



# Prerequisites

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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 Requirements<sup>1</sup>**

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

**Table 1-2 Server System Requirements<sup>1</sup> (continued)**

Requirement Type	Minimum Requirements
Available drive space <sup>2</sup>	<ul style="list-style-type: none"> <li>• 2 GB.</li> <li>• 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.</li> <li>• NTFS file system required for secure operation.</li> <li>• At least 16 MB in Windows temporary directory (%TEMP%).</li> </ul>
System software <sup>3</sup>	<ul style="list-style-type: none"> <li>• ODBC Driver Manager 3.5.10.</li> <li>• Windows Professional or Server with Service Pack 3.</li> <li>• Windows Advanced Server without enabling terminal services.</li> </ul> <p><b>Note</b> 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"> <li>• 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 <b>View &gt; Java Console</b> from Internet Explorer.</li> <li>• Netscape Navigator 4.78 and 4.79.</li> </ul>

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"> <li>• Client system:               <ul style="list-style-type: none"> <li>– 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.</li> </ul> </li> <li>• Color monitor with video card set to 256 colors.</li> </ul>

**Table 1-3 Client System Requirements (continued)**

Requirement Type	Minimum Requirements
Memory (RAM)	256 MB.
Browser	<p data-bbox="340 337 595 362">One of these browsers:</p> <p data-bbox="340 381 774 406">On Windows and Windows XP clients:</p> <ul data-bbox="353 427 1231 560" style="list-style-type: none"> <li data-bbox="353 427 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> <li data-bbox="353 500 1231 560">• Java Virtual Machine (JVM) 5.0.0.3802 and later, and Java Plug-in version 1.3.1.</li> </ul> <p data-bbox="387 581 602 605">To verify the JVM:</p> <p data-bbox="387 613 982 638">From Internet Explorer, select <b>View &gt; Java Console</b>.</p> <p data-bbox="387 646 1123 670">From Netscape Navigator, select <b>Tools &gt; Server &gt; Java Console</b>.</p> <ul data-bbox="353 691 774 716" style="list-style-type: none"> <li data-bbox="353 691 774 716">• Netscape Navigator 4.78 and 4.79.</li> </ul> <p data-bbox="340 737 545 761">On Solaris clients:</p> <ul data-bbox="353 782 928 807" style="list-style-type: none"> <li data-bbox="353 782 928 807">• Netscape Navigator 4.76 for Solaris 2.7 and 2.8.</li> </ul> <p data-bbox="373 828 413 868"></p> <p data-bbox="340 873 1224 898"><b>Caution</b> 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.