



Installing CiscoWorks Common Services

This chapter consists of:

- [Installation Overview](#)
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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**.
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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:

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- 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.
