



Installing CiscoWorks Common Services

This chapter consists of:

- [Installation Overview](#)
- [Preparing to Install CiscoWorks Common Services](#)
- [Performing a New Installation](#)
- [Performing an Upgrade Installation](#)
- [Uninstalling CiscoWorks Common Services](#)

Installation Overview

This section provides overview of CiscoWorks Common Services installation task. [Table 2-1](#) contains references to more detailed information about each task.

Table 2-1 *Installing CiscoWorks Common Services Task Overview*

Task	Steps	References
Prepare to install CiscoWorks Common Services.	1. Verify server requirements are met.	“Prerequisites” chapter, “Server Requirements” section on page 1-2
	2. Verify client requirements are met.	“Prerequisites” chapter, “Client Requirements” section on page 1-5
	3. Verify TCP ports that CiscoWorks 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 “Performing an Upgrade Installation” section on page 2-17
Verify and troubleshoot installation.	Analyze installation error messages.	“Troubleshooting the Installation” appendix, “Understanding Installation Messages” section on page A-4

Preparing to Install CiscoWorks Common Services

Before you install CiscoWorks Common Services, make sure your server and client environments meet the hardware and software requirements described in the [“Prerequisites”](#) chapter.

You must have administrative privilege to install CiscoWorks Common Services.

Using the Server IP Address

CiscoWorks uses the IP address of the server when it interacts with web browsers. By using the server IP address, CiscoWorks eliminates name lookup failures between the server and the client systems that run web browsers.

TCP and UDP Ports Used

CiscoWorks Common Services uses the following TCP and UDP ports.

Incoming Ports

The following ports are used for incoming traffic:

- 42343/tcp (JRun)
- 57860/tcp (JRun Server Manager ControlServer - Used for Jrun Administration)
- 514/udp (Standard port for Syslog)
- 1741/tcp (port used for the CiscoWorks HTTP server)
- 1742/tcp (used when the webserver is running on SSL mode)

See the [“Preparing to Use CiscoWorks Common Services”](#) chapter for information on accessing the server.

- Database ports: 43441- 43449 (The ports used by different apps are different. For example, CiscoWorks Common Services uses 43441 and Essentials uses 43442)
- 443/tcp (port used for Core Apache Web server in SSL mode)
- 9007/tcp (Ajp12 connector used by Tomcat)
- 9009/tcp (Ajp13 connector used by Tomcat)
- 1751/tcp (port used for the Core Apache Web server).

Outgoing Ports

The following ports are used for outgoing traffic:

- 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

The following ports are used for incoming and outgoing traffic:

- 42340/tcp (CiscoWorks 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 CWCS gatekeeper)
- 8088 (HIOP port for CWCS gatekeeper)
- 514/tcp (RCP port)
- 42351/tcp (default port; alternate port: 44351/tcp) (ESS Listening port)
- 42353/tcp (default port; alternate port: 44353/tcp) (ESS Routing port)
- 42350/udp (default port; alternate port: 44350/udp) (ESS Service port)
- 10033 (licensing database port)
- 1684/tcp (IIOP gatekeeper port).

System Files Modified During Installation

The system files modified during CiscoWorks Common Services installation are:

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

Performing a New Installation

The CiscoWorks Common Services installation program takes approximately 20 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 systems, see the *Release Notes for CiscoWorks Common Services 2.2 (includes 5.5) on Solaris*.

Running the Installation Program—New Installation

To run the installation program:

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



Caution

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

See 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 appears:

```
Press Enter to read/browse the following license agreement:
```

Step 3 Press **Enter** to read the license agreement.

The following message appears at the end of the license agreement:

```
You must accept this License agreement for the installation to
proceed.
If you enter N/n, the installation will exit.
Do you accept all the terms of the preceeding License Agreement ?
(y/n) [y]
```

Step 4 Enter **y** to accept the license and proceed with the installation.

or

Enter **n** to deny and stop the installation.

Step 5 Select one of the following:

- **Express** to install all CiscoWorks Common Services components in the default location with default settings. (See the “[New Installation—Express](#)” section.)
- **Typical** to select CiscoWorks Common Services components, and install the selected components in a specific location. (See the “[New Installation—Typical](#)” section.) This is the default installation mode.
- **Custom** to select optional components, customize the settings, and to specify the location. (See the “[New Installation—Custom](#)” section.)

The installation program performs several preinstallation and dependency checks on your system, such as TCP/IP address resolution, TCP/IP port use, disk space, and RAM.



Caution

Installation of CiscoWorks Common Services might fail on Solaris 2.8, if Sun patch version 110934-20 or higher is installed. For more information, see the known problem CSCsa34490 in the *Release Notes for CiscoWorks Common Services 2.2 (Includes CiscoView 5.5) on Solaris*.

New Installation—Express

If you select the Express option:

Step 1 Press **Enter** to start installation.

The installation program installs CiscoWorks Common Services in the default directory `/opt/CSCOPx`

The installation program checks dependencies and system requirements.

If the drive does not have enough space, the following error message appears and the installation exits:

```
ERROR: Not enough disk space: location you selected for installation.
```

Step 2 Enter the CiscoWorks Admin Password and confirm it.

The installation proceeds.

After the installation has completed, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?  
If yes, please remember that passwords are security sensitive data and  
hence make sure they are kept secure ? (y/n) [y]
```

Select **y**, to see randomly generated passwords.

Step 3 Unmount the CD-ROM. See the [“Mounting and Unmounting on Solaris”](#) appendix for details.



Note

Error messages or warning messages appear if the required and recommended Solaris patches are not present on your system. Before running CiscoWorks Common Services, download and install the latest recommended patches from www.sunsolve.sun.com.

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

To prepare the client system for use. See the [“Preparing to Use CiscoWorks Common Services”](#) chapter.

New Installation—Typical

If you select the Typical option:

Step 1 Press **Enter** to start installation.

A message appears:

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

CiscoWorks Common Services 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 2 Press **Enter** to accept the default directory for product installation, or enter a different directory.

Step 3 Select one or more of the following:

1. **CiscoWorks Common Services 2.2 (CWCS)** to install the CiscoWorks Common Services.
(Select this option *only* if you do not want CiscoView 5.5 or Integration Utility 1.5 installed.)
2. **CiscoView 5.5** to install both CiscoView and CiscoWorks Common Services.
3. **Integration Utility 1.5.**
(For information about the Integration Utility and third-party NMS integration, see *Using CiscoView*.)
4. **All of the Above** to install all CiscoWorks Common Services components (recommended for most systems.)

You can select more than one component using the corresponding numbers separated by comma. For example, enter 1, 3 to select CiscoWorks Common Services and Integration Utility.

Step 4 Enter the number corresponding to the option you have chosen or **q** to quit.

Step 5 Enter the CiscoWorks Admin Password and confirm it.

For more information on passwords see [“Password Information”](#).

Step 6 Press **Enter**.

If the casuser exists, a message appears:

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

Casuser is the user who administers and maintains CiscoWorks Server without having administrative privileges.

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

The installation proceeds.

After installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?  
If yes, please remember that passwords are security sensitive data and  
hence make sure they are kept secure ? (y/n) [y]
```

Select **y** to see randomly generated and manually entered passwords.

Step 7 Unmount the CD-ROM. See the [“Mounting and Unmounting on Solaris”](#) appendix for details.

**Note**

Error messages or warning messages appear if the required and recommended Solaris patches are not present on your system. Before running CiscoWorks Common Services, 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, See the [“Troubleshooting the Installation”](#) appendix.

To prepare the client system for use. See the [“Preparing to Use CiscoWorks Common Services”](#) chapter.

New Installation—Custom

If you select the Custom option:

Step 1 Press **Enter** to start installation.

A message appears:

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

CiscoWorks Common Services 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 2 Press **Enter** to accept the default directory for product installation, or enter a different directory.

The installation program displays:

```
Select one or more items using its number separated by comma or enter  
q to quit.
```

Step 3 Select one or more of the following:

1. **CiscoWorks Common Services 2.2 (CWCS)** to install CiscoWorks Common Services.
(Select this option *only* if you do not want CiscoView 5.5 or Integration Utility 1.5 installed.)
2. **CiscoView 5.5** to install CiscoView 5.5 and CiscoWorks Common Services 2.2.
3. **Integration Utility 1.5.**
(For information about the Integration Utility and third-party NMS integration, see *Using CiscoView 5.5*.)
4. **All of the Above** to install all CiscoWorks Common Services components (recommended for most systems.)

You can select more than one component using the corresponding numbers separated by comma. For example, enter 1, 3 to select CiscoWorks Common Services and Integration Utility.

Step 4 Enter the number corresponding to the option you have chosen or **q** to quit.

Step 5 Enter the CiscoWorks Admin Password and confirm it.

For more information on passwords, see [“Password Information”](#).

Step 6 Enter Guest Password and confirm it.

For more information on passwords, see [“Password Information”](#).

Step 7 Press **Enter**.

If the casuser exists, a message appears:

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

```
Do you want to proceed with the installation? [y/n]
```

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

Step 8 Enter the CiscoWorks Common Services Database Password and confirm it.

For more information on passwords, see [“Password Information”](#).

A message appears.

```
Should Access Control Server (ACS) be used for user authentication ?
(y/n) [n]
```

Step 9 If you choose to use ACS for user authentication, enter the following:

- ACS name
- ACS administrator's account
- ACS administrator's password
- ACS secret key

Step 10 Enter the following Apache Certificate information:

- SMTP server
- Host name
- Administrator's e-mail address
- Country
- State
- City
- Company
- Organization

Host name is mandatory.

Step 11 Enter and confirm the Licensing Database Password.

For more information on passwords, see [“Password Information”](#).

If you have selected Integration Utility, 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 installation
or later.
```

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

Step 12 Select one of the following:

- **n** to integrate with a third-party NMS after installation. This completes the installation faster and avoids installation failure caused by errors in the third party integration.
- **y** to integrate with a third-party NMS during installation.
If you choose to integrate now, follow steps a to d.
 - 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**, skip to [Step 13](#).



Note If you are installing only the Integration Utility, enter the CiscoWorks 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 (Cisco.com).

- 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.
- d. Enter your Cisco.com user ID and password.



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

The installation proceeds.

After installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?
If yes, please remember that passwords are security sensitive data and
hence make sure they are kept secure ? (y/n) [y]
```

Select **y** to see randomly generated and manually entered passwords.

- Step 13** Unmount the CD-ROM. See the [“Mounting and Unmounting on Solaris”](#) appendix for details.
-



Note Error messages or warning messages appear if the required and recommended Solaris patches are not present on your system. Before running CiscoWorks Common Services, 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, See the [“Troubleshooting the Installation”](#) appendix.

To prepare the client system for use. See the [“Preparing to Use CiscoWorks Common Services”](#) chapter.

Installing CiscoWorks from a mounted directory

To install CiscoWorks Common Services from a mounted directory:

- Step 1** Log in to the remote system.
- Step 2** Enter:
- ```
cd /etc/dfs/dfstab
```
- Step 3** Enter:
- ```
share -F nfs -o root=r /the directory where you have the installable image
```
- Step 4** Stop and start the NFS server using the following commands:
- ```
/etc/init.d/nfs.server stop
/etc/init.d/nfs.server start
```
- Step 5** Log in to the local system.
- Step 6** Enter :
- ```
mount remote system:/the directory where you have the installable image /the local directory where you want to mount the remote system
```
- Step 7** Enter :
- ```
cd /the local directory where you mounted the remote system
```
- Step 8** Enter:
- ```
./setup.sh
```
-

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

Performing an Upgrade Installation

CiscoWorks Common Services 2.2 supports upgrade from:

- CD One, 5th edition
- CD One, 4th edition

The data is preserved when you perform an upgrade.

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

To perform a local upgrade, see the [“Upgrading CiscoWorks Common Services—Local Upgrade” section on page 2-17](#).

To perform a remote upgrade, see the [“Upgrading CiscoWorks Common Services—Remote Upgrade” section on page 2-26](#).

Upgrading CiscoWorks Common Services—Local Upgrade

You can upgrade from:

- CD One, 5th Edition
- CD One, 4th Edition

We recommend that you 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 your data:

-
- Step 1** Access the CiscoWorks desktop and log in. For information, see *Accessing the Server* and *Logging* sections in the *User Guide for CiscoWorks Common Services*.
- 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 CiscoWorks is located, for example, /cw/backups.
- Step 4** To begin the backup, click **Finish**.
- This process may take some time to complete.
- For more information, see the online help.
-

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 CiscoWorks Common Services CD-ROM using either of the following methods:
- Mount the CD-ROM on the CiscoWorks Common Services server system.
 - or
 - Mount the CD-ROM on a remote Solaris system, then access the CD-ROM from the CiscoWorks Common Services server system.



Caution

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

See 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 license agreement appears.

Step 4 Enter **y** to accept the license and proceed with the installation.

or

Enter **n** to deny and stop the installation.

Step 5 Select one of the following:

- **Express** to install all CiscoWorks Common Services components in the default location with default settings (See the “[Upgrade Installation—Express](#)” section.)
- **Typical** to select CiscoWorks Common Services components, and install the selected components in a specific location (See the “[Upgrade Installation—Typical](#)” section.) This is the default installation mode.
- **Custom** to select optional components, customize the settings, and to specify the location (See the “[Upgrade Installation—Custom](#)” section.)

The installation program performs several preinstallation and dependency checks on your system, such as TCP/IP address resolution, TCP/IP port use, disk space, and RAM.

Upgrade Installation—Express

If you select the Express option:

Step 1 Press **Enter** to start installation.

The installation program installs CiscoWorks Common Services in the directory where the earlier version is installed.

The installation program checks dependencies and system requirements.

If the drive does not have enough space, an error message appears and the installation of CiscoWorks Common Services exits:

```
ERROR: Not enough disk space: location you selected for installation.
```

If you have not entered a password for CiscoWorks admin or guest user during the previous installation, a warning appears:

```
The password for the cwuser user is empty. For security reasons you
must change the password as soon as you can from CiscoWorks Desktop.
```

Where *cwuser* is either CiscoWorks admin or guest.

The installation proceeds.

After the installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?
If yes, please remember that passwords are security sensitive data and
hence make sure they are kept secure ? (y/n) [y]
```

Select **y** to see randomly generated and manually entered passwords.

Step 2 Unmount the CD-ROM. See the [“Mounting and Unmounting on Solaris”](#) appendix for details.



Note

Error messages or warning messages appear if the required and recommended Solaris patches are not present on your system. Before running CiscoWorks Common Services, 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, See the [“Troubleshooting the Installation”](#) appendix.

To prepare the client system for use. See the [“Preparing to Use CiscoWorks Common Services”](#) chapter.

Upgrade Installation—Typical

If you select the Typical option:

Step 1 Press **Enter** to start installation.

The installation program installs CiscoWorks Common Services in the directory where the earlier version is installed.

The installation program checks dependencies and system requirements.

If the drive does not have enough space, an error message appears and the installation of Common Services exits:

```
ERROR: Not enough disk space: location you selected for installation.
```

If you have not entered a password for CiscoWorks admin or guest user during the previous installation, a warning appears:

```
The password for the cwuser user is empty. For security reasons you must change the password as soon as you can from CiscoWorks Desktop.
```

Where `cwuser` is either CiscoWorks admin or guest.

The installation proceeds.

After installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?
If yes, please remember that passwords are security sensitive data and
hence make sure they are kept secure ? (y/n) [y]
```

Select `y` to see randomly generated and manually entered passwords.

Step 2 Unmount the CD-ROM. See the [“Mounting and Unmounting on Solaris”](#) appendix for details.

**Note**

Error messages or warning messages appear if the required and recommended Solaris patches are not present on your system. Before running CiscoWorks Common Services, 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, See the [“Troubleshooting the Installation”](#) appendix.

To prepare the client system for use. See the [“Preparing to Use CiscoWorks Common Services”](#) chapter.

Upgrade Installation—Custom

If you select the Custom option:

Step 1 Press **Enter** to start installation.

The installation program installs CiscoWorks Common Services in the directory where the earlier version is installed.

The installation program checks dependencies and system requirements.

If the drive does not have enough space, an error message appears and the installation of Common Services exits:

```
ERROR: Not enough disk space: location you selected for installation.
```

Step 2 Enter the CiscoWorks Admin Password and confirm it.

See “[Password Information](#)” appendix for detailed instructions on the usage of passwords.

Step 3 Enter Guest Password and confirm it.

See the “[Password Information](#)” appendix for detailed instructions on the usage of passwords.

Step 4 Press **Enter**.

If the casuser exists, a message appears:

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

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

Casuser is the user who administers and maintains CiscoWorks Server without having administrative privileges.

Step 5 Enter the CiscoWorks Common Services Database Password and confirm it.

The following message appears:

```
Do you want to preserve the existing Apache Certificate? (y/n) [y]
```

Step 6 Enter the following Apache certificate information:

- SMTP server
- Host name
- Administrator's e-mail address
- Country
- State
- City
- Company
- Organization

Step 7 Enter Licensing database Password.

See the “[Password Information](#)” appendix for detailed instructions on the usage of passwords.

If you have selected Integration Utility, 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 installation
or later.
```

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

Step 8 Select one of the following:

- **n** to integrate with a third-party NMS after installation This complete the installation faster and avoids installation failure caused by errors in the third party integration.
- **y** to integrate with a third-party NMS during installation
If you choose to integrate now, follow steps a to d.
 - 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 9](#).



Note If you are installing only the Integration Utility, enter the CiscoWorks 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 (Cisco.com).

- 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.

- d. Enter your Cisco.com user ID and password.

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

The installation proceeds.

After installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?  
If yes, please remember that passwords are security sensitive data and  
hence make sure they are kept secure ? (y/n) [y]
```

Select **y** to see randomly generated and manually entered passwords.

- Step 9** Unmount the CD-ROM. See the [“Mounting and Unmounting on Solaris”](#) appendix for details.
-



Note Error messages or warning messages appear if the required and recommended Solaris patches are not present on your system. Before running CiscoWorks Common Services, download and install the latest recommended patches from www.sunsolve.sun.com.

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

Prepare the client system for use. See the [“Preparing to Use CiscoWorks Common Services”](#) chapter.

Upgrading CiscoWorks Common Services—Remote Upgrade

If you do not want to overwrite your current application you can perform a remote upgrade. During a remote upgrade you install CiscoWorks Common Services on a new system and export essential data to the new system from the system running the previous version.

-
- Step 1** Install CiscoWorks Common Services on the new system. See the [“Performing a New Installation”](#) section on page 2-5.
 - Step 2** Remove the CiscoWorks Common Services CD-ROM from the new system.
 - Step 3** Export essential data to the new system. The default location is `/opt/CSCOpX/rigel`

**Note**

If you are upgrading from a previous edition of CiscoWorks Common Services, data from the system running the previous version must be exported to the new system.

Exporting the Data

To export the data:

Step 1 The CiscoWorks Common Services CD-ROM should be in the CD-ROM drive of the system running the old version of CiscoWorks Common Services. Go to the Root directory on the CiscoWorks Common Services CD-ROM.

Step 2 From the Root directory, run the script `export_cdone.pl`.

```
$NMSROOT /bin/perl export_cdone.pl
```

`$NMSROOT` is the directory in which CiscoWorks Common Services is installed. The default `NMSROOT` directory is `/opt/CSCOpX`.

The script prompts you for the location where you want to store the data to be exported.

Step 3 Press **Enter** to accept the default location for storing the exported data.

The default location is `/opt/CSCOpX/rigel`.

If you do not want to use the default location enter an alternate location and press **Enter**.

The remote upgrade tool exports the data, and creates the directories `cmf` and `manifest/cmf` at the location specified for backing up the data. For example, if you choose `/opt/backup` as the back up location, the remote upgrade tool creates the directories `/opt/backup/cmf` and `/opt/backup/manifest/cmf` to store the exported data.

Step 4 Copy the directories `cmf` and `manifest` from the system running the old version of CiscoWorks Common Services into `/opt/CSCOpX/rigel` on the system running the new version of CiscoWorks Common Services.

Step 5 On the new system, go to the directory `$NMSROOT/rigel/scripts`, and run the script `import_cdone.pl`.

Step 6 Run the data import script:

```
$NMSROOT/bin/perl import_cdone.pl
```

The remote upgrade tool imports the exported data from the remote system.

The upgrade is now complete and all necessary data from the previous version of CiscoWorks Common Services has been exported.

**Note**

During the remote upgrade the user information from the source is merged with the new user information.

Reinstalling CiscoWorks Common Services

To reinstall CiscoWorks Common Services, follow the steps under [Performing an Upgrade Installation, page 2-17](#)

You can change the installation mode during reinstallation. For Express and Typical installation, the passwords from the earlier installation are retained. For Custom mode, you need to provide new passwords.

**Note**

If CiscoWorks Common Services has previously been installed on this system, the product will automatically be installed in the same location CiscoWorks Common Services was previously installed.

After you select the components, the following message displays:

```
CiscoWorks Common Services 2.2 has been detected on your system. Are
you sure you want to reinstall (y/n)? [n]
```

Enter **y** to continue with the installation.

If you are installing in Express or Typical mode and if you have not entered a password for the CiscoWorks admin or guest user during the previous installation, a warning appears:

```
The password for the cwuser user is empty. For security reasons you
must change the password as soon as you can from CiscoWorks Desktop.
```

Where *cwuser* is either CiscoWorks admin or guest.

Uninstalling CiscoWorks Common Services

Use the **uninstall** script to remove CiscoWorks Common Services files and settings.

You cannot uninstall CiscoWorks Common Services when you have CiscoView and Integration Utility installed. Before uninstalling CiscoWorks Common Services, select CiscoView and CiscoWorks Common Services to uninstall CiscoWorks Common Services.

If you select CiscoWorks Common Services with out selecting CiscoView, the following message appears:

```
Cannot uninstall CiscoWorks Common Services.  
It is required for CiscoView.
```

Uninstall all applications dependent on CiscoWorks Common Services before uninstalling CiscoWorks Common Services.



Caution

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

To uninstall CiscoWorks Common Services:

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 CiscoWorks components appears. Enter the number corresponding to the option you have chosen or **q** to quit. You can select more than one component. Enter the number corresponding to the components separated by comma.



Note

When you remove CiscoWorks Common Services, 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.

After the uninstall is complete, a message appears:

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

Step 2 Check the following files:

- /etc/syslog.conf for syslog changes.
 - /etc/services to ensure that port assignments for the CiscoWorks applications have been removed.
 - /etc/inetd.conf to ensure that CiscoWorks tftp entry is removed.
-