



---

## A

additional required software (see Microsoft software) [1-3](#)

administrators (see network administrators) [vii](#)

Admin password rules [C-1](#)

audience for this document [vii](#)

---

## B

browser

- configuring after installation [3-3](#)
- requirements (see prerequisites for installing CiscoWorks Common Services) [1-5](#)
- troubleshooting setup of [A-8](#)

---

## C

cautions

- regarding
  - CiscoWorks Common Services, uninstalling [2-29](#)
  - Java Plug-in and Netscape Navigator [3-3](#)
  - link to installation directory, changing [2-8, 2-11](#)
  - network inconsistencies [2-18](#)

significance of [viii](#)

checking processes after installation [A-1](#)

Cisco.com, accessing [xi](#)

CiscoView

- launching and using [3-6](#)

- relationship to CiscoWorks Common Services [1-1](#)

- selecting for installation

  - custom installation [2-11](#)

  - typical installation [2-9](#)

CiscoWorks Server, URL for [3-6](#)

client

- requirements (see prerequisites for installing CiscoWorks Common Services) [1-5](#)

- systems, configuring after installation [3-2](#)

  - browser [3-3](#)

  - display fonts (Windows only) [3-2](#)

  - Integration Utility [3-5](#)

Common Services Database password rules [C-2](#)

custom installations

- new [2-11](#)

- upgrades [2-23](#)

- user inputs for [D-2](#)

---

**D**

devices, supported **1-6**

display fonts, configuring after installation  
(Windows only) **3-2**

documentation **ix**

- additional online **xi**
- audience for this **vii**
- feedback, submitting electronically **xii**
- obtaining **xi**
  - CD-ROM **xi**
  - Cisco.com **xi**
  - ordering **xii**
- other Cisco publications and information **xv**
- related to this product **x**
- typographical conventions in **vii**

drive space requirements (see prerequisites for  
installing CiscoWorks Common  
Services) **1-2**

---

**E**

environment variables, setting in preparation  
for installation **3-1**

express installations

- new **2-7**
- upgrades **2-20**
- user inputs for **D-1**

---

**F**

fonts, configuring after installation (Windows  
only) **3-2**

---

**G**

Guest password rules **C-1**

---

**H**

hardware requirements (see prerequisites for  
installing CiscoWorks Common  
Services) **1-2**

help **xiii**

- (see also troubleshooting) **A-1**
- Cisco.com **xiii**
- online documentation **xi**
- TAC **xiii**
  - Escalation Center **xv**
  - website **xiv**
- things to do before calling **A-3**

---

**I**

installing CiscoWorks Common Services **2-1**

- (see also post-installation steps) **3-1**
- exporting data **2-27**
- installation, verifying **2-2**
- installation messages, interpreting **A-4**

new installations [2-5](#)

- custom installations [2-11](#)
- express installations [2-7](#)
- typical installation [2-8](#)

overview [2-1](#)

preparation for [2-2](#)

- environment variables, setting [3-1](#)
- Microsoft software, optional [1-3](#)
- TCP and UDP ports, consideration [2-3](#)

tasks, sequential overview (table) [2-2](#)

uninstalling [2-29](#)

upgrades (see upgrading CiscoWorks Common Services) [2-17](#)

user inputs for installation [D-1](#)

- custom installation [D-2](#)
- express installation [D-1](#)
- typical installation [D-2](#)

Integration Utility

- configuring [3-5](#)
- relationship to CiscoWorks Common Services [1-1](#)
- selecting for installation
  - custom installation [2-11](#)
  - typical installation [2-9](#)

IP server address, changing [2-2](#)

---

## L

Licensing Database password rules [C-2](#)

---

## M

memory requirements (see prerequisites for installing CiscoWorks Common Services) [1-5](#)

messages during installation, interpreting [A-4](#)

mounting and unmounting the CD-ROM

- mounting
  - a local CD-ROM drive [B-1](#)
  - a remote CD-ROM drive [B-3](#)
- unmounting
  - a local CD-ROM drive [B-6](#)
  - a remote CD-ROM drive [B-6](#)

---

## N

network administrators

- privileges from the browser and server [A-2](#)
- required skills for [vii](#)

network management system environments supported [1-6](#)

---

## O

opt/CSCOpX directory, required [2-8, 2-11](#)

---

## P

password Information [C-1](#)

- Admin password rules [C-1](#)

- Common Services Database password rules [C-2](#)
- Guest password rules [C-1](#)
- Licensing Database password rules [C-2](#)
- patches recommended [1-4](#)
- ports used, TCP and UDP [2-3](#)
  - combination [2-4](#)
  - incoming [2-3](#)
  - outgoing [2-3](#)
- post-installation steps [3-1](#)
  - CiscoWorks Server, accessing [3-6](#)
  - configuring client systems [3-2](#)
    - browser, configuring [3-3](#)
    - display fonts, setting [3-2](#)
    - Integration Utility, configuring [3-5](#)
  - launching and using CiscoView [3-6](#)
- prerequisites for installing CiscoWorks Common Services [1-1](#)
  - client
    - browsers [1-5](#)
    - memory (RAM) [1-5](#)
    - system hardware [1-5](#)
    - system software [1-5](#)
  - server
    - additional software (see Microsoft software) [1-3](#)
    - available drive space [1-2](#)
    - memory (RAM) [1-2](#)
    - system hardware [1-2](#)
    - system software [1-3](#)

- process status, viewing [A-2](#)
- product overview [1-1](#)

---

## R

- RAM requirements (see prerequisites for installing CiscoWorks Common Services) [1-5](#)
- recommended patches [1-4](#)
- removing CiscoWorks Common Services from your system (see installing CiscoWorks Common Services) [2-29](#)

---

## S

- server requirements (see prerequisites for installing CiscoWorks Common Services) [1-2](#)
- software requirements (see prerequisites for installing CiscoWorks Common Services) [1-3](#)
- stopping processes [A-2](#)
- supported
  - devices [1-6](#)
  - network management system environments [1-6](#)
- system files modified during installation [2-4](#)

---

## T

- TAC (Technical Assistance Center) [xiii](#)
  - Escalation Center [xv](#)

- things to do before calling [A-3](#)
- website [xiv](#)
- TCP and UDP ports used [2-3](#)
  - combination [2-4](#)
  - incoming [2-3](#)
  - outgoing [2-3](#)
- technical support [xiii](#)
  - (see also troubleshooting) [A-1](#)
  - Cisco.com [xiii](#)
  - TAC [xiii](#)
    - Escalation Center [xv](#)
    - website [xiv](#)
- troubleshooting [A-1](#)
  - browser setup [A-8](#)
  - checking processes after installation [A-1](#)
  - installation messages, interpreting [A-4](#)
- typical installations
  - new [2-8](#)
  - upgrades [2-21](#)
  - user inputs for [D-2](#)
- typographical conventions in this document [vii](#)
- unmounting
  - a local CD-ROM drive [B-6](#)
  - a remote CD-ROM drive [B-6](#)
- upgrading CiscoWorks Common Services [2-17](#)
  - custom installation [2-23](#)
  - express installation [2-20](#)
  - local upgrades [2-17](#)
    - backing up your data [2-17](#)
    - patch required for [2-17](#)
  - remote upgrades [2-26](#)
  - typical installation [2-21](#)

---

## V

- verifying
  - available disk space [1-3](#)
  - installation [2-2](#)
- viewing process status [A-2](#)

---

## U

- UDP and TCP ports used [2-3](#)
  - combination [2-4](#)
  - incoming [2-3](#)
  - outgoing [2-3](#)
- uninstalling (see installing CiscoWorks  
Common Services) [2-29](#)

