



Installation and Setup Guide for Common Services (Includes CiscoView 5.5) on Windows

Software Release 2.2
CiscoWorks

Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

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Preface vii

Audience vii

Conventions vii

Product Documentation ix

Related Documentation x

Obtaining Documentation xi

 Cisco.com xi

 Documentation CD-ROM xi

 Ordering Documentation xii

 Documentation Feedback xii

Obtaining Technical Assistance xiii

 Cisco.com xiii

 Technical Assistance Center xiii

 Cisco TAC Website xiv

 Cisco TAC Escalation Center xv

Obtaining Additional Publications and Information xv

CHAPTER 1

Prerequisites 1-1

Product Overview 1-1

 CiscoWorks Common Services Upgrade 1-2

Server Requirements 1-2

Client Requirements 1-4

Supported Devices 1-5

Supported Network Management System Environments 1-5

Installing CiscoWorks Common Services 2-1

- Installation Overview 2-1
 - Installation Notes 2-2
- Preparing to Install CiscoWorks Common Services 2-3
 - Installing the Required Microsoft Software 2-4
 - TCP and UDP Ports Used 2-5
 - Incoming Ports 2-5
 - Outgoing Ports 2-6
 - Incoming and Outgoing Ports 2-6
- Performing a New Installation 2-7
 - Running the Installation Program—New Installation 2-7
 - New Installation—Express 2-8
 - New Installation—Typical 2-10
 - New Installation—Custom 2-12
- Performing an Upgrade Installation 2-16
 - Upgrading from Earlier Versions 2-17
 - Upgrading from earlier versions—Local Upgrade 2-17
 - Backing Up Your Data 2-18
 - Running the Installation Program 2-19
 - Upgrade Installation—Express 2-20
 - Upgrade Installation—Typical 2-21
 - Upgrade Installation—Custom 2-23
 - Upgrading from earlier versions—Remote Upgrade 2-28
 - Reinstalling CiscoWorks Common Services 2-29
- Verifying the Installation 2-30
- Uninstalling CiscoWorks Common Services 2-30

CHAPTER 3**Preparing to Use CiscoWorks Common Services 2-1**

- Configuring Client Systems 2-1
 - Set Display Fonts 2-2
 - Configure Web Browser 2-2
 - Configure the Integration Utility 2-4
- Accessing the Server 2-5
- Using CiscoView 2-5

APPENDIX A**Troubleshooting the Installation A-1**

- Checking Processes After Installation A-1
- Viewing and Changing Process Status A-1
- Calling the Technical Assistance Center (TAC) A-3
- Understanding Installation Messages A-4
- Setting Up the Browser A-16

APPENDIX B**Password Information B-1**

- CiscoWorks Common Services Admin Password B-1
- CiscoWorks Common Services Guest Password B-2
- CiscoWorks Common Services Database Password B-3
- Licensing Database Password B-3

APPENDIX C**User Inputs for the Installation C-1**

- User Inputs for Express Installation C-1
- User Inputs for Typical Installation C-2
- User Inputs for Custom Installation C-2

INDEX



Preface

This guide describes the system and client requirements, installation procedures, and troubleshooting suggestions for the CiscoWorks Common Services software.

Audience

This guide is for anyone who installs, configures, verifies, and uses CiscoWorks Common Services software. Network administrators or operators should have the following skills:

- Basic Windows system administrator skills
- Basic network management skills

Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic font</i>
Displayed session and system information	screen font
Information you enter	boldface screen font

Item	Convention
Variables you enter	<i>italic screen font</i>
Menu items and button names	boldface font
Selecting a menu item in paragraphs	Option > Network Preferences
Seleting a menu item in tables	Option > Network Preferences

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Product Documentation


Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should review the documentation on Cisco.com for the latest updates.

[Table 1](#) describes the product documentation that is available.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>Release Notes for CiscoWorks Common Services 2.2 (includes CiscoView 5.5) on Windows</i>	<ul style="list-style-type: none"> Printed document that was included with the product. On Cisco.com at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser22/relnote/index.htm
<i>Installation and Setup Guide for Common Services (Includes CiscoView) on Windows</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM. On Cisco.com at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser22/ig_wincv/index.htm Printed document available by order (part number DOC-7815430=).¹
<i>User Guide for CiscoWorks Common Services</i>	<ul style="list-style-type: none"> PDF on the product CD-ROM. On Cisco.com at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser22/usrguide/index.htm Printed document available by order (part number DOC-7815301=).¹
Context-sensitive Online Help	<ul style="list-style-type: none"> Select an option from the navigation tree, then click Help. Click the Help button in the dialog box.

1. See the “[Obtaining Documentation](#)” section on page xi.

Related Documentation


Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should review the documentation on Cisco.com for the latest updates.

[Table 2](#) describes the additional documentation that is available.

Table 2 *Related Documentation*

Document Title	Available Formats
<i>User Guide for CiscoView 5.5</i>	<ul style="list-style-type: none"> On Cisco.com at: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_d/comser22/use_view/index.htm Printed document available by order (part number DOC-7815219=).¹

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

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http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

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You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html



Prerequisites

This chapter describes the factors that you should consider before installing CiscoWorks Common Services on a Windows system. It contains:

- [Product Overview](#)
- [Server Requirements](#)
- [Client Requirements](#)
- [Supported Devices](#)
- [Supported Network Management System Environments](#)

Product Overview

CiscoWorks Common Services, the foundation for the CiscoWorks family of products and other Cisco product families, enables the deployment, monitoring, and troubleshooting of devices across your network. CiscoWorks Common Services includes:

- CiscoWorks Common Services 2.2—A set of shared application services.
- CiscoView 5.5—A graphical device management tool.
- Integration Utility 1.5—An integration module that supports third-party Network Management Systems (NMS).

CiscoWorks Common Services Upgrade

Table 1-1 describes the different local upgrade paths and results. See the “Installing CiscoWorks Common Services” chapter for installation instructions.

Table 1-1 Upgrade Paths

Existing Software	Results
Clean machine	CiscoWorks Common Services is installed in the specified directory.
CiscoWorks Common Services 2.2	Reinstallation of CiscoWorks Common Services overwrites the previously installed Common Services components. All data is preserved.
CD One, 5th Edition	CiscoWorks Common Services overwrites the previously installed Common Services components. All data is preserved.
CD One, 5th Edition + Core 1.0	CiscoWorks Common Services overwrites the previously installed Common Services components. All data is preserved.
CD One, 4th Edition	CiscoWorks Common Services overwrites the previously installed Common Services components. All data is preserved.
Core 1.0	CiscoWorks Common Services overwrites the previously installed Common Services components. All data is preserved.

Server Requirements

The minimum system requirements for installing CiscoWorks Common Services are shown in Table 1-2.

Table 1-2 Server System Requirements¹

Requirement Type	Minimum Requirements
System hardware	<ul style="list-style-type: none"> • IBM PC-compatible system with 500 MHz Intel Pentium processor. • Color monitor. • CD-ROM drive.
Memory (RAM)	512 MB (to install all CiscoWorks Common Services components).

Table 1-2 Server System Requirements¹ (continued)

Requirement Type	Minimum Requirements
Available drive space ²	<ul style="list-style-type: none"> • 2 GB. • Paging file space equal to double the amount of memory (RAM). For example, if your system has 256 MB of RAM, you need 512 MB of page file. • NTFS file system required for secure operation. • At least 16 MB in Windows temporary directory (%TEMP%).
System software ³	<ul style="list-style-type: none"> • ODBC Driver Manager 3.5.10. • Windows Professional or Server with Service Pack 3. • Windows Advanced Server without enabling terminal services. <p>Note CiscoWorks Common Services 2.2 supports only US-English and Japanese versions of Windows Operating Systems. It does not support any other language version. Set the default locale to US-English for US-English version and Japanese for Japanese version.</p>
Additional software (Optional) Browsers	<ul style="list-style-type: none"> • Microsoft Internet Explorer 6.0 (version 6.0.2600.0000), and Internet Explorer 6.0 with Service Pack 1 (version 6.0.2800.1106), Java Virtual Machine (JVM) 5.0.0.3802 and later, and Java Plug-in version 1.3.1. To verify the JVM, select View > Java Console from Internet Explorer. • Netscape Navigator 4.78 and 4.79.

1. Minimum requirements vary, depending on which components you choose to install:
Integration Utility alone requires 256 MB RAM and 50 MB disk space.
CiscoView requires 512 MB RAM and 96 MB disk space.
2. Do not install CiscoWorks on a FAT file system.
3. You cannot install CiscoWorks on a system configured as a primary or backup domain controller .
Do not install CiscoWorks in an encrypted directory. CiscoWorks does not support directory encryption.

**Note**

Installation will continue with a warning message on a Windows Advanced Server if the terminal services is enabled with remote admin mode, and aborts when terminal server is enabled in application mode.

**Caution**

Do not use non-standard java options through `_JAVA_OPTIONS` environment variable.


Client Requirements

The minimum system requirements for the client are shown in [Table 1-3](#). For information about configuring client systems, see the [Preparing to Use CiscoWorks Common Services](#) chapter.

Table 1-3 *Client System Requirements*

Requirement Type	Minimum Requirements
System hardware and software	<ul style="list-style-type: none"> • Client system: <ul style="list-style-type: none"> – IBM PC-compatible system with at least a 300 MHz Pentium processor running Windows 2000 with Service Pack 3 (Professional and Server), Windows XP SP1. SPARC Ultra 10 running Solaris 2.7 or 2.8. • Color monitor with video card set to 256 colors.

Table 1-3 Client System Requirements (continued)

Requirement Type	Minimum Requirements
Memory (RAM)	256 MB.
Browser	<p data-bbox="340 331 596 358">One of these browsers:</p> <p data-bbox="340 378 774 406">On Windows and Windows XP clients:</p> <ul data-bbox="353 425 1231 558" style="list-style-type: none"> <li data-bbox="353 425 1231 483">• Microsoft Internet Explorer 6.0 (version 6.0.2600.0000) or Internet Explorer 6.0 with Service Pack 1 (version 6.0.2800.1106) <li data-bbox="353 500 1231 558">• Java Virtual Machine (JVM) 5.0.0.3802 and later, and Java Plug-in version 1.3.1. <p data-bbox="387 578 602 605">To verify the JVM:</p> <p data-bbox="387 610 982 638">From Internet Explorer, select View > Java Console.</p> <p data-bbox="387 643 1120 670">From Netscape Navigator, select Tools > Server > Java Console.</p> <ul data-bbox="353 690 774 717" style="list-style-type: none"> <li data-bbox="353 690 774 717">• Netscape Navigator 4.78 and 4.79. <p data-bbox="340 737 548 764">On Solaris clients:</p> <ul data-bbox="353 784 928 812" style="list-style-type: none"> <li data-bbox="353 784 928 812">• Netscape Navigator 4.76 for Solaris 2.7 and 2.8. <p data-bbox="373 831 413 865"></p> <p data-bbox="340 870 1224 898">Caution For Solaris, use Netscape Navigator downloaded from Sun site only.</p>

Supported Devices

CiscoView manages and configures different types of Cisco devices. See *Using CiscoView 5.5* for supported device information.

Supported Network Management System Environments

The NMS supported for importing device information into the CiscoView application is HP OpenView Network Node Manager. See *Using CiscoView 5.5* and the online help for information about importing devices.

You must stop HP OpenView before installing CiscoWorks Common Services, restart HP OpenView after you have installed CiscoWorks Common Services. Otherwise, the installation will take longer to complete.



Installing CiscoWorks Common Services

This chapter consists of:

- [Installation Overview](#)
- [Preparing to Install CiscoWorks Common Services](#)
- [Performing a New Installation](#)
- [Performing an Upgrade Installation](#)
- [Verifying the 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. Install required Microsoft software on the server if it is not already installed	“Installing the Required Microsoft Software” section on page 2-4
	3. Verify client requirements are met	“Prerequisites” chapter, “Client Requirements” section on page 1-4
	4. Verify TCP ports that CiscoWorks uses and check for conflicts with existing applications	“TCP and UDP Ports Used” section on page 2-5
Install server software.	Run the installation program	“Performing a New Installation” section on page 2-7 “Performing an Upgrade Installation” section on page 2-16
Verify and troubleshoot installation.	1. Verify that all correct services are installed	“Verifying the Installation” section on page 2-30
	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 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.



Note

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

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.

While preparing to install CiscoWorks Common Services,

- Do not install CiscoWorks on a system that is configured as a primary or backup domain controller.
- Do not install CiscoWorks on a FAT file system.
- Do not install CiscoWorks on Windows XP.
- Run the installation from a local CD or a local hard drive to avoid errors due to slow network performance.
- Close all applications before running CiscoWorks installation.
- Do not run any other program when installation is in progress.
- Do not install on Advanced Server with terminal services enabled in application server mode.



Note

If you are running HP OpenView, the installation might take significantly longer to complete. Stop all HP OpenView services before installing CiscoWorks Common Services.

Installing the Required Microsoft Software

Installing CiscoWorks Common Services requires three or more Microsoft software applications. This depends on your system. The major steps required for installing the CiscoWorks Common Services software are:

1. Make sure the system has Microsoft Windows or Advanced server with service pack 3 installed.

To verify the existing service pack:

- a. From the Start menu, select **Run** and enter `winver`.

If version 5.0 Service Pack 3 appears in the Version field, Service Pack 3 is already installed.

If this information does not appear, Service Pack 3 is not installed. Install it now.

2. Make sure Microsoft Internet Explorer 6.0 is installed in the client and is running JVM version 5.0.0.3802 and later. To verify the JVM version:
 - a. From the browser, select **View > Java Console**.
 - b. If Java Console is not listed in View, enable it. Select **Tools > Internet Options > Advanced**.
 - c. In the Microsoft VM section, select the **Java Console enabled**.
 - d. Restart Internet Explorer.
3. Make sure ODBC Driver Manager 3.5.10 or later is installed. To verify the version of ODBC Driver Manager:
 - a. From the Windows desktop, select **Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**.
 - b. Select the **About** tab.

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

4. Make sure that all ODBC Core Components have the same version number. See the Microsoft web site for installation instructions.

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.

Remember these points while installing the required server software:

- Always keep the *newer* file when 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

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)
- 42344/tcp (ANI HTTP server)
- 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 (Different applications uses different ports. 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)
- 42352/tcp (default port; alternate port: 44352/tcp) (ESS HTTP port)
- 69/udp (Standard port for TFTP)
- 1683 (IIOP port for CiscoWorks gatekeeper)
- 8088 (IIOP port for CiscoWorks 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).

Performing a New Installation

The CiscoWorks Common Services installation program takes approximately 20 minutes to complete on a Windows 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 CiscoView 5.5) on Windows*.

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 1-2](#).

- If you are running Windows, make sure Service Pack 3 is installed.



Note With service Pack 2, CiscoWorks Common Services will install with a warning to proceed at your own risk.

- If you have Service Pack 1, the installation stops.
- If you are running virus scan while installing CiscoWorks Common Services, the installation might take longer to complete.
- If you are running HP OpenView, the installation might take significantly longer to complete. Stop all HP OpenView services before installing CiscoWorks Common Services.

Insert the CiscoWorks Common Services CD-ROM into a CD-ROM drive. The Installer screen appears.

Step 2 Click **Install** to continue.

The Welcome screen appears.

Step 3 Click **Next** to continue.

The software License Agreement dialog box appears.

Step 4 Click **Yes** to accept the license agreement and proceed with the installation.

The **Setup Type** dialog box appears.

To deny the agreement and stop the installation, click **No**.

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. This is the default installation mode.
(See the “[New Installation—Typical](#)” section.)
 - **Custom** to select optional components, customize the settings, and to specify the location.
(See the “[New Installation—Custom](#)” section.)
-

New Installation—Express

If you select the Express option:

Step 1 Click **Next** to continue.

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

The Requirements Verification dialog displays the system requirements, available space in the drive and Temp Directory (%TEMP%), and available memory in megabytes.

- If your system does not meet the requirements a warning appears:

System memory is less than the minimum requirement, which may affect performance.

- If the drive does not have enough space, an error message appears:

There is not enough space in drive *drive name*. Please select another drive, or free some space on drive *drive name*.

Step 2 Click **Next** to continue.

The Change Admin Password dialog box appears.

Step 3 Enter the admin password and confirm it.

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

Step 4 Click **Next** to continue.

Change Casuser Password dialog box appears. The dialog box appears only if the random password generated by the installation is rejected by Windows.

Casuser is the user who administers and maintains CiscoWorks server without having root privileges.

Step 5 Enter a password and confirm it.

This password must conform to the system administrator policies. If you do not enter a password, the installation program generates a random password. The installation program adds the new user *casuser* and the new group *casusers* to the system.

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

Step 6 Click **Next** to continue.

The Summary dialog box appears displaying the summary of settings for the installation.

If you want to view passwords and security sensitive data, click **Show Details**. You can select and copy the data from the summary dialog box.

Step 7 Click **Next** to continue.

After the installation is completed, End of Installation dialog box appears.

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

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


Caution

You *must* restart your system after installation is complete. The installation of other CiscoWorks products can fail if you do not restart.

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

New Installation—Typical

If you select Typical option:

Step 1 Click **Next** to continue.

The Destination dialog box appears with the default location.

To select another location, click **Browse**.

Step 2 Click **Next** to continue.

The Select Component dialog box appears.

Step 3 Select the components you want to install:



Note If CiscoWorks Common Services has been installed previously on this system, the list of components will be different.

1. **CiscoWorks Common Services 2.2 (CWCS)** to install CiscoWorks Common Services 2.2.
(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*.)

Step 4 Click **Next** to continue.

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

The Requirements Verification dialog displays the system requirements, available space in the drive and Temp Directory (%TEMP%), and available memory in megabytes.

- If your system does not meet the requirements, a warning appears:

System memory is less than the minimum requirement, which may affect performance.

- If the drive does not have enough space, an error message appears:

There is not enough space in drive *drive name*. Please select another drive, or free some space on drive *drive name*.

Step 5 Click **Next**.

The Change Admin Password dialog box appears.

Step 6 Enter the password and confirm it.

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

Step 7 Click **Next** to continue.

Change Casuser Password dialog box appears.

This dialog box appears only if the random password generated by the installation is rejected by Windows.

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

Step 8 Enter the casuser password and confirm it.

The password must conform to the system administrator policies. If you do not enter a password, the installation program generates a random password and adds the new user *casuser* and the new group *casusers* to the system.

Step 9 Click **Next** to continue.

The Summary dialog box appears, displaying the summary of settings for the installation.

If you want to view passwords and security sensitive data, click **Show Details**. You can select and copy the data from the summary dialog box.

- Step 10** Click **Next** to continue. After the installation is completed, End of Installation dialog box appears.
- Step 11** Select **Yes**, then click **Finish**.
-

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

**Caution**

You *must* restart your system after installation is complete. The installation of other CiscoWorks products can fail if you do not restart.

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

New Installation—Custom

If you select the Custom option:

- Step 1** Click **Next** to continue.
The Select Destination dialog box appears.
- Step 2** Click **Next** to accept the default location or select another location and click **OK**, then click **Next**.
Do not select an encrypted directory. CiscoWorks does not support directory encryption.
The Select Components dialog box appears.

Step 3 Select the components you want to install:

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 both 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*.)

Step 4 Click **Next** to continue.

The Requirements Verification dialog box appears. It displays the system requirements, available space in the *drive* and Temp Directory(%TEMP%), and available memory in megabytes.

- If your system does not meet the requirements a warning appears:
`System memory is less than the minimum requirement, which may affect performance.`
- If the drive does not have enough space, an error message appears:
`There is not enough space in drive drive name. Please select another drive, or free some space on drive drive name.`

Step 5 Click **Next** to continue.

The Change Admin and Guest Password dialog box appears.

Step 6 Enter Admin and Guest passwords and confirm it.

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

Step 7 Click **Next** to continue installation.

The Casuser Password dialog box appears.

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

Step 8 Enter the password and confirm it.

If you do not enter a password, the installation program generates a random password and adds the new user *casuser* and the new group *casusers* to the system.

Step 9 Click **Next** to continue installation.

The User Management dialog box appears. This dialog box allows you to specify whether the users are managed locally by CiscoWorks Common Services or by the Access Control Server (ACS).

- If you choose to manage users locally, then click **Next**. CiscoWorks Common Services Database Password dialog box appears. Skip to [Step 11](#).
- If you choose ACS option, then click **Next**. Access Control Server dialog box appears.

Step 10 Enter Access Control Server information.

Installation does not attempt to access ACS. You can modify the ACS properties later using the user administration.

Step 11 Click **Next** to continue installation.

The CiscoWorks Common Services Database Configuration dialog box appears. Enter the CiscoWorks Common Services Database password and confirm it.

Step 12 Click **Next** to continue installation.

The Licensing Database Configuration dialog box appears.

Step 13 Enter the port number, password, and confirm it.

Step 14 Click **Next** to continue installation.

The Web Server Configuration dialog box appears.

Step 15 Enter HTTPS port, server administrator e-mail address, and the SMTP server name. The SMTP server name is used by other CiscoWorks modules.

Step 16 Click **Next** to continue installation.

The Self-signed Certificate dialog box appears. The webserver uses the self-signed certificate while operating in secure mode.

Step 17 Enter the country code, state, city, company, organization, and host name for HTTPS.

The host name is mandatory.

Step 18 Click **Next** to continue installation.

The Shortcut Creation dialog box appears.

Select *Create a short cut to CiscoWorks on the Desktop* to create the shortcut.

Step 19 Click **Next** to continue installation.

The Integration Utility dialog box appears.

Step 20 Select one of the following:

- **Integrate Later** to integrate with a third-party NMS after installation. This completes the installation more quickly and avoids installation failure due to errors in the third-party integration.
If you select **Later**, skip to [Step 21](#).
- **Integrate Now** to integrate with a third-party NMS during installation.
If you select **Integrate Now**, continue with steps **a** through **d**.
 - 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 **other** to choose an adapter that is not listed (you will be prompted to enter the path name of the adapter), or **none** to integrate after the installation is complete.
If you select **none**, skip to [Step 22](#).

The Integration Utility dialog box appears. Specify whether you want to enable download options from the Cisco Web page (Cisco.com).



Note

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

- c. Select one of the following:
 - **No** to disable future upgrades from the Cisco Web page.
 - **Yes** 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 (www.cisco.com).

Step 21 Click **Next** to continue.

The Summary dialog box appears, displaying the summary of settings for the installation.

To view passwords and security sensitive data, click **Show Details**. You can select and copy the data from the Summary dialog box.

Step 22 Click **Next** to continue.

After the installation is completed, End of Installation dialog box appears.

Step 23 Select **Yes** and click **Finish**.

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



Caution

You *must* restart your system after installation is complete. The installation of other CiscoWorks products may fail if you do not restart.

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

Performing an Upgrade Installation

CiscoWorks Common Services 2.2 supports upgrade from:

- CD One, 5th Edition
- CD One, 4th Edition
- CD One, 5th Edition + CORE 1.0
- CORE1.0

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.

Upgrading from Earlier Versions

You can upgrade to CiscoWorks Common Services 2.2 using either of two methods:

- Perform a local upgrade by installing the new version on the system currently running a previous version.
- or
- Perform a remote upgrade by installing Common Services 2.2 on a new system and exporting essential data from the system running earlier editions of CiscoWorks to the new system.

To perform a local upgrade, see [“Upgrading from earlier versions—Local Upgrade” section on page 2-17](#).

To perform a Remote upgrade, see [“Upgrading from earlier versions—Remote Upgrade” section on page 2-28](#)

Upgrade installation preserves the settings from the product installed earlier.

Upgrading from earlier versions—Local Upgrade

Cisco recommends 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.

Local upgrade overrides the previous versions. The old version will not be available after you upgrade to CiscoWorks Common Services 2.2.

Earlier versions of CiscoWorks products are not fully compatible with CiscoWorks Common Services 2.2. The earlier versions are disabled when you upgrade. After installation is completed, data from previous versions get carried over to the new version and restores the active state of the products.

Backing Up Your Data

To backup your data:

-
- Step 1** Access the CiscoWorks desktop and log in.
For information, see *Accessing the Server* section and *Logging In* section in the *Userguide 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 pathname of the target directory.
It is recommended that you use a different directory from the directory where CiscoWorks 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, all currently scheduled jobs must be suspended. Necessary data can then be exported during upgrade to the new version. This data allows dependent applications to re-enable jobs after upgrade.

Running the Installation Program

To run the installation program:

Step 1 Install the required software as described in the [“Server Requirements” section on page 1-2](#).

- If you are running Windows, make sure Service Pack 3 is installed.



Note With Service Pack 2, CiscoWorks Common Services will install. However, it displays a warning to proceed at your own risk.

- If you have Service Pack 1, the installation stops.
- If you are running virus scan while installing CiscoWorks Common Services, the installation might take longer to complete.
- If you are running HP OpenView, the installation might take significantly longer to complete. Stop all HP OpenView services before installing CiscoWorks Common Services.

Insert the CiscoWorks Common Services CD-ROM into a CD-ROM drive. The Installer screen appears.

Step 2 Click **Install** to continue.

The Welcome screen appears.

Step 3 Click **Next** to continue.

The software License Agreement dialog box appears.

Step 4 Click **Yes** to accept the license agreement and proceed with the installation.

The Setup Type dialog box appears.

To deny the agreement and stop the installation, click **No**.

- 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, page 2-20.](#))
 - **Typical** to select CiscoWorks Common Services components and install the selected components in a specific location. This is the default installation mode.
(See the [Upgrade Installation—Typical, page 2-21.](#))
 - **Custom** to select optional components, customize the settings, and to specify the location.
(See the [Upgrade Installation—Custom, page 2-23.](#))
-

Upgrade Installation—Express

If you select the Express option:

-
- Step 1** Click **Next** to continue.

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

The Requirements Verification dialog displays the system requirements, available space in the drive and Temp Directory (%TEMP%), and available memory in megabytes.

- If your system does not meet the requirements a warning appears:
`System memory is less than the minimum requirement, which may affect performance.`
- If the drive does not have enough space, an error message appears:
`There is not enough space in drive drive name. Free some space on drive drive name`

If you have not entered a password for CiscoWorks admin user during the previous installation, the Change Admin Password dialog box appears. You must enter a new password for the installation to proceed.

If you have not entered a password for CiscoWorks guest user during the previous installation, the Change Guest Password dialog box appears. You must enter a new password for the installation to proceed.

Step 2 Click **Next** to continue.

The Summary dialog box appears. The Summary dialog box shows the summary of settings for the installation.

If you want to view passwords and security sensitive data, click **Show Details**. You can select and copy the data from the Summary dialog box.

Step 3 Click **Next** to continue.

After the installation is completed, End of Installation dialog box appears.

Step 4 Select **Yes**, then click **Finish**.

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



Caution

You *must* restart your system after installation is complete. The installation of other CiscoWorks products may fail if you do not restart.

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

Upgrade Installation—Typical

If you select the Typical option:

Step 1 Click **Next** to continue.

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

The Requirements Verification dialog displays the system requirements, available space in the drive and Temp Directory (%TEMP%), and available memory in megabytes.

- If your system does not meet the requirements a warning appears:
System memory is less than the minimum requirement, which may affect performance.
- If the drive does not have enough space, an error message appears:
There is not enough space in drive *drive name*. Free some space on drive *drive name*.

If you have not entered a password for CiscoWorks admin user during the previous installation, the Change Admin Password dialog box appears. You must enter a new password for the installation to proceed.

If you have not entered a password for CiscoWorks guest user during the previous installation, the Change Guest Password dialog box appears. You must enter a new password for the installation to proceed.

Step 2 Click **Next** to continue.

The Summary dialog box appears. The Summary dialog box shows the summary of settings for the installation.

To view passwords and security sensitive data, click **Show Details**. The installation program displays only the new and changed passwords. You can select and copy the data from the Summary dialog box.

Step 3 Click **Next** to continue.

The installation of CiscoWorks Common Services proceeds.

After the installation is completed, End of Installation dialog box appears.

Step 4 Select **Yes**, then click **Finish**.

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



Caution

You *must* restart your system after installation is complete. The installation of other CiscoWorks products may fail if you do not restart.

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

Upgrade Installation—Custom

Custom option preserves the settings from the product installed earlier. Dialog boxes appear with the settings from the previous installation. You can accept these values or modify them.

If you select the Custom option:

Step 1 Click **Next** to continue.

The Requirements Verification dialog box appears. The Requirements Verification dialog displays the system requirements, available space in the drive and Temp Directory (%TEMP%), and available memory in megabytes.

- If your system does not meet the requirements a warning appears:

System memory is less than the minimum requirement, which may affect performance.

- If the drive does not have enough space, an error message appears:

There is not enough space in drive *drive name*. Free some space on drive *drive name*

Step 2 Click **Next** to continue.

The Change Admin and Guest Password dialog box appears.

Step 3 Enter CiscoWorks Admin and Guest passwords and confirm it.

If you have	Then
Entered both CiscoWorks admin and guest user passwords during the previous installation.	Leave the fields blank to retain the existing passwords.
Not entered CiscoWorks admin and guest user passwords during the previous installation.	Enter new passwords for the installation to proceed.
Entered the admin user password and left the guest user password field blank during the previous installation.	Installation retains the existing password for the admin user and generates a random password for guest user.
Entered the guest user password and left the admin user password field blank during the previous installation.	Enter a new password for admin user. Leave the guest password field blank to retain the existing password.

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

Step 4 Click **Next** to continue installation.

The Casuser Password dialog box appears.

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

Step 5 Enter the password and confirm it.

Leave the fields blank to use the existing password.

This password must conform to the system administrator policies. The installation program adds the user *casuser* and the group *casusers* to the system.

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

Step 6 Click **Next** to continue installation.

The User Management dialog box appears. This dialog box allows you to specify whether the users are managed locally by CiscoWorks Common Services or by the Access Control Server (ACS).

- If you choose to manage users locally, then click **Next**, CiscoWorks Common Services Database Password dialog box appears. Go to [Step 8](#).
- If you choose ACS option, then click **Next**, Access Control Server dialog box appears.

Step 7 Enter Access Control Server information.

Installation does not attempt to access ACS. You can modify the ACS properties later using the user administration.

Step 8 Click **Next** to continue installation.

The CiscoWorks Common Services Database Configuration dialog box appears.

Step 9 Enter the password, and confirm it.

Leave the fields blank to use the existing password.

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

Step 10 Click **Next** to continue installation.

The Licensing Database configuration dialog box appears.

Step 11 Enter the port number, database password, and confirm it.

The default port number is 10033. Leave the password field blank to use the existing password.

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

Step 12 Click **Next** to continue installation.

The Web Server Configuration dialog box appears.

Step 13 Enter HTTPS port, server administrator e-mail address, and the SMTP server name.

The default HTTPS port number is 443. The SMTP server name is used by other CiscoWorks modules.

Step 14 Click **Next** to continue installation.

The Self-signed Certificate dialog box appears. The webserver uses the self-signed certificate while operating in secure mode.

- Step 15** Enter the country code, state, city, company, organization, and host name for HTTPS.
The host name is mandatory.
- Step 16** Click **Next** to continue installation.
The Shortcut Creation dialog box appears.
- Step 17** Select *Create a short cut to CiscoWorks on the Desktop* to create the shortcut.
- Step 18** Click **Next** to continue installation.
The Integration Utility dialog box appears.
- Step 19** Select one of the following:
- **Integrate Later** to integrate with a third-party NMS after installation. This completes the installation more quickly and avoids installation failure due to errors in the third-party integration.
If you select **Later**, skip to [Step 19](#).
 - **Integrate Now** to integrate with a third-party NMS during installation.
If you select **Integrate Now**, continue with steps **a** through **d**.
 - 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**, skip to [Step 19](#).

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

**Note**

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

- c. Select one of the following:
 - **No** to disable future upgrades from the Cisco Web page.
 - **Yes** 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.

Step 20 Click **Next** to continue.

The Summary dialog box appears, displaying the summary of settings for the installation.

To view passwords and security sensitive data, Click **Show Details**. The installation program displays only the new and changed passwords. You can select and copy the data from the Summary dialog box.

Step 21 Click **Next** to continue.

The installation of CiscoWorks Common Services proceeds. After the installation is completed, End of Installation dialog box appears.

Step 22 Select **Yes**, then click **Finish**.

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

**Caution**

You *must* restart your system after installation is complete. The installation of other CiscoWorks products may fail if you do not restart.

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

Upgrading from earlier versions—Remote Upgrade

If you do not want to overwrite your current version of CiscoWorks Common Services, you can perform a remote upgrade. During a remote upgrade, you install CiscoWorks Common Services on a new system and export all required 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 2-7.
 - Step 2** Remove the CiscoWorks Common Services CD-ROM from the new system.
-

Before starting an upgrade to CiscoWorks Common Services, relevant data from all jobs must be exported to the new system.

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** 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 `Default_Installation_Drive:\Program Files\CSCOPx`.
The script prompts you for the location where you want to store the data to be exported.
 - Step 3** To accept the default location for storing the exported data, press **Enter**.
The default location is `%NMSROOT%\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 `C:\backup` as the back up location, the remote upgrade tool creates the directories `C:\backup\cmf` and `C:\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 `%NMSROOT%\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`, then run `perl import_cdone.pl`.

Step 6 Run the data import script:

```
%NMSROOT%\bin\perl import_cdone.pl
```

The remote upgrade tool imports the data exported 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 2-16](#).

- If you leave any field blank, CiscoWorks will use the values from the previous installation.
If you have not entered a password for CiscoWorks admin or guest user during the previous installation, you must enter a new password for the installation to proceed.
- If you select custom mode during reinstallation, all dialogs show the default values or the settings from the previous installation. You can accept these values or modify them.

During reinstallation, the installation attempts to use existing passwords. If the installation fails to generate random passwords, you may provide the passwords manually.

The installation do not use the randomly generated password if the password does not comply with the policies set by the local administrator.

During reinstallation, you can preserve the self-signed certificate. Select **Keep existing certificate** option to configure the webserver to use existing certificate.



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

Verifying the Installation

You can verify product installation by entering the command **net start** from DOS prompt. The following services should be displayed:

- CiscoWorks Tomcat Servlet Engine
- CiscoWorks Daemon Manager
- CiscoWorks Sybase Server
- CiscoWorks VisiBroker Smart Agent
- CiscoWorks Web Server
- CWCS rsh/rcp service
- CWCS syslog service
- CWCS tftp service
- JRUN Proxy Server for CWCS.

Uninstalling CiscoWorks Common Services

Use the Uninstall option to remove CiscoWorks Common Services files and settings. You must be logged in as administrator to remove CiscoWorks Common Services.

You cannot uninstall CiscoWorks Common Services when you have CiscoView and Integration Utility installed. Before uninstalling CiscoWorks Common Services, uninstall CiscoView and 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 option of the CiscoWorks Common Services installation program to remove the product. If you try to remove CiscoWorks Common Services or its components manually, you may damage your system.

Step 1 From the Windows desktop, select **Start > Programs > CiscoWorks > Uninstall CiscoWorks**.

The Uninstallation dialog box appears, displaying installed components.

Step 2 Select the components you want to remove, then click **Next**.

or

Click **Uninstall All** to uninstall all the components.

A dialog box appears with the list of selected components.

Step 3 Click **Next** to continue uninstallation.

or

Click **Back** to return to the component selection box. If you have selected **Uninstall All**, you cannot return to the component selection box using back button.

Messages about uninstall preparation appear and the uninstallation finishes.

**Caution**

You must restart the system after uninstallation to make sure all the registry entries are deleted.



Preparing to Use CiscoWorks Common Services

Now that you have installed CiscoWorks Common Services, you must configure the client system to use CiscoWorks Common Services.

This chapter consists of:

- [Configuring Client Systems](#)
- [Accessing the Server](#)
- [Using CiscoView](#)

The server system can be used as both the client and server, in which case you must configure the web browser on the server.

Configuring Client Systems

Configure your client system to be used with CiscoWorks Common Services software.

Set Display Fonts


For Microsoft Windows systems, set the display to use small fonts:

-
- Step 1** Select **Start > Settings > Control Panel**.
- The Control Panel window appears.
- Step 2** Double-click the **Display** icon.
- The Display Properties dialog box appears.
- Step 3** Click the **Settings** tab.
- If **Small Fonts** is selected in the Font Size list, your display font is set correctly.
 - If **Small Fonts** is not selected, select it from the Font Size drop-down list, then click **OK**.
- The System Settings Change dialog box appears.
- Step 4** If you changed the font size, click **Yes** to restart your system.
-

Configure Web Browser

To configure your web browser:

-
- Step 1** Enable Java and JavaScript:
- Netscape Navigator—Select **Edit > Preferences > Advanced**. Select the **Enable Java** and **Enable JavaScript** check boxes, and click **OK**.
 - Microsoft Internet Explorer—Select **Tools > Internet Options > Advanced**. Under the Microsoft VM heading, select **Java console enabled**, **JIT compiler for virtual machine enabled**, and **Java logging enabled** and click **OK**.

- Step 2** Set your browser cache to at least 6 MB:
- Netscape Navigator—Select **Edit > Preferences > Advanced > Cache**. Set both the memory cache and the disk cache to at least 6144 KB and click **OK**.
 - Internet Explorer—Select **Tools > Internet Options > General**, then click **Settings**. Set the cache to at least 6 MB using the Amount of disk space to use slide bar. Click **OK** to close the Settings dialog box and return to the Internet Options dialog box, then click **OK** again.
- Step 3** Configure your browser to accept all cookies:
- Netscape Navigator—Select **Edit > Preferences > Advanced**. Select the **Accept all cookies** radio button, then click **OK**.
 - Internet Explorer—Select **Tools > Internet Options > Privacy**. Scroll the settings bar down to select Accept all Cookies. Click **OK**.
- Step 4** Configure your browser to compare each page with its cached version every time it loads a page:
- Netscape Navigator—Select **Edit > Preferences > Advanced > Cache**. Select the **Every Time** radio button, then click **OK**.
 - Internet Explorer—Select **Tools > Internet Options > General**, then click **Settings** under Temporary Internet files group. Select the **Every visit to the page** radio button, then click **OK** twice.
-  **Note** This option must be set to prevent Internet Explorer from using the cached information for help links. If it is not set, the first help link is displayed properly. However, the second time you click a link, the first page is displayed again.
- Step 5** Change the default timeout to 20 minute. This is only for Internet Explorer — See the instructions on the Microsoft Support Web site.
- Step 6** Enable style sheets:
- Netscape Navigator—Select **Edit > Preferences > Advanced**. Select the **Enable Style Sheets** check box, then click **OK**.
 - Internet Explorer—Select **Tools > Internet Options > General**, then click **Accessibility**. Make sure that the **Format documents using my style sheet** check box is not selected, then click **OK** to close the Accessibility dialog box, then click **OK** again to close the Internet Options dialog box.

Step 7 Change the default font to sans-serif for improved readability:

- Netscape Navigator—Select **Edit > Preferences > Appearance > Fonts**. Select a sans-serif font (for example, Arial) and a font size in the **Variable Width Font** and **Fixed Width Font** selection areas, then click **OK**. The text in the browser window is redrawn using the new fonts.
 - Internet Explorer—Select **Tools > Internet Options > General**, then click **Fonts**. Select a sans-serif font (for example, Arial) from the **Web page font** and **Plain text font** lists, then click **OK**. Click **OK** to close the dialog box. The text in the browser window is redrawn using the new fonts.
-

If you have browser problems after configuring your browser, increase your disk cache settings.

After the web browser is installed on the client system, there are no additional disk space requirements. However, because the browser uses the local disk to store cached information, make sure you have enough disk space for the amount of cached information you want to store. All CiscoWorks Common Services information is stored on the CiscoWorks Server.

Configure the Integration Utility

The Integration Utility allows you to launch CiscoView from an SNMP platform even when CiscoView is running on a different system than the NMS. It also allows you to integrate other applications into NMS menu.

See *Using CiscoView* for information about configuring the Integration Utility.

Accessing the Server

CiscoWorks Common Services uses port 1741 for the HTTP server and port 1742 for HTTPS server (SSL).

To access the server from a client system, enter any one of these URLs in your web browser:

- If SSL is disabled and if you installed CiscoWorks Common Services on the default port, and enter:

```
http://server_name:1741
```

- If SSL is enabled, and if you installed CiscoWorks Common Services on the default port, enter:

```
https://server_name:1742
```

where *server_name* is the hostname of the server on which you installed CiscoWorks Common Services.

In addition, see the “[TCP and UDP Ports Used](#)” section.

In the main CiscoWorks desktop, the Login Manager appears. See *User Guide for CiscoWorks Common Services* for information about logging in.

Using CiscoView

CiscoView is a graphical SNMP-based device management tool that provides real-time views of networked Cisco Systems devices.

See [Using CiscoView 5.5](#) for information about launching and using CiscoView.



Troubleshooting the Installation

This appendix provides troubleshooting information for CiscoWorks Common Services installation. It contains:

- [Checking Processes After Installation](#)
- [Viewing and Changing Process Status](#)
- [Calling the Technical Assistance Center \(TAC\)](#)
- [Understanding Installation Messages](#)
- [Setting Up the Browser](#)

Checking Processes After Installation

You can run a self test or view process failures from the CiscoWorks Server. To run a self test, select **Server Configuration > Diagnostics > Self Test** from the navigation tree.

To view process failures, select **Server Configuration > Diagnostics > Process Failures** from the navigation tree.

Viewing and Changing Process Status

Any CiscoWorks user can view the status of any process by selecting **Server Configuration > Administration > Process Management > Process Status** from the CiscoWorks navigation tree.

**Note**

From the browser, only users with administrative privileges can start and stop processes.

From the server, only users with administrative privileges can start and stop processes.

To stop processes from the browser:

Step 1 Select **Server Configuration > Administration > Process Management > Stop Process**.

The Stop Process dialog box appears.

Step 2 From the dialog box, select System, to stop all processes, or select only the processes that you want to stop.

If you select specific processes, the process dependencies will also be stopped. If you select System, all processes except WebServer and JRunProxy Server will be stopped.

To start processes from the browser:

Step 1 Select **Server Configuration > Administration > Process Management > Start Process**.

The Start Process dialog box appears.

Step 2 From the dialog box, select System, to start all processes, or select only the processes that you want to stop.

If you select specific processes, the process dependencies will not be started automatically.

To stop all processes from the server:

Select **Run** from the Start menu and enter, `net stop crmdmgt`

To start all processes from the server:

Select **Run** from the Start menu and enter, `net start crmdmgt`

Calling the Technical Assistance Center (TAC)

If you had problems while installing CiscoWorks Common Services, before calling TAC:

- Make sure the system hardware and software requirements are met.
- Make sure the disk space is not full.
- Make sure the CD ROM drive is not defective: mount the CD ROM remotely on a different machine and retry installing CiscoWorks Common Services.

If the above conditions are met, and you still have problems, contact the Technical Assistance Center (TAC) or refer to the following URL:

<http://www.cisco.com/warp/customer/477/32.shtml>.

TAC representatives may ask you to send them the installation log file, *system drive*:\Ciscoworks_setup001.log file (or the log file with the highest number, for example, Ciscoworks_setup003.log).



Tip

Create a report and email the generated report to TAC.

From the CiscoWorks Server navigation tree, select **Server Configuration > Diagnostics > Collect Server Information**.

Understanding Installation Messages

Table A-1 shows messages that might occur during installation and describes the reasons for the errors.

Table A-1 Installation Messages

Message	Reason for Message	User Action
CiscoWorks Common Services installation cannot proceed because you are not logged in as an administrator.	You are not logged in to Windows with administrator privileges.	Log in to Windows with local administrator privileges and try installing again.
Decompression failed on <i>file</i> . The error was for <i>error code per CompressGet</i> .	When you downloaded CiscoWorks Common Services, a transmission error occurred or the installation medium is damaged.	Retry the download. If you still have errors, contact your technical support representative.
General file transmission error. Please check your target location and try again. Error number: <i>error code</i> .	When you downloaded CiscoWorks Common Services, a transmission error might have occurred.	Retry the download. If you still have errors, contact your technical support representative.
Severe: Cannot run the dependency handler.	When you downloaded CiscoWorks Common Services, a transmission error might have occurred. The directory structure of installation is not maintained. This can happen if you download the zip file, then extract the contents to install from it.	Retry the download.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
Unable to write <i>infoFile</i> or Unable to create <i>infoFile</i> .	A file-write operation failed.	Run the file system checking utility, then repeat the installation. Verify that you have write permission to the destination directory and windows TEMP directory, then repeat the installation. The environment variable %TEMP% provides the location on TEMP directory.
Cannot stop service <i>servicename</i> .	The installation (or reinstallation) tried to stop the service <i>servicename</i> unsuccessfully.	Select Control Panel > Services and stop service <i>servicename</i> manually, then proceed with (un)installing.
UseDLL failed for <i>dll</i> .	<i>dll</i> is supposed to be available at any time for any process, but Windows failed to load it.	Check permissions on the system32 directory under %WINDIR%. If the <i>dll</i> is secure.dll or r_inst.dll, check product installation media for errors. or Reinstall Windows.
<i>function</i> failed: DLL function not found.	<i>dll</i> is supposed to be available at any time for any process, but Windows failed to load it.	Check permissions on system32 directory under %WINDIR%. If <i>dll</i> is secure.dll or r_inst.dll, check product installation media for errors. or Reinstall Windows.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
OpenFile failed: <i>pathname</i> .	A file open operation failed.	Run the file system checking utility, then repeat the installation. Verify whether you have the read permission on <i>pathname</i> , then repeat the installation.
ProtectFile failed: <i>file</i> : error. WWW admin security may be incomplete.	Setting file permissions failed because you may not be allowed to change them.	Log in as administrator. If you are installing on a FAT file system, CiscoWorks Common Services cannot provide file security.
Launch of isql script failed.	The existing database file is broken, or the previous version of CiscoWorks Common Services is destroyed. (The problem may occur during reinstallation.)	Contact your technical support representative.
The product should not be installed in a root directory.	You tried to install the product in a directory of a drive (for example, c:\ or d:\) that is not supported.	Choose a directory other than the root directory to install the product.
The product should not be installed in a remote directory.	You tried to install the product in a directory of a drive that is remotely mounted or using the UNC pathname.	Choose a directory on a local hard-drive.
The selected directory is not empty. Mixing new and existing files can cause severe problems during installation.	You tried to install in a directory that contains some files.	Remove all files from directory or choose another directory to install the product.
The installer requires temporary workspace. You have less than 8 MB of free space on <i>drive</i> . Please free up some space and try again.	There is not enough drive space for temporary installation files.	Make more drive space available (%TEMP%), then rerun installation.

Table A-1 *Installation Messages (continued)*

Message	Reason for Message	User Action
<p>You are attempting to install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on a Server which is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC).</p> <p>CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 is only supported on Windows 2000 Professional and Windows 2000 Server with Service Pack 3 or higher. Install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on another server not configured as PDC / BDC.</p> <p>The installation application will exit when you close this message box.</p>	<p>You are installing the application on a Server which is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC)</p>	<p>Install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on another server not configured as PDC / BDC.</p>

Table A-1 *Installation Messages (continued)*

Message	Reason for Message	User Action
<p>You are attempting to install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on an unsupported operating system. CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 is supported only on Windows2000 Professional or Window2000 Server with Service Pack 3 or higher.</p> <p>The installation application will exit when you close this message box.</p> <p>Either upgrade the Operating System on the Server to a supported version or install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on another server running a supported Operating System.</p>	<p>You are installing the application on an operating system that does not match System Requirements for the product.</p>	<p>Upgrade the Operating System on the Server to a supported version or install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on another server running a supported Operating System.</p>

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
<p>You are attempting to install CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 on <i>operating system and service pack</i>. CiscoWorks Common Services 2.2 with CiscoView 5.5 and Integration Utility 1.5 is supported only on Windows2000 Professional or Window2000 Server with Service Pack 3 or higher. No other Service Packs have been certified as compatible. When requesting support, it will be necessary to have the CiscoWorks product installed on Windows 2000 with Service Pack 3 or higher. Do you want to proceed ?</p>	<p>You are installing the application on an operating system that does not match System Requirements for the product</p>	<p>If you are installing on Service Pack 2, you can proceed with the installation and upgrade to Service Pack 3 after completing installation and before running the product. However, the installation will exit if you are running Service Pack 1 or if no Service Pack is detected.</p>
<p>We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.</p> <p>Do you want to proceed ?</p> <p>Click Yes to proceed with this installation.</p> <p>Click No to exit installation.</p>	<p>You are installing the product from a copy of the CD or from the CD drive of another system in the network through Network Neighborhood.</p>	<p>Map the drive locally using the net use command or Tools > Map Network Drive in Explorer. Run the installation from the local mapping.</p>

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
<p>The installation image is being accessed as \\servername\sharename. Installation can run only from a local or mapped drive.</p> <p>We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.</p> <p>Click OK to exit installation.</p>	<p>You are installing the product from another system in the network through Network Neighborhood.</p>	<p>Copy the installable to a local drive or use local CD drive.</p> <p>or</p> <p>Map the drive locally using the net use command or Tools > Map Network Drive in Explorer.</p> <p>Run the installation from the local mapping.</p>
<p>The default (or selected) drive <i>drive</i> has a(n) <i>file-system-type</i> file system. This file system does not support file security. The cluster size is <i>cluster size</i> bytes, therefore disk space requirements can be high.</p> <ul style="list-style-type: none"> • Choose another directory to install CiscoWorks Common Services • Use default or selected directory to install CiscoWorks Common Services 	<p>You are trying to install onto a drive with a non-NTFS (FAT or FAT32) file system. The file system may not support security. The cluster size may be bigger than 4096 bytes.</p>	<p>Click to choose the directory you want to install CiscoWorks.</p>
<p>Setup has detected that unInstallShield is in use. Close unInstallShield and restart setup. Error 432.</p>	<p>You do not have permission to write to the %WINDIR% directory.</p>	<p>Verify that you have appropriate permissions to write to %WINDIR%. Installation or unInstallation has to be done by a member of local Administrators group.</p>

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
The product can be installed only in a folder that does not have spaces or can be converted into 8.3 form. Choose another destination folder.	The destination directory contains spaces in the directory name and the directory name cannot be converted to a MS-DOS format.	Install the product in a directory whose fully qualified pathname does not contain any spaces or has MS-DOS name aliases. Check the presence of MS-DOS aliases, using <code>dir /x</code> command in a command-line window.
Cannot determine the local Administrators group.	The installation program cannot find one of the built-in Windows user groups. This prohibits CiscoWorks Common Services security setup.	Check the Operating System. Reinstall Windows if necessary, then rerun CiscoWorks Common Services installation.
Cannot determine the local Everyone group.	The installation program cannot find one of the built-in Windows user groups. This prohibits the setup of CiscoWorks Common Services security.	Check operating system. Reinstall Windows if necessary, then rerun CiscoWorks Common Services installation.
Installation cannot create the default directory, <i>directory name</i> . You may not have permissions on the default directory or you have specified a read-only device.	You may not have permissions on the directory.	Choose another destination directory.
Failed to set file permissions.	The installation program is unable to set file permissions. Most likely causes are: <ul style="list-style-type: none"> The account you used to log in to the system has insufficient permissions. The drive on which you are installing product has a FAT file system. 	Fix problem, then rerun installation program.

Table A-1 *Installation Messages (continued)*

Message	Reason for Message	User Action
<i>task_name</i> is already running! Wait for it to finish and press the OK button.	One installation subtask is still running.	Wait for installation subtask to finish running, then click OK to proceed.
Unable to create/open log file.	The installation program was unable to create or open installation log file <code>ciscoworks_setupxxx.log.xxx</code> is a sequential number starting from 001 (in root directory on system drive).	Determine why the file could not be created or opened, fix problem, then rerun installation. Common causes are lack of disk space or write protection on file.
Error creating / modifying casuser - <i>name</i> . Click Yes if you want to try again, click No if you want the Install to abort.	This error may happen if the passwords that you entered do not match the policies set by System Administrators or when user running the installation does not have permission to create new user on the system.	If you are not authorized to create users on the system, please contact your System Administrator. If you are authorized to create users on the system and are still seeing this error, Click Yes which will take you to a screen where you will be given another opportunity to reenter the passwords. Please take corrective action to the problem as suggested by the error message.
Cannot find script to upgrade database.	Problem with database upgrade.	Contact your technical support representative.
Database upgrade failed.	Problem with database upgrade.	Contact your technical support representative.
Database upgrade result unknown.	Problem with database upgrade.	Contact your technical support representative.

Table A-1 *Installation Messages (continued)*

Message	Reason for Message	User Action
The installer has discovered HP OpenView services running. The installation might take significantly longer to complete with these services running.	HP OpenView services are running.	Stop all HP OpenView services before installing CiscoWorks. (You do not have to restart the system after stopping HP OpenView.)
ODBC Driver Manager 3.510 or later is required by CiscoWorks Common Services. Please install ODBC 3.510 first.	CiscoWorks Common Services software requires ODBC Driver Manager version 3.510 or later.	<p>Install Microsoft Data Access Component (MDAC) 2.1 or higher.</p> <p>Make sure that all ODBC Core Components have the same version number.</p> <p>Refer to Microsoft web site for installation instructions.</p> <p>ODBC is not available from Microsoft as a stand-alone installation but is packaged along with MDAC.</p>
<p>DNS check of <i>system name</i> failed for one of the following reasons:</p> <ul style="list-style-type: none"> - Your DNS is not working. - Your DNS is slow. - The host name of this server is not in DNS <p>You may proceed with installation. However, you must correct DNS before running the product.</p>	Your DNS is not working as expected.	Correct the DNS problem, then continue the installation.

Table A-1 *Installation Messages (continued)*

Message	Reason for Message	User Action
<p>These files are currently being used by another running process. You must stop all processes listed below to proceed successfully with this installation.</p> <p>Click Next to proceed with the installation.</p> <p>Click Cancel to exit.</p>	<p>Some of the executables and DLLs installed by CiscoWorks are locked.</p>	<p>Stop all applications. Stop IPM if it is running. Close Browsers and make sure CiscoWorks CLIs are not used at the moment. After stopping all the applications, proceed with the installation.</p>
<p>Do you want to verify that CiscoWorks files are no longer being used by running processes? Click Yes to verify that files are no longer in use and that the installation may proceed.</p> <p>Click No to proceed without verification.</p>	<p>Some of the executables and DLLs installed by CiscoWorks are in use.</p>	<p>Verify that files are no longer in use.</p> <p>If some files are in use, follow these steps to make sure all processes are stopped:</p> <ol style="list-style-type: none"> 1. Cancel installation. 2. Stop the CiscoWorks and change the startup type from Automatic to Manual. 3. Restart the system. 4. Try to run command net start from MSDOS window. The output should not show any CiscoWorks or CiscoWorks Common Services daemon manager running. 5. Run the installation again.

Table A-1 Installation Messages (continued)

Message	Reason for Message	User Action
The instruction at <i>location</i> referenced memory at <i>location</i> . The memory cannot be read. Click OK to terminate the program. Click CANCEL to debug the program.	This message appears when you install CiscoWorks Common Services on a Pentium IV machine.	Click OK , and ignore the message. The installation will continue normally.
The following services need to be stopped: crmlog crmtftp crmrsh Click Yes to stop them now, No to cancel installation. These services will be restarted automatically after reboot.	Some of the services are running.	Click Yes and continue with the installation.
java.exe has generated errors and will be closed by Windows. You will need to restart the program. An error log is being created.	This message appears when you install CiscoWorks Common Services on a Pentium IV machine.	Click OK , and ignore the message. The installation will continue normally.
CreateService - <i>service name</i> - The specified service is marked for deletion.	The registry entries related to the service is not deleted during the uninstallation.	Restart the machine and reinstall CiscoWorks Common Services. If the problem still exists, Uninstall CiscoWorks Common Services, restart the machine, then start a fresh installation.

Setting Up the Browser

If you have problems using the desktop, make sure the browser is configured correctly:

- The desktop buttons are active only if Java, JavaScript and Java Plugin are enabled. Make sure you enable Java and JavaScript as described in the [“Preparing to Use CiscoWorks Common Services”](#) chapter, [“Configuring Client Systems”](#) section on page 3-1.



Note

If you are using Netscape Navigator, install it first and then install Java Plug-in.

- Uncheck **Edit > Preferences > Advanced > Enable Java Plugin** for Netscape Navigator 4.78 and 4.79.
- Make sure your cache is *not* set to zero. If you have browser problems, increase your cache settings as explained in the [“Preparing to Use CiscoWorks Common Services”](#) chapter, [“Configuring Client Systems”](#) section on page 3-1.
- Do not resize the browser window while the desktop or main page is still loading. This can cause a Java error.



Password Information

This appendix provides information on the usage of passwords in CiscoWorks Common Services installation. It contains:

- [CiscoWorks Common Services Admin Password](#)
- [CiscoWorks Common Services Guest Password](#)
- [CiscoWorks Common Services Database Password](#)
- [Licensing Database Password](#)

CiscoWorks Common Services Admin Password

While entering the CiscoWorks Admin passwords:

- Use a minimum of 5 characters.
- Do not start the password with a number.
- Do not insert spaces between characters.

If you are installing the CiscoWorks Common Services for the first time, you must enter a valid password.

CiscoWorks Common Services Guest Password

While entering CiscoWorks Guest passwords:

- Use a minimum of 5 characters.
- Do not start the password with a number.
- Do not insert spaces between characters.

If you are installing the CiscoWorks Common Services for the first time, you must enter a valid password.

During upgrade and reinstall:

If you have	Then
Entered both CiscoWorks admin and guest user passwords during the previous installation.	Leave the fields blank to retain the existing passwords.
Not entered CiscoWorks admin and guest user passwords during the previous installation.	Enter new passwords for the installation to proceed.
Entered the admin user password and left the guest user password field blank during the previous installation.	Installation retains the existing password for the admin user and generates a random password for guest user.
Entered the guest user password and left the admin user password field blank during the previous installation.	Enter a new password for admin user. Leave the guest password field blank to retain the existing password.

CiscoWorks Common Services Database Password

While entering CiscoWorks Common Services Database passwords:

- The maximum number of characters the password can contain is 15.
- Do not start the password with a number.
- Do not insert spaces between characters.

If you are installing the CiscoWorks Common Services for the first time, leave the fields blank for the installation program to generate random passwords. During upgrade and reinstall, leave the fields blank to use the passwords from the earlier installation.

Licensing Database Password

While entering Licensing Database passwords:

- The maximum number of characters the password can contain is 15.
- Do not start the password with a number.
- Do not insert spaces between characters.

If you are installing the CiscoWorks Common Services for the first time, you must enter a valid password. During upgrade and reinstall, leave the fields blank to use the passwords from the earlier installation.



User Inputs for the Installation

This appendix provides information on the user inputs for CiscoWorks Common Services installation. It contains:

- [User Inputs for Express Installation](#)
- [User Inputs for Typical Installation](#)
- [User Inputs for Custom Installation](#)

User Inputs for Express Installation

CiscoWorks Common Services and all dependent components are installed in `%System drive%\Program Files\CSCOPx\`

In Express Mode, you must provide the following information during installation:

Table C-1 *User Inputs for Express Installation*

Settings	Value
Password for <i>admin</i> user	No default values. Enter the admin password. For more information on passwords refer " Password Information "

User Inputs for Typical Installation

Enter the following information during installation in Typical mode:

Table C-2 User Inputs for Typical Installation

Settings	Value
Destination folder	The default location is <i>%System drive%:\Program Files\CSCOPx\</i> Select another location if you want to install in a specific location.
Components to install	Select the components you want to install.
Password for <i>admin</i> user	No default values. Enter the admin password. For more information on passwords, see “Password Information”

User Inputs for Custom Installation

Enter the following information during installation in Custom mode:

Table C-3 User Inputs for Custom Installation

Setting	Value
Destination folder	The default location is <i>%System drive%:\Program Files\CSCOPx\</i> Select another location if you want to install in a specific location.
Components to install	Select the components you want to install.

Table C-3 *User Inputs for Custom Installation (continued)*

Setting	Value
Password for users <i>admin</i> and <i>guest</i>	No default values. Enter the admin and guest password. For more information on passwords, see “Password Information”
Password for user <i>casuser</i>	The password is generated randomly if you leave the field blank.
<p>Select one of the User Management modes:</p> <ul style="list-style-type: none"> • Manage locally by CiscoWorks Common Services. <p>or</p> <ul style="list-style-type: none"> • Manage by Access Control Server (ACS). <p>If ACS mode is selected, enter the following server data:</p> <ul style="list-style-type: none"> • ACS Name • ACS Port • Admin User Name and Password • Shared device key 	<p>By default, the User Management mode is set to local, and ACS server data is empty.</p> <p>If ACS mode is selected and if you leave the fields blank, the server name is set to <i>tacacs.company.com</i> and port is set to 49.</p>
Password for the CiscoWorks Common Services database	By default, a random password is generated. For more information on passwords, see “Password Information”
Password and port for the Licensing database	The default port is 10033. Leave the password field empty to generate a random password. For more information on passwords, see “Password Information”

Table C-3 *User Inputs for Custom Installation (continued)*

Setting	Value
Web server settings: <ul style="list-style-type: none"> • HTTPS port • Administrator's e-mail address • SMTP server name 	The default values are: Port number 443 <i>admin@domain.com</i> <i>localhost name</i>
Data for the Self-signed Certificate: <ul style="list-style-type: none"> • Country Code • State • City • Company • Organization • Hostname 	By default, the self-signed certificate is generated using the organization that Windows is registered to, and the host name.



A

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

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

Admin password rules [B-1](#)

audience for this document [vii](#)

B

browser

- configuring after installation [2-2](#)
- requirements (see prerequisites for installing CiscoWorks Common Services) [1-5](#)
- troubleshooting setup [A-16](#)

C

cautions

- regarding
 - CiscoWorks Common Services, uninstalling [2-31](#)
 - restarting your system after an upgrade [2-27](#)
 - restarting your system after new installations [2-22](#)

- significance of [viii](#)
- checking processes after installation [A-1](#)
- Cisco.com, accessing [xi](#)
- CiscoView
 - launching and using [2-5](#)
 - relationship to CiscoWorks Common Services [1-1](#)
 - selecting for installation
 - custom installation [2-13](#)
 - typical installation [2-10](#)
 - using [2-5](#)
- client
 - requirements (see prerequisites for installing CiscoWorks Common Services) [1-4](#)
 - systems, configuring after installation [2-1](#)
 - browser [2-2](#)
 - display fonts (Windows only) [2-2](#)
 - Integration Utility [2-4](#)
- Common Services Database password rules [B-3](#)
- custom installations
 - new [2-12](#)
 - upgrades [2-23](#)
 - user inputs for [C-2](#)

D

- devices, supported [1-5](#)
- display fonts, configuring after installation (Windows only) [2-2](#)
- 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) [1-3](#)

E

- exporting data prior to upgrades [2-28](#)
- express installations
 - new [2-8](#)
 - upgrades [2-20](#)
 - user inputs for [C-1](#)

F

- fonts, configuring after installation (Windows only) [2-2](#)

G

- Guest password rules [B-2](#)

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) [2-1](#)
 - caution regarding restarting your system
 - after installation [2-22](#)
 - after upgrades [2-27](#)

exporting data [2-28](#)

installation, verifying [2-30](#)

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

installation notes [2-2](#)

new installations [2-7](#)

- custom installations [2-12](#)
- express installations [2-8](#)
- typical installation [2-10](#)

overview [2-1](#)

preparation for [2-3](#)

- Microsoft software, required [2-4](#)
- TCP and UDP ports used, considerations [2-5](#)

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

reinstalling [2-29](#)

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

uninstalling [2-30](#)

- caution regarding [2-31](#)
- running Uninstall [2-31](#)

upgrading (see upgrading CiscoWorks Common Services) [2-16](#)

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

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

Integration Utility

- configuring [2-4](#)
- relationship to CiscoWorks Common Services [1-1](#)
- selecting for installation

custom installation [2-13](#)

typical installation [2-10](#)

L

Licensing Database password rules [B-3](#)

M

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

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

Microsoft software required for installation [2-4](#)

N

network administrators

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

network management system environments supported [1-5](#)

P

password Information [B-1](#)

- Admin password rules [B-1](#)
- Common Services Database password rules [B-3](#)
- Guest password rules [B-2](#)

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

R

- RAM requirements (see prerequisites for installing CiscoWorks Common Services) [1-5](#)
- reinstalling CiscoWorks Common Services (see installing) [2-29](#)
- removing CiscoWorks Common Services (see installing) [2-30](#)

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 [1-5](#)
 - network management system environments [1-5](#)

T

- TAC (Technical Assistance Center) [xiii](#)
 - Escalation Center [xv](#)
 - things to do before calling [A-3](#)
 - website [xiv](#)
- TCP and UDP ports used [2-5](#)
 - combination [2-6](#)

- incoming [2-5](#)
 - outgoing [2-6](#)
 - technical support [xiii](#)
 - (see also troubleshooting) [A-1](#)
 - Cisco.com [xiii](#)
 - TAC [xiii](#)
 - Escalation Center [xv](#)
 - website [xiv](#)
 - troubleshooting [A-1](#)
 - browser setup [A-16](#)
 - checking processes after installation [A-1](#)
 - installation messages, interpreting [A-4](#)
 - typical installations
 - new [2-10](#)
 - upgrades [2-21](#)
 - user inputs for [C-2](#)
 - typographical conventions in this document [vii](#)
-

U

- UDP and TCP ports used [2-5](#)
 - combination [2-6](#)
 - incoming [2-5](#)
 - outgoing [2-6](#)
- uninstalling (see installing CiscoWorks Common Services) [2-30](#)
- upgrading CiscoWorks Common Services [2-16](#)
 - custom installation [2-23](#)
 - exporting your data [2-28](#)
 - express installation [2-20](#)

- from earlier versions [2-17](#)
 - backing up your data [2-18](#)
 - install program, running [2-19](#)
 - local upgrades [2-17](#)
 - typical installation [2-21](#)
 - without overwriting your current version [2-28](#)
-

V

- verifying installation [2-30](#)
- viewing process status [A-1](#)

