(For information about the Integration Utility and third-party NMS integration, refer to *Using CiscoView*.)
2. **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.)

3. **CiscoView**
4. **CiscoView, NMS Integration Utility and CMF** to install all CD One components (Recommended for most systems)



Note If CD One has previously been installed on this machine, the product will automatically be installed in the same location CD One was previously installed.

Step 5 Enter the number corresponding to the option you have chosen or type **q** to quit. The installation program performs several preinstallation and dependency checks on your machine, such as TCP/IP address resolution, TCP/IP port use, disk space, and RAM. These preinstallation checks cause some text to appear on the screen.

The Installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for Admin user. Do you want to change it now? (y/n)
```

If you enter Y, the installation program allows you to change the password.

Step 6 Enter the Admin Password.

Confirm Password.

If you enter N, skips to next step.

The Installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for Guest user. Do you want to change it now? (y/n)
```

If you enter Y, the installation program allows you to change the password.

Step 7 Enter the Guest Password.

Confirm Password.

If you enter N, skips to next step.

The Installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for CMF Database. Do you want to change it now? (y/n)
```

If you enter Y, the installation program allows you to change the password.

Step 8 Enter CMF database Password.

Confirm Password.

If you enter N, skips to next step.

The Installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for ANI Database. Do you want to change it now? (y/n)
```

If you enter Y, the installation program allows you to change the password.

Step 9 Enter ANI database Password.

Confirm Password.

If you enter N, skips to [Step 10](#).

Step 10 The installation program continues and information about the Integration Utility appears.

If your previous version of CiscoWorks2000 is already integrated with a third-party NMS, skip to [Step 13](#). If your previous version of CiscoWorks2000 is not already integrated with a third-party NMS, a message displays:

```
The Integration Utility will be installed now. The Integration Utility
integrates Cisco device packages and Cisco applications into a
third-party SNMP management platform. You can choose to integrate with
a third-party SNMP management platform during this install or later.
```

```
Do you want to integrate with the third-party product now (y/n)? [n]
```



Note For information about the Integration Utility, refer to *Using CiscoView*.

Step 11 Select one of the following:

- **n** to integrate with a third-party NMS after installation (this is the recommended choice to complete the installation more quickly, and to avoid installation failure due to errors in the third-party integration).
If you select **n**, go to [Step 12](#).
- **y** to integrate with a third-party NMS during installation
If you select **y**, continue with steps **a** through **c**
- a.** 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 12](#).



Note

If you are installing only the Integration Utility, enter the CiscoWorks2000 server name, protocol type (HTTP, HTTPS) and port number.

- b.** Enter the HTTP browser location, or press **Enter** to accept the default location, /opt/netscape/netscape.

A message appears, asking if you want to enable download options from the Cisco Web page (CCO).

- c.** Select one of the following:
 - **n** to disallow future upgrades from the Cisco Web page.
 - **y** 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 12 After installation is complete, unmount the CD-ROM. Refer to the “[Mounting and Unmounting on Solaris](#)” appendix for details.



Note

A warning message is displayed if obsolete Solaris patches are present on your system. Before running CD One, 5th Edition, download and install the latest recommended patches from www.sunsolve.sun.com.

If errors occurred during installation, check the installation log file `/var/tmp/ciscoinstall.log`. Each installation appends to this file. For troubleshooting information or to verify the directories installed on your system, refer to the [“Troubleshooting the Installation”](#) appendix.

Step 13 Prepare the client system for use. Refer to the [“Preparing to Use CD One”](#) chapter.

Upgrading CD One—Remote Upgrade

If you do not want to overwrite your current application you can perform a remote upgrade. During a remote upgrade, you install CD One, 5th 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, 5th edition on the new machine. Refer to the [“Performing a New Installation”](#) section on page 2-5.

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



Note

If you are upgrading from a previous edition of CD One, 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, 5th edition. Continue on to the next section to install the patch.

Installing the Patch

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:
- ```
/opt/CSCOpX/bin/perl patch_1x_20.pl
or
$NMSROOT/bin/perl patch_1x_20.pl
```
- Step 3** Make sure that daemon manager is up and running on the server. Also, make sure that the jrm process is up and running. For information on process management, refer to the [“Viewing and Changing Process Status” section on page A-2](#).
- Step 4** At the command line, enter:
- ```
setenv LD_LIBRARY_PATH /opt/CSCOpX/objects/db/lib:/opt/CSCOpX/lib
```
-

Exporting the Data

To export the data:

-
- Step 1** The CD One, 5th edition 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, 5th edition 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` 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.

**Note**

All passwords will be reset to the corresponding passwords of CD One, 4th edition.

Reinstalling CD One, 5th Edition

The reinstallation procedures are the same as that of a new installation.

**Note**

If CD One has previously been installed on this machine, the product will automatically be installed in the same location CD One was previously installed.

After you select the components, the following message displays:

```
CiscoWorks2000 CD One has been detected on your system. If you are
running an evaluation version of CiscoWorks2000 CD One and you choose
to reinstall the product, you will automatically upgrade to a licensed
version.Are you sure you want to reinstall this software and any
required patches (y/n)? [n]
```

Enter y to continue with the installation.

Uninstalling CD One, 5th Edition

Use the **uninstall** script to remove CD One files and settings.

**Caution**

You must use the **uninstall** script to remove the product. If you try to remove CD One or its components manually, you may damage your system.

Step 1

As root, enter the following commands to start the uninstall script:

```
# cd /  
# /opt/CSCOpX/bin/uninstall.sh
```

where */opt/CSCOpX* is the default installation directory.

A list of CiscoWorks2000 components appears.

**Note**

When you remove CD One, the uninstall script removes changes made to the */etc/services* file. The */etc* directory still contains all system file changes. The uninstall messages are written to the */var/tmp/ciscouninstall.log* file. Enter the number corresponding to the option you have chosen or **q** to quit.

When the uninstall script is complete, a message appears:

```
All files were deleted successfully.
```

Step 2

Check */etc/syslog.conf* for syslog changes. Check */etc/services* to ensure that port assignments for the CiscoWorks2000 applications have been removed. Check */etc/inetd.config* to ensure that CiscoWorks2000 tftp entry is removed.