



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](#)
- [Uninstalling CD One](#)

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.

For information on custom installation, refer to [Custom Installation, page 2-12](#).

For information on remote installation, refer to [Performing an Upgrade Installation, page 2-16](#).

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. Install required Microsoft software on the server if it is not already installed	“Installing Required Microsoft Software” section on page 2-4
	3. Verify client requirements are met	“Prerequisites” chapter, “Client Requirements” section on page 1-4
	4. 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 all correct services are installed	“Verifying the Installation” section on page 2-27
	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 system that it has found a read-only file.

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. The following should be taken care of while preparing to install CD One:

- Do not use DHCP running in dynamic mode on the CiscoWorks2000 Server.
- Do not install CiscoWorks2000 on a system that is configured as a primary or backup domain controller, or as a terminal server or advanced server.
- Do not install CiscoWorks2000 on a FAT file system.
- Do not install CiscoWorks2000 on Windows XP.



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 CD One 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 2000 with service pack 2 installed.

To verify the currently-installed service pack:

- a. Select **Start > Run**.
- b. Enter **winver**.

If *version 5.0 Service Pack 2* appears in the Version field, Service Pack 2 is already installed.

If this information does not appear, Service Pack 2 is not installed. Install it now. Refer to the Microsoft web site.

2. Make sure Microsoft Internet Explorer 5.5 with Service Pack 2 is installed and is running JVM version 5.0.0.3802. For Microsoft Internet Explorer 6.0 use the JVM version 5.0.0.3805. 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. Make sure ODBC Driver Manager 3.520 or later is installed. To verify the version of ODBC Driver Manager:

- a. For Windows 2000, select **Start > Settings > Control Panel > Administrative Tools > 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 software packages might be changed by Microsoft at their discretion. Therefore, 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. Selections you make during registration will not affect the installation.

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 (Different applications uses different ports. 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)

Performing a New Installation

The CD One installation program takes approximately 30 minutes to complete on a Windows machine 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** Install the required software as described in the “[Server Requirements](#)” section on [page 1-3](#).



Caution

If you are running Windows 2000, make sure Service Pack 2 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 (Refer to the “[Typical Installation](#)” section.)
 - **Custom** to select optional components and to specify the location (Refer to 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.
The Select Components dialog box appears.
- Step 2** 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** to install only CiscoView.
4. **CiscoView, NMS Integration Utility, and CMF** to install all CD One components (recommended for most systems).

Step 3 Click **Next** to continue.

The installation program checks dependencies and system requirements. The **Requirements Verification** dialog box appears. Click **OK**.

The installation of CD One progresses.

A message may display:

```
User casuser already exists. Casuser is the user who administers and
maintains CW2000 server without having root privileges. Installation
will reset the password for security reasons.
Do you want to proceed with the installation?
```



Note

If you are installing for the first time the following message will appear:

```
Installation will create user casuser. Casuser is the user who
administers and maintains CW2000 server without having root
privileges.Do you want to proceed with the installation?
```

Step 4 Click **Yes** if you receive the casuser message.

A messages displays:

```
By default install will select randam password for casuser. Do you
want to change password for casuser?
```

Click **Yes** to change the password and the CiscoWorks2000 **change password** dialog box appears. Enter the password and confirm it.

The installation program adds the new user *casuser* and the new group *casusers* to the system.

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?
```

Step 5 Click **Yes** to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm it.

If you click **No**, 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?
```

Step 6 Click **Yes** to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, 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?

- Step 7** Click Yes to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, 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?

- Step 8** Click Yes to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, skips to [Step 9](#)

The installation script checks dependencies, and the Integration Utility dialog box appears.

- Step 9** 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 installation failure due to errors in the third-party integration. If you select **Later**, go to [Step 10](#).
- **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 10](#).

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 10 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** dialog box appears, asking if you want to restart your system.

Step 11 Select **Yes**, then click **Finish**.

CD One is installed in the default directory,
<windows system drive>:\Program Files\CSCOpX.

Step 12 Prepare the client system for use. Refer to 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, Refer to 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 13](#).

Step 5 Click **Next** to continue.

The installation program checks dependencies and system requirements. The Requirements Verification dialog is displayed.

Step 6 Click **OK**. The installation of CD One progresses.

A message may display:

```
User casuser already exists. Casuser is the user who administers and
maintains CW2000 server without having root privileges. Installation
will reset the password for security reasons.
Do you want to proceed with the installation?
```



Note If you are installing for the first time the following message will appear:
Installation will create user casuser. Casuser is the user who administers and maintains CW2000 server without having root privileges. Do you want to proceed with the installation?

Step 7 Click **Yes** if you receive the casuser message.

A messages displays:

```
By default install will select random password for casuser. Do you
want to change password for casuser?
```

Click **Yes** to change the password in the CiscoWorks2000 change password dialog box.

The installation program adds the new user *casuser* and the new group *casusers* to the system.

Click **Yes** to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

The installation program adds the new user *casuser* and the new group *casusers* to the system.

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?

- Step 8** Click **Yes** to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, 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?

- Step 9** Click **Yes** to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, 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?

- Step 10** Click **Yes** to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, 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?

- Step 11** Click **Yes** to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, skips to [Step 12](#)

The installation script checks dependencies, and the Integration Utility dialog box appears.

Step 12 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 installation failure due to errors in the third-party integration. If you select **Later**, go to [Step 13](#).
- **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 13](#).

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



Note

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

- 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 13 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 dialog box appears, asking if you want to restart your system.

Step 14 Select **Yes**, then click **Finish**.

CD One software is installed in the default directory, <windows system drive>\Program Files\CSCOpX, or the directory specified.

Step 15 Prepare the client system for use. Refer to 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, Refer to the “[Troubleshooting the Installation](#)” appendix.

Performing an Upgrade Installation

CD One, 5th edition supports upgrade from CD One, 4th edition only. 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 “CD One Upgrade” section on page 1-2.

Upgrading from CD One, 4th Edition

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.

As an alternative, you can perform a remote upgrade by installing CD One, 5th Edition, on a new machine, and exporting essential data from the machine running the CD One, 4th edition to the new machine.

To perform a local upgrade from CD One, 4th edition, Refer to the “[Upgrading from CD One, 4th Edition—Local Upgrade](#)” section on page 2-17.

To perform a remote upgrade from CD One, 4th edition, Refer to the “[Upgrading from CD One, 4th Edition—Remote Upgrade](#)” section on page 2-25.

Upgrading from CD One, 4th Edition—Local Upgrade

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

To backup the data:

-
- Step 1** Access the CiscoWorks2000 desktop and log in. For information, see the "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 pathname of the target directory. It is recommended that you use a different directory from the directory where CiscoWorks2000 is located, for example, C:\backups.
- Step 4** To begin the backup, click **Finish**. This process could take some time to complete. For more information, see the online help.

Before starting an upgrade from 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 to the new version 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, 5th edition.

Installing the Patch

To install the patch:

Step 1 Insert the CD One, 5th edition 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, 5th Edition.

Run the Installation Program

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 2000, make sure Service Pack 2 is installed. Without the appropriate service pack installed, CD One installer will display 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 (Refer to the “[Local Upgrade from CD One, 4th Edition—Typical](#)” section.)
 - **Custom** to select optional components and to specify the location (Refer to the “[Local Upgrade from CD One, 4th edition—Custom](#)” section.)
-

Local Upgrade from CD One, 4th Edition—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.
The installation program checks dependencies and system requirements. The **Requirements Verification** dialog box appears. Click **OK**.
The installation of CD One progresses.
A message displays:
- ```
User casuser already exists. Casuser is the user who administers and
maintains CW2000 server without having root privileges. Installation
will reset the password for security reasons.
Do you want to proceed with the installation?
```
- Step 3** Click *Yes* if you receive the casuser message. The installation program adds the new user *casuser* and the new group *casusers* to the system.  
A messages displays:
- ```
By default install will select randam password for casuser. Do you
want to change password for casuser?
```
- Click **Yes** to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.
The installation program adds the new user *casuser* and the new group *casusers* to the system.

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?

- Step 4** Click Yes to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, 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?

- Step 5** Click Yes to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, 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?

- Step 6** Click Yes to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, 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?

- Step 7** Click Yes to change the password and the CiscoWorks2000 change password dialog box appears. Enter the password and confirm the password.

If you click No, skips to [Step 9](#)

The installation script checks dependencies, and the Integration Utility dialog box appears.

The Integration Utility dialog box may appear. If your previous version of CiscoWorks2000 is already integrated with a third-party NMS, and skip to Step 8.

Step 8 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 installation failure due to errors in the third-party integration. If you select **Later**, and click next to continue.
- **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 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).

**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 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. Refer to 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, Refer to the “[Troubleshooting the Installation](#)” appendix.

Local Upgrade from CD One, 4th edition—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 13](#).

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 installation failure due to errors in the third-party integration. If you select **Later**, go to [Step 13](#).
- **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 13](#).

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



Note

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

- 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).



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 dialog box appears, asking if you want to restart your system.

Step 7 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 8 Prepare the client system for use. Refer to 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, Refer to the “[Troubleshooting the Installation](#)” appendix.

Upgrading from CD One, 4th Edition—Remote Upgrade

If you do not want to overwrite your current version of CD One, you can perform a remote upgrade. During a remote upgrade, you install CD One, 5th Edition, on a new machine, and export all required 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 2-7.

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

Before starting an upgrade to CD One, 5th 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, 5th edition.

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 Execute `perl 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 execute `perl 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 for a new installation.



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

Verifying the Installation

You can verify product installation by entering the command **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.

Uninstalling 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.



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.