



Prerequisites

This chapter describes the factors that you must consider before installing CiscoWorks Common Services 3.0.3 (Common Services) on a Windows system.

This chapter contains:

- [Product Overview, page 1-1](#)
- [Common Services Upgrade, page 1-2](#)
- [Server Requirements, page 1-3](#)
- [Client Requirements, page 1-7](#)
- [Terminal Server Support for Windows 2000 and Windows 2003 Server, page 1-5](#)
- [Supported Devices, page 1-10](#)
- [Supported Network Management Systems, page 1-10](#)

Product Overview

CiscoWorks Common Services (Common Services) represents a common set of management services that are shared by CiscoWorks applications. CiscoWorks is a family of products based on Internet standards for managing networks and devices. All CiscoWorks products use and depend on Common Services.

Common Services provides a foundation for CiscoWorks applications to share a common model for data storage, login, user role definitions, access privileges, security protocols, as well as navigation. It creates a standard user experience for all management functions.

It also provides the common framework for all basic system level operations such as installation, data management including backup-restore and import-export, event and message handling, job and process management.

The CD- ROM that contains Common Services 3.0.3 also includes the following components:

- CiscoView 6.1.2—A graphical device management tool.
- Integration Utility 1.6—An integration module that supports third-party network management systems (NMS).

Common Services Upgrade

Table 1-1 describes the different local upgrade paths and results. See Chapter 2, “Installing CiscoWorks Common Services,” for installation instructions.

Table 1-1 Upgrade Paths

| Existing Software | Results |
|---|--|
| New System | Common Services 3.0.3 is installed in the specified directory. |
| CiscoWorks Common Services 3.0.3 | Reinstallation of Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved. |
| CiscoWorks Common Services 3.0 Service Pack 2 | Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved. |
| CiscoWorks Common Services 3.0 Service Pack 1 | Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved. |
| CiscoWorks Common Services 3.0 | Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved. |
| CiscoWorks Common Services 2.2 | Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved. |
| CD One, 5th Edition | Common Services 3.0.3 overwrites the previously installed CD One, 5th Edition components. All data is preserved. |
| Core 1.0 | Common Services 3.0.3 overwrites the previously installed Core 1.0 components. All data is preserved. |

Server Requirements

Table 1-2 shows the minimum system requirements for installing Common Services.

Table 1-2 *Server System Requirements¹*

| Requirement Type | Minimum Requirements |
|------------------------------------|--|
| System hardware | <ul style="list-style-type: none"> • IBM PC-compatible system with 1 GHz or faster Pentium processor. • Color monitor. • CD-ROM drive. |
| Memory (RAM) | 512 MB (to install all CiscoWorks Common Services components). |
| 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 512 MB of RAM, you need 1024 MB of page file. • NTFS file system required for secure operation. • At least 16 MB in Windows temporary directory (%TEMP%). |

Table 1-2 Server System Requirements¹ (continued)

| Requirement Type | Minimum Requirements |
|--|---|
| System software ³ | <ul style="list-style-type: none"> • ODBC Driver Manager 3.510 or later (in 3.5x). • Any of the following: <ul style="list-style-type: none"> – Windows 2000 Professional with SP3 or SP4. – Windows 2000 Server with SP3 or SP4. – Windows 2000 Advanced Server with SP3 and SP4. – Windows 2003 Server Standard Edition. – Windows 2003 Server Standard Edition with SP1. – Windows 2003 Server Enterprise Edition. – Windows 2003 Server Enterprise Edition with SP1. <p>Common Services 3.0.3 supports only US-English and Japanese versions of Windows Operating Systems. It does not support any other language version. Installation might proceed normally in other locales but there might be problems in the functionality of CiscoWorks.</p> |
| Additional software (Optional) Browsers | <ul style="list-style-type: none"> • Microsoft Internet Explorer 6.0.26 and Microsoft Internet Explorer 6.0.28. • Java Virtual Machine (JVM) 5.0.0.3802 and later, and Java Plug-in version 1.4.2_08. <p>To verify JVM:</p> <ul style="list-style-type: none"> – From Internet Explorer, select Tools > Sun Java Console. <p>CiscoWorks Common Services does not require JVM and Java Plug-in. However, some CiscoWorks applications may require these.</p> <ul style="list-style-type: none"> • Netscape Navigator 7.1 and Netscape Navigator 7.2. • Mozilla 1.7.5. |

1. Minimum requirements vary, depending on which components you choose to install: Integration Utility alone requires 512 MB RAM and 50 MB disk space. CiscoView requires 512 MB RAM and 175 MB disk space.
2. We do not recommend installing Common Services 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.

**Caution**

Do not use non-standard Java options through JAVA_OPTIONS environment variable.

Terminal Server Support for Windows 2000 and Windows 2003 Server

You can install Common Services on a system with Terminal Services enabled in Remote Administration mode. However, installation of Common Services on a system with Terminal Services enabled in Application mode is not supported.

If you have a enabled Terminal Server in Application mode, disable the Terminal Server, reboot the system, and start the installation again.

Terminal Services on Windows 2000 and Windows 2003 Server

[Table 1-3](#) summarizes the Terminal Services features in Windows 2000 and Windows 2003 Server.

Table 1-3 *Terminal Services on Windows 2000 and Windows 2003 Server*

| Windows 2000 | Windows 2003 Server | Features |
|---|-------------------------------|---|
| Terminal Server, application mode | Terminal Server | Remote access and virtual system. Each client has its own virtual OS environment. |
| Terminal Server, remote administration mode | Remote Desktop Administration | Remote access only. All clients use the same (and the only) OS. |

You can install Common Services on a system with remote access (Terminal Services enabled in remote administration mode). However, you cannot install Common Services on a system in multi-user environment (Terminal services enabled in application mode).

Enabling and Disabling Terminal Services on Windows 2000

When enabling Terminal Services, you must choose between Application and Remote Administration modes.

- In Application mode, you are in a multi-user environment where each user is provided with the virtual Windows 2000.
- Remote Administration mode allows you to open additional desktop remotely, for system administration.

To check the Terminal Services state, go to **Start > Settings > Control Panel > Administrative Tools > Terminal Services Configuration > Terminal Services Manager**.

In Terminal Services Configuration, click **Server Settings**. The top entry in the right panel shows the Terminal Server Mode as Remote Administration, or Application.

To disable Terminal Services:

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- Step 1** Go to **Settings> Control Panel> Add/Remove Programs**.
 - Step 2** Select **Add/Remove Windows Components**.
 - Step 3** Select **Terminal Services** and click **Details**.
 - Step 4** Uncheck the Enable Terminal Services check box.

When you disable Terminal Services, the TS Manager or TS Configuration in Administrative tools are not displayed. Also, the Windows service named Terminal Services switches to Disabled state.

**Note**

Terminal Services does not respond to start and or stop requests. Terminal Services cannot be stopped, it can only be disabled.

Enabling and Disabling Terminal Services on Windows 2003 Server

To enable/ disable Terminal Server, go to **Manage Your Server > Add or Remove a Role > Terminal Server**.

To enable/ disable Remote Desktop Administration, go to **Control Panel > System > Remote**.



Caution

Do not disable Terminal Services in Windows Services. This service enables remote access for Terminal Services and Remote Desktop Administration.

Client Requirements

The minimum system requirements for the client are shown in [Table 1-4](#). For information about configuring client systems, see [Chapter 3, “Preparing to Use CiscoWorks Common Services.”](#)

Table 1-4 *Client System Requirements*

| Requirement Type | Minimum Requirements |
|------------------------------|--|
| System hardware and software | <p>Client system:</p> <ul style="list-style-type: none"> • IBM PC-compatible system with at least a 300 MHz Pentium processor running any of these: <ul style="list-style-type: none"> – Windows 2000 Professional with Service Pack 3 or Service Pack 4 – Windows 2000 Advanced Server with Service Pack 3 or Service Pack 4 – Windows XP SP1 – Windows XP SP2 – Windows 2003 Server and Enterprise Edition – Windows 2003 Server and Enterprise Edition with Service Pack 1 • UltraSPARC 10 running Solaris 8 or Solaris 9. <p>Color monitor with video card set to 256 colors.</p> |

Table 1-4 Client System Requirements (continued)

| Requirement Type | Minimum Requirements |
|------------------|--|
| Memory (RAM) | 256 MB. |
| Browser | <p>One of these browsers:</p> <p>On Windows and Windows XP clients:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 6.0 (version 6.0.2600) • Internet Explorer 6.0 with Service Pack 1 (version 6.0.2800) for Windows 2000 and Windows XP • Internet Explorer 6.0.3790.0 for Windows 2003 Server and Windows 2003 Server with Service Pack 1. <p>Java Virtual Machine (JVM) 5.0.0.3802 and later, and Java Plug-in version 1.4.2_08.(optional)¹</p> <p>To verify the JVM:</p> <ul style="list-style-type: none"> • From Internet Explorer, select Tools > Sun Java Console. • From Netscape Navigator, select Tools > Web Development t> Java Console. • From Mozilla, select Tools > Web Development > Java Console. <p>CiscoWorks Common Services does not require JVM and Java Plug-in. However, some CiscoWorks applications may require these.</p> <ul style="list-style-type: none"> • Netscape Navigator 7.1 and Netscape Navigator 7.2 • Mozilla 1.7.5 <p>On Solaris clients:</p> <ul style="list-style-type: none"> • Netscape Navigator 7.0 for Solaris 8 and Solaris 9 • Mozilla 1.7.5 for Solaris 8 and Solaris 9 |

1. This is not mandatory for all bundle applications.

Enabling Java Console

To enable Java Console in Microsoft Internet Explorer:

- Step 1** Select **Tools > Internet Options > Advanced**.
 - Step 2** Select **Java Console** in the Microsoft VM section.
 - Step 3** Restart Internet Explorer.
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To enable Java Console in Netscape Navigator:

- Step 1** Select **Edit > Preferences > Advanced**.
 - Step 2** check the Enable Java checkbox.
 - Step 3** Restart Netscape Navigator.
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To enable Java Console in Mozilla:

- Step 1** Select **Edit > Preferences > Advanced**.
 - Step 2** Check the Enable Java checkbox in the Advanced Preferences window
 - Step 3** Restart Mozilla.
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Supported Devices

CiscoView manages and configures different types of Cisco devices. See *User Guide for CiscoView 6.1.2* for information on supported devices. Also, see the individual application documentation for the list of supported devices for each application.

Supported Network Management Systems

Following are the Network Management Systems (NMS) supported for importing device information into the CiscoView application:

- HP OpenView Network Node Manager 6.4
- HP OpenView Network Node Manager 7.0
- HP OpenView Network Node Manager 7.0.1
- NetView 7.1

See *User Guide for CiscoWorks Common Services 3.0.3* and the online help for information about importing devices.

The Integration Utility supported is 1.6. See *User Guide for CiscoWorks Integration Utility 1.6* for information about installing and using Integration Utility.