



## **Installation and Setup Guide for CiscoWorks Common Services (Includes CiscoView 6.1.5) on Solaris**

Software Release 3.0.5  
CiscoWorks

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## Preface

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This guide describes the server and client requirements, installation procedures, and troubleshooting suggestions for the CiscoWorks Common Services 3.0.5 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 Solaris system administrator skills
- Basic network management skills.

## Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	<b>boldface</b> font
Variables for which you supply values	<i>italic</i> font
Displayed session and system information	screen font
Information you enter	<b>boldface screen</b> font
Variables you enter	<i>italic screen</i> font
Menu items and button names	<b>boldface</b> font
Selecting a menu item in paragraphs	<b>Option &gt; Network Preferences</b>
Selecting 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 for Common Services 3.0.5

**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any 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 3.0.5 on Solaris</i>	<ul style="list-style-type: none"> <li>PDF on the LMS 2.6 Documentation CD-ROM.</li> <li>On Cisco.com at: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html</a></li> </ul>
<i>Installation and Setup Guide for CiscoWorks Common Services 3.0.5 (Includes CiscoView 6.1.5) on Solaris (this document)</i>	<ul style="list-style-type: none"> <li>PDF on the LMS 2.6 Documentation CD-ROM.</li> <li>On Cisco.com at: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html</a></li> </ul>
<i>User Guide for CiscoWorks Common Services 3.0.5</i>	<ul style="list-style-type: none"> <li>PDF on the LMS 2.6 Documentation CD-ROM.</li> <li>On Cisco.com at: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html</a></li> </ul>
Context-sensitive online help	<ul style="list-style-type: none"> <li>Click <b>Help</b> from the page you are on for context-sensitive help.</li> </ul>

# Related Documentation for Common Services 3.0.5


**Note**

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

Table 2 describes the additional documentation that is available.

**Table 2**      **Related Documentation**

Document Title	Available Formats
<i>User Guide for CiscoWorks Integration Utility 1.6</i>	<ul style="list-style-type: none"> <li>On Cisco.com at: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html</a></li> </ul>
<i>User Guide for CiscoWorks Common Services 3.0.3</i>	<ul style="list-style-type: none"> <li>PDF on the LMS 2.6 Documentation CD-ROM.</li> <li>On Cisco.com at: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html</a></li> </ul>
<i>Installation and Setup Guide for CiscoWorks Common Services 3.0.3 (includes CiscoView) on Solaris</i>	<ul style="list-style-type: none"> <li>PDF on the LMS 2.6 Documentation CD-ROM.</li> <li>On Cisco.com at: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html</a></li> </ul>
<i>Release Notes for CiscoWorks Common Services 3.0.3 (includes CiscoView 6.1.2) on Solaris</i>	<ul style="list-style-type: none"> <li>PDF on the LMS 2.6 Documentation CD-ROM.</li> <li>On Cisco.com at: <a href="http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html">http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html</a></li> </ul>
Context-sensitive online help	<ul style="list-style-type: none"> <li>Click <b>Help</b> from the page you are on for context-sensitive help.</li> </ul>
<i>User Guide for CiscoView 6.1.2</i>	<ul style="list-style-type: none"> <li>PDF on the LMS 2.6 Documentation CD-ROM.</li> <li>On Cisco.com at: <a href="http://cisco.com/en/US/products/sw/cscowork/ps4565/products_user_guide_list.html">http://cisco.com/en/US/products/sw/cscowork/ps4565/products_user_guide_list.html</a></li> </ul>

# Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

## Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

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

The Product Documentation DVD is created monthly and is released in the middle of the month. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

## Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

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

## Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

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[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

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- For emergencies only—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



### Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

## Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: <http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL: <http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

**Note**

Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

**Tip**

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—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.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

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

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the magazine for Cisco networking professionals. Each quarter, *Packet* delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can subscribe to *Packet* magazine at this URL:

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- *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/ipj>

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<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>





# Prerequisites

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This chapter describes the factors that you must consider before installing CiscoWorks Common Services 3.0.5 on a Solaris system.

This chapter contains:

- [Product Overview, page 1-2](#)
- [Common Services Upgrade Paths, page 1-2](#)
- [Server Requirements, page 1-3](#)
- [Solaris Patches, page 1-4](#)
- [Client Requirements, page 1-5](#)
- [Supported Devices, page 1-7](#)
- [Supported Network Management Systems, page 1-7](#)

# 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 LMS 2.6 Update CD- ROM contains Common Services 3.0.5 as one of its applications.

The LMS 2.5.1 CD One CD- ROM that contains Common Services 3.0.3 includes the following components with it:

- 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 Paths

[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- CiscoWorks Common Services 3.0.5	Common Services 3.0.5 supports upgrade from Common Services 3.0.3 or Common Services 3.0.4 only.  Installation of Common Services 3.0.5 on Common Services 3.0.3 or Common Services 3.0.4 overwrites the previously installed Common Services components. All data is preserved.
CiscoWorks Common Services 3.0.4	Installation of Common Services 3.0.4 supports upgrade from Common Services 3.0.3 only. It overwrites the previously installed Common Services components. All data is preserved.
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 SP2	Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved.
CiscoWorks Common Services 3.0 SP1	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.

# Server Requirements

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

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

Requirement Type	Minimum Requirements
System hardware	<ul style="list-style-type: none"> <li>• Sun UltraSPARC10<sup>2</sup> running Solaris 8, Solaris 9.</li> <li>• Color monitor with video card set to 24 bits color depth.</li> <li>• CD-ROM drive.</li> </ul>
Memory (RAM)	512 MB (to install all Common Services components).
Available drive space	<ul style="list-style-type: none"> <li>• 2 GB on the partition on which you install the product (The default is /opt).</li> <li>• Minimum 1024 MB Swap space.</li> </ul>
System software	<p>Solaris 8 and Solaris 9.</p> <p>Common Services 3.0.3 and 3.0.5 supports only US-English and Japanese versions of Solaris 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> <p>We recommend that you install the Solaris Operating System in any of the following modes:</p> <ul style="list-style-type: none"> <li>• Entire Distribution</li> <li>• Entire Distribution plus OEM support</li> <li>• End User System Support</li> </ul>
Additional software (Optional)	<ul style="list-style-type: none"> <li>• CS 3.0.5 supports the following Unix-based browsers - Mozilla 1.7.13 and Netscape 7.0</li> <li>• CS 3.0.3 supports Netscape Navigator 7.0.</li> </ul>
Browsers	<ul style="list-style-type: none"> <li>• CS 3.0.3 supports Mozilla 1.7.5.</li> </ul>
Server Environment	<ul style="list-style-type: none"> <li>• CS 3.0.5 will continue to support the same Server environments as in CS 3.0/CS 3.0.3.</li> </ul>

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 alone requires 512 MB RAM and 175 MB disk space.
2. CiscoWorks Common Services supports Ultra SPARC II, Ili, and Iie and Ultra SPARC III and III Cu machines.



### Caution

Do not use non standard java options through JAVA\_OPTIONS environment variable.

To verify the amount of available disk space in each of the specified partitions and directories, enter:

```
# df -k directory
```

where *directory* is the partition or directory for which you want to check the available disk space.

# Solaris Patches

Table 1-3 lists the required and recommended patches for Solaris 8 and Solaris 9. The required patches are mandatory for all Common Services features to function properly.

The recommended patches are optional. Some of the Common Services features may not work if these patches are not installed on your system.



### Caution

If you have installed patches 109147-36 through 109147-39 on a Solaris 8 system and patches 112963-21 through 112963-24 on a Solaris 9 system, the installation of LMS applications will fail.

To complete the installation of LMS applications, you must downgrade to patch 109147-38 or earlier on a Solaris 8 system and to patch 112963-23 on Solaris 9 system.

**Table 1-3** Solaris Patches

Operating System	Required Server Patches	Required Client Patches	Recommended Server Patches	Recommended Client Patches
Solaris 8	111327-05	111626-03	110951-05	110286-11
	110945-08	108652-81	110662-12	109324-05
	110934-16	108921-21	110615-11	
	110898-09	108940-62	108964-06	
	109326-14			
	108827-40			
	108528-29			
Solaris 9	114224-01	112771-14	113326-01	112808-06
	113580-01	112661-06	112998-03	
	112839-04	113244-05	113713-14	
	112233-12		112964-07	
	114006-01		113575-05	
			112970-07	
		112874-31		

Use `showrev -p` command to verify that these patches have been applied.



### Note

Common Services was tested only with these patches. Later versions of these patches have not been tested since they were not released when Common Services was tested.

The following error and warning messages appear if you do not have any of the solaris patches installed on your system

If the required Server patches are missing:

This system does not have the following required Server patches

Installation can proceed without the required Server patches. However, you must install the required patches listed above before running CiscoWorks.

Do you want to continue the installation? (y/n) [y]:

If the required Client patches are missing:

This system does not have the following required Client patches.

These patches are required if only this system is used as a CiscoWorks client.

If the recommended Server patches are missing:

This system does not have the following recommended Server patches

If the recommended Client patches are missing:

This system does not have the following recommended Client patches.

These patches are recommended if only this system is used as a CiscoWorks client.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services.

## Client Requirements

Table 1-4 shows the minimum system requirements for a client system.

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"> <li>• 1 GHz Pentium IV processor for Restricted license.</li> <li>• Dual 2.8 GHz Pentium IV processor for Unrestricted license running any of these: <ul style="list-style-type: none"> <li>– Windows 2000 Professional with Service Pack 3 or Service Pack 4</li> <li>– Windows 2000 Server with Service Pack 3 or Service Pack 4</li> <li>– Windows 2000 Advanced Server with Service Pack 3 or Service Pack 4</li> <li>– Windows XP SP1</li> <li>– Windows XP SP2</li> <li>– Windows 2003 Server and Enterprise Edition</li> <li>– Windows 2003 Server and Enterprise Edition with Service Pack 1.</li> </ul> </li> <li>• Windows 2003 R2 server (standard and enterprise versions).</li> </ul> <p>Color monitor with video card set to 24 bits color depth.</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"> <li>• Microsoft Internet Explorer 6.0 (version 6.0.2600).</li> <li>• Internet Explorer 6.0 with Service Pack 1 (version 6.0.2800).</li> <li>• Internet Explorer 6.0 with Service Pack 2 (version 6.0.2900) for Windows XP.</li> <li>• Internet Explorer 6.0 with Service Pack 1 (version 6.0.3790.1830) for Windows 2003 R2.</li> <li>• Java Virtual Machine (JVM) 5.0.0.3802 and later, and Java Plug-in version 1.4.2_10.(optional)<sup>1</sup>.</li> </ul> <p>To verify the JVM:</p> <ul style="list-style-type: none"> <li>– From Internet Explorer, select Tools &gt; Sun Java Console.</li> <li>– From Netscape Navigator, select Tools &gt; Web Development &gt; Java Console.</li> <li>– From Mozilla, select Tools &gt; Web Development &gt; Java Console.</li> </ul> <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"> <li>• Netscape Navigator 7.1.</li> <li>• Mozilla 1.7. 5.</li> </ul> <p>On Solaris clients:</p> <ul style="list-style-type: none"> <li>• Netscape Navigator 7.0 for Solaris 8 and Solaris 9.</li> <li>• Mozilla 1.7.5 for Solaris 8 and Solaris 9.</li> </ul>

1. JVM and Java Plug-in are used only by some CiscoWorks applications.

## Enabling Java Console

To enable Java Console in Microsoft Internet Explorer:

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

To enable Java Console in Netscape Navigator:

- 
- Step 1** Select **Edit > Preferences > Advanced**.
  - Step 2** Check Enable Java check box.
  - Step 3** Restart Netscape Navigator.
- 

To enable Java Console in Mozilla:

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

## Supported Devices

CiscoView manages and configures different types of Cisco devices. See *User Guide for Cisco View 6.1.5* for Common Services 3.0.5 and *User Guide for CiscoView 6.1.2* for Common Services 3.0.3 for information on supported devices. Also, see the individual application documentation for the list of supported devices for each application.

## Supported Network Management Systems

The 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
- HP OpenView Network Node Manager 7.0.5
- NetView 7.1.

See *User Guide for CiscoWorks Common Services 3.0.5* and *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.





## Installing CiscoWorks Common Services

---

This chapter describes the tasks you have to perform for installing, upgrading, and uninstalling Common Services 3.0.5 on a Solaris system.

Common Services 3.0.5 is an incremental patch that is bundled along with the LMS 2.6 Update CD.



**Note**

---

You must install Common Services 3.0.3 before installing Common Services 3.0.5.

---

The installation process is explained in detail in the following sections:

- [Installation Overview, page 2-2](#)
- [Preparing to Install Common Services 3.0.5, page 2-3](#)
- [Prerequisites for Installing Common Services 3.0.5, page 2-5](#)
- [Installation Modes, page 2-6](#)
- [Installing Common Services From Mounted Directory, page 2-18](#)
- [Performing Upgrade Installation, page 2-18](#)
- [Upgrade Installation for Common Services 3.0.5, page 2-22](#)
- [Re-installing Common Services 3.0.5, page 2-35](#)
- [Checking for Installation Errors for Common Services 3.0.5, page 2-37](#)
- [Verifying CS 3.0.5 Installation, page 2-38](#)
- [Uninstalling CiscoWorks Common Services 3.0.5, page 2-39](#)

# Installation Overview

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



**Note**

You can install CS 3.0.5 only after installing CS 3.0.3.

**Table 2-1** *Installing CD One Task Overview*

Task	Steps	References
Prepare to install Common Services.	1. Verify server requirements are met.	<a href="#">“Server Requirements” section on page 1-3</a>
	2. Verify client requirements are met.	<a href="#">“Client Requirements” section on page 1-5</a>
	3. Verify TCP ports that CiscoWorks uses and check for conflicts with existing applications.  To find whether a TCP port is in use, enter:  <pre>netstat -a -n -f inet -P tcp   grep port number</pre> If the port is in use, a message appears that it is in the <b>LISTEN</b> state.	<a href="#">“TCP and UDP Ports Information” section on page 2-4</a>
Install Common Services.	Run the installation program.	<a href="#">“Prerequisites for Installing Common Services 3.0.5” section on page 2-5</a> <a href="#">“Performing Upgrade Installation” section on page 2-18</a> <a href="#">“Re-installing Common Services 3.0.5” section on page 2-35</a>
Verify and troubleshoot installation.	Analyze installation error messages.	<a href="#">“Understanding Installation Error Messages” section on page A-3</a>

# Preparing to Install Common Services 3.0.5

This section details the important notes and preparations before you start installing Common Services.

This section contains:

- [Installation Notes, page 2-3](#)
- [Using Server IP Address, page 2-4](#)
- [TCP and UDP Ports Information, page 2-4](#)
- [System Files Modified During Installation, page 2-5](#)

## Installation Notes

- Before you install CD One, make sure your server and client environments meet the hardware and software requirements described in [Chapter 1, “Prerequisites.”](#)
- 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.

If you want to install from a local hard drive, you must copy the contents in a CD to a local hard drive. Ensure that you copy the entire contents from the CD to the hard drive.

If you are installing on a Solaris 9 system, you must preserve the timestamp when you copy the contents from the CD to the hard drive.

To preserve all the attributes including timestamp:

- a. Change the present working directory to the directory to which the CD is mounted using the command:

```
cd /cdrom/cdrom0
```

where `cdrom/cdrom0` is the directory to which the CD is mounted.

- b. Create a directory where you want to copy the contents of the disk by entering:

```
mkdir /opt/copydisk
```

Make sure that this directory has enough space to hold the entire contents of the disk.

- c. Enter:

```
tar cpf - . | (cd /opt/copydisk && tar -xpf -)
```

This command preserves all attributes including the timestamp.

- When there is a prompt during the installation, the values in square bracket are default values. If you press **Enter** when the installation program prompts you to enter a value, the program takes the default value.
- You must have root privileges to install Common Services.
- Do not run any other program when installation is in progress.
- Do not install Common Services on a system that does not have Name Lookup.

- If you are running HP OpenView Network Node Manager (HPOVNNM) or NetView, the installation might take significantly longer to complete. Stop all HP OpenView Network Node Manager (HPOVNNM) or NetView services before installing Common Services.
- If your system does not have enough disk space, you might see an error message that the installation system is running out of disk space. You can choose to free up disk space on the system and continue the installation, or stop and exit the installation.

## Using Server IP Address

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

## TCP and UDP Ports Information

Table 2-2 gives information on the TCP and UDP ports used by CD One.

**Table 2-2** TCP and UDP Ports Used by Common Services

Port Number	Protocol	Service Name	Traffic Direction
514	UDP	Syslog	Incoming
1741	TCP	CiscoWorks HTTP	Incoming
43441	TCP	Database	Incoming
443	TCP	CiscoWorks HTTP server in SSL mode	Incoming
9007	TCP	Tomcat shutdown	Incoming
9009	TCP	Ajp13 connector used by Tomcat	Incoming
40050 to 40070	TCP	Ports used by DCR and OGS	Incoming
40401	TCP	License Server	Incoming
22	TCP	Secure Shell (SSH)	Outgoing
23	TCP	Telnet	Outgoing
80	TCP	Hyper Text Transfer Protocol (HTTP)	Outgoing
161	UDP	Standard port for SNMP polling	Outgoing
162	UDP	Standard port for SNMP traps	Outgoing
42340	TCP	CiscoWorks Daemon Manager	Incoming and Outgoing
42342	UDP	Osagent	Incoming and Outgoing
69	UDP	Trivial File Transfer Protocol (TFTP)	Incoming and Outgoing
1683	TCP	Internet Inter-ORB Protocol (IIOP) port for CiscoWorks gatekeeper	Incoming and Outgoing
1684	TCP	IIOP port for CiscoWorks gatekeeper	Incoming and Outgoing
8088	TCP	HIPO port for CiscoWorks gatekeeper	Incoming and Outgoing
514	TCP	Remote Copy Protocol	Incoming and Outgoing

**Table 2-2 TCP and UDP Ports Used by Common Services (continued)**

Port Number	Protocol	Service Name	Traffic Direction
42350 (default), 44350 (alternate)	UDP	Event Services Software Service	Incoming and Outgoing
42351 (default), 44351 (alternate)	TCP	Event Services Software Listening	Incoming and Outgoing
42352 (default), 44352 (alternate)	TCP	Event Services Software HTTP	Incoming and Outgoing
42353 (default), 44353 (alternate)	TCP	Event Services Software Routing	Incoming and Outgoing

## System Files Modified During Installation

The following are the system files that are modified during CD One installation:

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

## Prerequisites for Installing Common Services 3.0.5

You need to perform a series of procedures to install Common Services 3.0.5. Before installing Common Services 3.0.5, you must first ensure that CS 3.0.3 is installed. To do this:

---

### Step 1 Install CS 3.0.3

For a fresh installation, you must proceed by first installing CS 3.0.3.



#### Note

Make sure you upgrade all applications to LMS 2.5.1 level and then only proceed to install from the LMS 2.6 Update CD ROM.

---

### Step 2 Install CS 3.0.5

After installing CS 3.0.3, you must proceed with installing CS 3.0.5.

### Step 3 Verify the installation

After installing CS 3.0.5, you must verify the installation.

For verifying installation, see [Verifying CS 3.0.5 Installation, page 2-38](#)

---

# Installation Modes

You can install CS 3.0.5 either using either the Typical or the Custom mode:

Select one of the installation modes by entering the number corresponding to the mode.

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

- If you have selected **Typical**, see the [New Installation—Typical](#) section to proceed with the installation.
- If you have selected **Custom**, see the [New Installation—Custom](#) section to proceed with the installation.

The CD One installation program takes around 45 minutes to complete on a Solaris system with the minimum required hardware. This may extend to one hour if you perform network management integration while installing Common Services.

For information on setting up multi-homed systems, see the *Release Notes for CiscoWorks Common Services 3.0.5 (Includes CiscoView 6.1.5)* and *Release Notes for CiscoWorks Common Services 3.0.5 (Includes CiscoView 6.1.5) on Solaris*.

## New Installation—Typical

Common Services will be installed in the default location `/opt/CSCOpX` if you choose to install in Typical mode.

To install CS 3.0.5, you must first install CS 3.0.3 using the Typical mode, from the LMS 2.5.1 CD (install CS 3.0.3 from the CD One 3.0.3 CD ROM), and then proceed with installing CS 3.0.5 from the LMS 2.6 Update CD-ROM. To proceed with the installation:

- 
- Step 1** Install the required patches as described in the [“Solaris Patches” section on page 1-4](#).
- Step 2** Mount the CS 3.0.3 CD-ROM as root. You can either:
- Mount the CD-ROM on the system.
  - or
  - Mount the CD-ROM on a remote Solaris system and access the CD-ROM from the system on which you want to install Common Services.



### Caution

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

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.

**Step 3** Run the installation program.

- For a local installation, enter:

```
# cd /cdrom/cdrom0/
# ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir
# ./setup.sh
```

*remotedir* is the remote location where the CD-ROM is mounted.

A message appears:

```
Press ENTER to read/browse the following License Agreement:
```

**Step 4** Press **Enter** to read the license agreement.

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

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

**Step 5** Enter either:

- **Y** and press **Enter** to accept the license and proceed with the installation.

Or

- **N** and press **Enter** to deny and stop the installation.

If you are installing the image from a network drive, the following message appears:

```
The installation image is being accessed from a network drive.
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.
Do you want to proceed? (y/n) [y]:
```

**Step 6** Press **Y** to continue.

Error messages or warning messages appear if you do not have the required or recommended Server and Client patches.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services. For more information on Solaris patches, see “Solaris Patches” section on page 1-4.

If any of the required Server patches is missing, the following message appears:

```
Installation can proceed without the required Server patches. However, you must install
the required patches listed above before running CiscoWorks.
Do you want to continue the installation? (y/n) [y]:
```

If you enter **Y** and proceed with the installation, the following message appears:

```
Choose the type of Setup you prefer.
1) Typical installation.
Installs the product in the default location /opt/CSCOPx.
Allows you to select the components to be installed.
Prompts for CiscoWorks admin password and System Identity Account password.
Randomly generates CiscoWorks guest database passwords if they do not exist.
Recommended for most users.
```

2) Custom installation.

Allows you to select the product location.

Allows you to select components to be installed.

Prompts for CiscoWorks admin, guest, System Identity Account and database passwords if they do not exist.

Recommended for advanced users.

Select one of the installation modes using its number or (q) to quit [1]:

**Step 7** Press either:

- **Enter** to proceed with the installation after you select the Typical mode as given in [Prerequisites for Installing Common Services 3.0.5](#).

Or

- **Q** to quit the installation.

If you press **Enter** to proceed with the installation, the installation program performs the prerequisites checks and the following message appears:

Select the components you want to install.

1) Common Services 3.0.3

2) CiscoView 6.1.2

3) Integration Utility 1.6

4) All of the above

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

We recommend Option (4) for most systems.

**Step 8** Enter the number corresponding to the option you have chosen or **q** to quit.

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

The installation program calculates the minimum disk space required for installing the product.

If the disk space is sufficient, the following message appears:

Sufficient disk space.

If the disk does not have enough space, an error message appears and the installation exits.

**Step 9** Enter the CiscoWorks admin password and confirm it.

For more information on passwords see [Appendix C, "Password Information."](#)

The installation program generates a random password for guest user.

**Step 10** Enter the System Identity Account password and confirm it.

In a multi-server environment, you must configure all systems part of your multi-server setup with the same System Identity Account password.

For more information on passwords see [Appendix C, "Password Information."](#)

The installation program checks dependencies and system requirements and copies the files to the run time and the installation proceeds.

A message appears:

Do you want to see the passwords that were entered/randomly generated? (y/n) [y]

**Step 11** Enter **Y** or press **Enter** to display randomly generated and manually entered passwords.

A message appears:

```
Exiting installation beyond this point might result in system instability.
Do you want to continue the installation? (y/n) [y]
```

**Step 12** Enter **Y** to continue the installation.

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

The installation program takes a while to complete the installation.

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

After installation is complete, the following messages appear:

```
Software Installation Tool Completed
Possible Warnings/Errors Encountered
```

Any warning and error messages appear after these messages.

**Step 13** Unmount the CD-ROM.

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details.

Your Solaris machine has CS 3.0.3 installed successfully.

Now, from the LMS 2.6 Update CD ROM you need to install CS 3.0.5.

To install Common Services 3.0.5 from the LMS 2.6 Update CD:

**Step 14** Install the required patches as described in the [“Solaris Patches”](#) section on page 1-4.

**Step 15** Mount the LMS 2.6 Update CD-ROM. You can either:

- Mount the LMS 2.6 Update CD-ROM on the system.
- or
- Mount the LMS 2.6 Update CD-ROM on a remote Solaris system and access the CD-ROM from the system on which you want to install Common Services.



**Caution**

---

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

---

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.

**Step 16** Run the installation program.

- For a local installation, enter:
 

```
# cd /cdrom/cdrom0/
# ./setup.sh
```
- For a remote installation, enter:
 

```
# cd remotedir
# ./setup.sh
```

*remotedir* is the remote location where the CD-ROM is mounted.

A Welcome message appears:

```
Welcome to CiscoWorks LMS 2.6 Update setup program.
```

**Step 17** Select CiscoWorks Common Services 3.0.5 update to install Common Services 3.0.5.

A message appears:

```
Press ENTER to read/browse the following License Agreement:
```

**Step 18** Press **Enter** to read the license agreement.

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

```
You must accept this License Agreement to proceed with the installation.
```

```
If you enter N/n, the installation will exit.
```

```
Do you accept all the terms of the License Agreement? (y/n) [n]:
```



**Note**

Error messages or warning messages appear if you do not have the required or recommended Server and Client patches.

**Step 19** Enter **Y** and press **Enter** to accept the license and proceed with the installation.

**Step 20** While installing from the network drive, the Installing from Network Drive message appears.

Installation from network drive will be slower when compared to installing from the local drive.

Click **Y** to proceed or **N** to exit installation.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services. For more information on Solaris patches, see “Solaris Patches” section on page 1-4.

If any of the required Server patches is missing, the following message appears:

```
Installation can proceed without the required Server patches.However, you must install the required patches listed above before running CiscoWorks.
```

```
Do you want to continue the installation? (y/n) [y]:
```

**Step 21** If you have not installed all the LMS 2.5.1 applications before installing the LMS 2.6 Update, the installation aborts with the following error message (for example, if Resource Manager Essentials 4.0.3 application was not installed):

```
ERROR: Install Resource Manager Essentials 4.0.3 before updating to Resource Manager Essentials 4.0.5.
```

```
ERROR: See the ReadMe and the Installation Guide for details.
```

**Step 22** Enter **Y** to continue the installation.

The new updates to be installed will be listed as follows:

```
New Updates to be installed :
```

```
CiscoWorks Common Services 3.0.5 update
```

```
CiscoView 6.1.5 update
```

```
Resource Manager Essentials 4.0.5 update
```

```
Campus Manager 4.0.6 update
```

```
Device Fault Manager 2.0.6 update
```

```
Do you want to continue the installation:? (y/n) [y]
```

Press **Y** to update the applications listed.



**Note**

The other applications you installed during the LMS 2.5.1 installation will also be listed in the above list.

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

WARNING: Exiting installation beyond this point might result in system instability.

Do you want to continue the installation? (y/n) [y]:

Press **Y** to continue.

The installation program takes a while to complete the installation.

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

After installation is complete, the following messages appear:

Software Installation Tool Completed

Possible Warnings/Errors Encountered

Warning and error messages that had appeared during installation will now appear as a list after these messages.

**Step 23** Unmount the CD-ROM.

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details.

Your Solaris machine has CS 3.0.5 installed successfully.

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-37 for details on installation errors.

To prepare the client system for use, see [Chapter 3, “Preparing to Use CiscoWorks Common Services.”](#)

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

## New Installation—Custom

To install CS 3.0.5, you must first install CS 3.0.3 using the Custom mode, from the LMS 2.5.1 CD (install CS 3.0.3 from the CD One 3.0.3 CD ROM), and then proceed with installing CS 3.0.5 from the LMS 2.6 Update CD-ROM:

**Step 1** Install the required patches as described in the [“Solaris Patches”](#) section on page 1-4.

**Step 2** Mount the CS 3.0.3 CD-ROM as root. You can either:

- Mount the CD-ROM on the system.
- or
- Mount the CD-ROM on a remote Solaris system and access the CD-ROM from the system on which you want to install Common Services.



### Caution

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

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.

**Step 3** Run the installation program.

- For a local installation, enter:

```
# cd /cdrom/cdrom0/
# ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir
# ./setup.sh
```

*remotedir* is the remote location where the CD-ROM is mounted.

A message appears:

Press ENTER to read/browse the following License Agreement:

**Step 4** Press **Enter** to read the license agreement.

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

You must accept this License Agreement to proceed with the installation.

If you enter N/n, the installation will exit.

Do you accept all the terms of the License Agreement? (y/n) [n]:

**Step 5** Enter either:

- **Y** and press **Enter** to accept the license and proceed with the installation.

Or

- **N** and press **Enter** to deny and stop the installation.

If you are installing the image from a network drive, the following message appears:

The installation image is being accessed from a network drive.

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.

Do you want to proceed? (y/n) [y]:

**Step 6** Press **Y** to continue.

Error messages or warning messages appear if you do not have the required or recommended Server and Client patches.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services. For more information on Solaris patches, see [“Solaris Patches” section on page 1-4](#).

If any of the required Server patches is missing, the following message appears:

Installation can proceed without the required Server patches. However, you must install the required patches listed above before running CiscoWorks.

Do you want to continue the installation? (y/n) [y]:

If you enter **Y** and proceed with the installation, the following message appears:

Choose the type of Setup you prefer.

1) Typical installation.

Installs the product in the default location /opt/CSCOpX.

Allows you to select the components to be installed.

Prompts for CiscoWorks admin password and System Identity Account password.

Randomly generates CiscoWorks guest database passwords if they do not exist.

Recommended for most users.

2) Custom installation.

Allows you to select the product location.

Allows you to select components to be installed.

Prompts for CiscoWorks admin, guest, System Identity Account and database passwords if they do not exist.

Recommended for advanced users.

Select one of the installation modes using its number or (q) to quit [1]:

**Step 7** Press either:

- **E**nter to proceed with the installation after you select the Custom mode as given in [Prerequisites for Installing Common Services 3.0.5](#).

Or

- **Q** to quit the installation.

If you press **E**nter to proceed with the installation, the following message appears:

Enter the location where the product will be installed. The default location is /opt/CSCOpX. If you choose another location, installation will create a symbolic link /opt/CSCOpX to that location.

Enter location or q to quit [/opt/CSCOpX]:



**Note**

The Custom path or location you specify cannot be the sub-directory of /opt/CSCOpX.



**Caution**

Do not remove the link after installation. Common Services will not work without this symbolic link.

**Step 8** Press **E**nter to accept the default directory for product installation, or enter a different directory.

The following message appears:

Select the components you want to install.

- 1) Common Services 3.0.3
- 2) CiscoView 6.1.2
- 3) Integration Utility 1.6
- 4) All of the above

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

We recommend Option (4) for most systems.

**Step 9** Enter the number corresponding to the option you have chosen or **q** to quit.

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

The installation program calculates the minimum disk space required for installing the product.

If the disk space is sufficient, the following message appears:

sufficient disk space.

If the drive does not have enough space, an error message appears and the installation exits.

**Step 10** Enter the CiscoWorks admin password and confirm it.

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

**Step 11** Enter the guest password and confirm it.

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

**Step 12** Enter the System Identity Account password and confirm it.

In a multi-server environment, you must configure all systems part of your multi-server setup with the same System Identity Account password.

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

**Step 13** Enter the CiscoWorks Common Services database password and confirm it.

While entering the CiscoWorks Casuser passwords, use a minimum of eight characters.

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

**Step 14** Enter the SMTP server name.

**Step 15** Enter the following information to generate a Self-signed certificate and key files for HTTPS:

- Host name
- Administrator’s e-mail address
- Country
- State
- City
- Company
- Organization

Only the Host name is mandatory. Other fields are optional. Press **Enter** to skip other fields.

- If you have not selected Integration Utility from the selection list, go to [Step 17](#)
- If you have selected Integration Utility, the following message appears:

```
The integration utility will be installed now. The integration utility integrates
Cisco device packages and Cisco applications into third-party SNMP management
platforms. You can choose to integrate with a third-party SNMP management platform
during this installation or later.
```

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

**Step 16** Enter either:

- **N** to integrate with a third-party NMS after installation. This completes the installation faster and avoids installation failure caused by errors in the third party integration.
- **Y** to integrate with a third-party NMS during installation.

If you select **Y** (integrate during installation):

**a.** Select any of the following:

- The adapter from the list of available adapters,
- **Other** to choose an adapter that is not listed (you are prompted to enter the path name of the adapter),
- **None** to integrate after the installation is complete.

If you select **None**, go to [Step 17](#).

Many third-party products allow you to launch CiscoWorks applications from within the third-party product. The CiscoWorks applications are launched in a web browser.

**b.** Enter the full pathname for the web browser.

A message appears prompting you to enable download updates to NMIDB (Network Management Integration Data Bundle) directly from Cisco.com.

- c. Select either:
  - **N** to disable future updates from Cisco.com.
  - **Y** to enable future updates from Cisco.com.

If you select **N**, go to [Step 17](#).

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

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

The installation program checks dependencies and system requirements and copies the files to the run time and the installation proceeds.

A message appears:

```
Do you want to see the passwords that were entered/randomly generated? (y/n) [y]
```

- Step 17** Enter **Y** or press **Enter** to display randomly generated and manually entered passwords.

A message appears:

```
Exiting installation beyond this point might result in system instability.
```

```
Do you want to continue the installation? (y/n) [y]
```

- Step 18** Enter **Y** to continue the installation.

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

It takes a while to complete the installation.

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

The following messages appear at the end of the installation:

```
Software Installation Tool Completed
```

```
Possible Warnings/Errors Encountered
```

Any warning and error messages appear after these messages.

- Step 19** Unmount the CD-ROM.

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details on unmounting the CD-ROM.

Your Solaris machine has CS 3.0.3 installed successfully.

Now, from the LMS 2.6 Update CD ROM you need to install CS 3.0.5.

To install Common Services 3.0.5 from the LMS 2.6 Update CD:

- Step 20** Install the required patches as described in the [“Solaris Patches”](#) section on page 1-4.

- Step 21** Mount the LMS 2.6 Update CD-ROM as root. You can either:
- Mount the LMS 2.6 Update CD-ROM on the system.  
or
  - Mount the LMS 2.6 Update CD-ROM on a remote Solaris system and access the CD-ROM from the system on which you want to install Common Services.

**Caution**


---

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

---

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.

- Step 22** Run the installation program.

- For a local installation, enter:
 

```
# cd /cdrom/cdrom0/
# ./setup.sh
```
- For a remote installation, enter:
 

```
# cd remotedir
# ./setup.sh
```

*remotedir* is the remote location where the CD-ROM is mounted.

A Welcome message appears:

```
Welcome to CiscoWorks LMS 2.6 Update setup program.
```

- Step 23** Select CiscoWorks Common Services 3.0.5 update to install Common Services 3.0.5.

A message appears:

```
Press ENTER to read/browse the following License Agreement:
```

- Step 24** Press **Enter** to read the license agreement.

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

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

**Note**


---

Error messages or warning messages appear if you do not have the required or recommended Server and Client patches.

---

- Step 25** Enter **Y** and press **Enter** to accept the license and proceed with the installation.

- Step 26** While installing from the network drive, the Installing from Network Drive message appears.

Installation from network drive will be slower when compared to installing from the local drive.

Click **Y** to proceed or **N** to exit installation.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services. For more information on Solaris patches, see [“Solaris Patches” section on page 1-4.](#)

If any of the required Server patches is missing, the following message appears:

```
Installation can proceed without the required Server patches. However, you must install
the required patches listed above before running CiscoWorks.
```

```
Do you want to continue the installation? (y/n) [y]
```

**Step 27** If you have not installed all the LMS 2.5.1 applications before installing the LMS 2.6 Update, the installation aborts with the following error message (for example, if Resource Manager Essentials 4.0.3 application was not installed):

```
ERROR: Install Resource Manager Essentials 4.0.3 before updating to Resource Manager
Essentials 4.0.5.
```

```
ERROR: See the ReadMe and the Installation Guide for details.
```

**Step 28** Enter **Y** to continue the installation.

The new updates to be installed will be listed as follows:

```
New Updates to be installed :
CiscoWorks Common Services 3.0.5 update
CiscoView 6.1.5 update
Resource Manager Essentials 4.0.5 update
Campus Manager 4.0.6 update
Device Fault Manager 2.0.6 update
Do you want to continue the installation:? (y/n) [y]:
Press Y to update the applications listed.
```



**Note**

---

The other applications you installed during the LMS 2.5.1 installation will also be listed in the above list.

---

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

```
WARNING: Exiting installation beyond this point might result in system instability.
```

```
Do you want to continue the installation? (y/n) [y]:
```

Enter **Y** to continue.

The installation program takes a while to complete the installation.

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

After installation is complete, the following messages appear:

```
Software Installation Tool Completed
Possible Warnings/Errors Encountered
```

Warning and error messages that had appeared during installation will now appear as a list after these messages.

**Step 29** Unmount the CD-ROM.

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details.

Your Solaris machine has CS 3.0.5 installed successfully.

---

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-37 for details on installation errors.

To prepare the client system for use, see [Chapter 3, “Preparing to Use CiscoWorks Common Services.”](#) For troubleshooting information, see [Appendix A, “Troubleshooting the Installation.”](#)

# Installing Common Services From Mounted Directory

To install Common Services from a mounted directory:

- 
- Step 1** Log in to the remote system.
- Step 2** Enter:
- ```
cd /etc/dfs/dfstab
```
- Step 3** Enter:
- ```
share -F nfs -o root=r /directory containing installable image
```
- Step 4** Stop and start the NFS server using the following commands:
- ```
/etc/init.d/nfs.server stop
/etc/init.d/nfs.server start
```
- Step 5** Log in to the local system.
- Step 6** Enter:
- ```
mount remote system:/directory containing installable image/ local directory to mount remote system
```
- Step 7** Enter:
- ```
cd /local directory where you mounted the remote system
```
- Step 8** Enter:
- ```
./setup.sh
```
- See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.
- 

## Performing Upgrade Installation

This section contains:

- [Notes on Upgrade Installation for Common Services 3.0.5](#)
- [Co-existence of CS 3.0.5 With Other CiscoWorks Applications During Upgrade](#)
- [CiscoWorks–ACS Task Registration During Upgrade and Re-installation](#)

Common Services 3.0.5 supports upgrade from:

- CiscoWorks Common Services 3.0.4
- CiscoWorks Common Services 3.0.3

The data is preserved when you perform an upgrade.

For a description of the different upgrade paths and their results for 3.0.3/3.0.5, see “[Table 1-1 Upgrade Paths](#)” section on page 1-2.

## Notes on Upgrade Installation for Common Services 3.0.5

Note the following before you start upgrading to Common Services 3.0.5:

- You can upgrade to Common Services 3.0.5 by installing the new version on the system that is currently running a previous version of either CS 3.0.3 or CS 3.0.4.
- Upgrade installation preserves the settings from the product installed earlier.
- We recommend that you save your data to a backup file before you perform the local upgrade. If your installation fails, you can retrieve this saved data.
- Upgrade overrides the previous versions. The old version will not be available after you upgrade to Common Services 3.0.5.

Note the following before you before you start upgrading to Common Services 3.0.3:

- You can upgrade to Common Services 3.0.3 by installing the new version on the system that is currently running a previous version.
- Upgrade installation preserves the settings from the product installed earlier.
- We recommend that you save your data to a backup file before you perform the local upgrade. If your installation fails, you can retrieve this saved data.
- Upgrade overrides the previous versions. The old version will not be available after you upgrade to Common Services 3.0.3.
- During upgrade installation:
  - If you do not provide a value during a prompt and press **Enter**, CiscoWorks uses the values from the previous installation.
  - If you have not entered a password for CiscoWorks admin and System Identity Account during the previous installation, you must enter a new password for the installation to proceed.
  - If you select the Custom option during upgrade installation, all the user prompts display the default values or the settings from the previous installation. You can either accept these values or modify them.
  - The installation attempts to use existing passwords. If the installation does not generate random passwords, you may provide the passwords manually.
  - The installation does not use the randomly generated password if the password does not comply with the policies set by the local administrator.
  - You can preserve the existing Apache certificate. To do this press **Enter** or enter **Y** when you are prompted to preserve this certificate.

## Co-existence of CS 3.0.5 With Other CiscoWorks Applications During Upgrade

The following notes give details on the co-existence of Common Services 3.0.5 with other CiscoWorks applications:

- Earlier versions of other CiscoWorks applications are not fully compatible with Common Services 3.0.5. The system might be unstable if you run the previous versions of applications along with Common Services 3.0.5
  - You must upgrade all LMS 2.5.1 applications to LMS 2.6, if you are upgrading from any of the following:
    - CiscoWorks Common Services 3.0.4
    - CiscoWorks Common Services 3.0.3

The following notes give details on the co-existence of Common Services 3.0.3 with other CiscoWorks applications:

- Earlier versions of other CiscoWorks applications are not fully compatible with Common Services 3.0.3. The system might be unstable if you run the previous versions of applications along with Common Services 3.0.3
  - If you are upgrading from CiscoWorks Common Services 2.2 or CDOne, 5th Edition or Core 1.0, the corresponding versions of other applications are disabled. After installation completes, data from the earlier versions is carried over to the new version and the active state of the products is restored.
  - You must upgrade all LMS 2.5 applications to LMS 2.5.1, if you are upgrading from any of the following:
    - CiscoWorks Common Services 3.0 Service Pack 2
    - CiscoWorks Common Services 3.0 Service Pack 1
    - CiscoWorks Common Services 3.0

A warning message appears during the upgrade installation if you have the previous versions of the applications.

For example, if you have installed RME 4.0.0, CM 4.0.0, and DFM 2.0.0, and you are upgrading to Common Services 3.0.3, the following warning message appears:

```
This server has the following application(s) installed:
RME 4.0.0 CM 4.0.0 DFM 2.0.0
The system might be unstable if you run the above versions of the application(s),
along with CS 3.0.3.
Ensure that you upgrade the application(s) to:
RME 4.0.3 CM 4.0.3 DFM 2.0.3
We recommend that you upgrade all the applications on your server to the corresponding LMS
2.5.1 versions.
```

- If you have installed Device Fault Manager (DFM) on your system, and HP OpenView Network Node Manager (HPOVNNM) or NetView is running on the same machine, you must stop HPOVNNM/NetView and proceed with the upgrade.
- Common Services 3.0.3 cannot co-exist with Qos Policy Manager (QPM). If you are upgrading from CiscoWorks Common Services 2.2 and if QPM is detected, the following error message appears:

```
Qos Policy Manager (QPM) is detected on this server. Common Services 3.0.3 cannot
co-exist with QPM. We recommend that you either:
```

```
Install Common Services 3.0.3 on a separate server
```

```
Or
```

```
Restore the current setup with QPM on a separate server, uninstall QPM on this server,
and then install Common Services 3.0.3.
```

You must either install Common Services 3.0.3 on a separate server or uninstall QPM and proceed with the upgrade on the same server.

## CiscoWorks–ACS Task Registration During Upgrade and Re-installation

Common Services supports integration with CiscoSecure Access Control Server (ACS).



### Note

---

ACS Task Registration During Upgrade and Re-installation is common for both Common Services 3.0.5 as well as Common Services 3.0.3.

---

ACS provides authentication, authorization, and accounting services to network devices that function as AAA clients. ACS supports Common Services client applications by providing command authorization for network users who use the management application to configure managed network devices.

You can register all installed applications with the ACS server either through **Common Services > Server > Security > AAA Mode Setup** or through the `acsRegCli.pl` command line script.

See *User Guide for Ciscoworks Common Services 3.0.5* and *User Guide for Ciscoworks Common Services 3.0.3* for more details on registering applications with ACS.

When an application having new tasks to be registered with ACS is installed, you are provided with an option to register that specific application with ACS during installation.

During the upgrade installation and re-installation of Common Services (with CiscoView), the installation framework might prompt you to confirm the application registration with ACS. This occurs if you have not already registered either Common Services or CiscoView or both with ACS.

This is applicable only when the server is already configured to be in ACS mode.

In this scenario, the following warning message appears:

```
The application that you are installing requires new tasks to be registered with ACS. If
you have already registered this application with ACS from another server, you do not
need to register it again. However if you re-register the application, you will lose any
custom roles that you had created earlier for this application in ACS.
```

```
Enter (Y)es to Register, (N)o to continue without registering, (Q)uit: [N]
```

Enter **N** and continue the installation if you have registered the applications with ACS already from another server.

If you enter **Y** and continue the installation, the application will be registered with ACS. If the application is already registered with ACS, from a different server, you will lose any custom roles that you have created for the application in ACS.

Enter **Q** to stop the installation.

Even if you choose not to register the application with ACS during installation, you can do it later from the GUI or CLI, as mentioned above.

## Upgrade Installation for Common Services 3.0.5

Upgrade installation to CS 3.0.5 can be performed as follows:

If you have CS 3.0 Service Pack 2 or CS 3.0 Service Pack 1 or CS 3.0 already installed on your machine, you must upgrade to CS 3.0.3 by following the steps below and then upgrade to CS 3.0.5.

You can upgrade install CS 3.0.5 using either the Typical or the Custom mode:

Select one of the installation modes by entering the number corresponding to the mode.

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

- If you have selected **Typical**, see the [Upgrade Installation—Typical](#) section to proceed with the installation.
- If you have selected **Custom**, see the [Upgrade Installation—Custom](#) section to proceed with the installation.

### Upgrade Installation—Typical

To upgrade install CS 3.0.5, you must first upgrade to CS 3.0.3 using the Typical mode, from the LMS 2.5.1 CD (install CS 3.0.3 from the CD One 3.0.3 CD ROM), and then proceed with installing CS 3.0.5 from the LMS 2.6 Update CD-ROM. To proceed with the installation:

- 
- Step 1** Install the required patches as described in the [“Solaris Patches”](#) section on page 1-4.
- Step 2** Mount the CS 3.0.3 CD-ROM, as root. You can mount it either:
- On the CiscoWorks server.
  - or
  - On a remote Solaris system, and access the CD-ROM from the CiscoWorks server.



**Caution**

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

---

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.

**Step 3** Run the installation program.

- For a local installation, enter:

```
# cd /cdrom/cdrom0/  
# ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir  
# ./setup.sh
```

where *remotedir* is the remote location where the CD-ROM is mounted.

A message appears:

```
Press ENTER to read/browse the following License Agreement:
```

**Step 4** Press **Enter** to read the license agreement.

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

```
You must accept this License Agreement to proceed with the installation.
```

```
If you enter N/n, the installation will exit.
```

```
Do you accept all the terms of the License Agreement? (y/n) [n]:
```

**Step 5** Enter either:

- **Y** and press **Enter** to accept the license and proceed with the installation.

Or

- **N** and press **Enter** to deny and stop the installation.

During upgrade, if the installation program detects VPN monitor, or ACLM, or both, warning messages appear asking whether you want to continue upgrading on the same server, or install Common Services 3.0.3 on a separate server.

If you continue with the upgrade, the system uninstalls the software as part of RME 4.0 upgrade.

If you accept the license agreement and proceed with the installation, the following message appears:

```
The installation image is being accessed from a network drive.
```

```
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.
```

```
Do you want to proceed? (y/n) [y]:
```

This message appears only if you are installing the image from a network drive.

**Step 6** Enter **y**.

The following message appears:

```
It is strongly recommended that you perform a backup before proceeding. Backing up will  
help you to preserve important data if you have to restore the previous version or install  
CiscoWorks on a new system.
```

```
Enter the backup directory
```

**Step 7** Enter the backup directory to proceed with the installation.

The installation program performs the backup.

- If backup fails, the following message appears:

```
Backup operation failed. Please look at Backup directory/backuplog for the reason for failure.
```

- Enter the backup directory again and try another backup.

Or

- Enter **Exit** to exit the installation.

If the backup fails during upgrade, check the backup log files and correct the backup errors specified in the backup log files.

If you still have the errors, contact the Technical Assistance Center (TAC). TAC will guide you how to continue upgrading without taking a backup.

- If backup is completed, the following message appears:

```
Backup completed successfully
```

Error or warning messages appear if you do not have the required or recommended Server and Client patches.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services. For more information on Solaris patches, see “[Solaris Patches](#)” section on page 1-4.

- If any of the required Server patches is missing, the following message appears:

```
Installation can proceed without the required Server patches. However, you must install the required patches listed above before running CiscoWorks.
```

```
Do you want to continue the installation? (y/n) [y]:
```

- If you enter **Y** and proceed with the installation, the following message appears:

```
Choose the type of Setup you prefer.
```

```
1) Typical installation.
```

```
Installs the product in the default location /opt/CSCOpX.
```

```
Allows you to select the components to be installed.
```

```
Prompts for CiscoWorks admin password and System Identity Account password.
```

```
Randomly generates CiscoWorks guest database passwords if they do not exist.
```

```
Recommended for most users.
```

```
2) Custom installation.
```

```
Allows you to select the product location.
```

```
Allows you to select components to be installed.
```

```
Prompts for CiscoWorks admin, guest, System Identity Account and database passwords if they do not exist.
```

```
Recommended for advanced users.
```

```
Select one of the installation modes using its number or (q) to quit [1]:
```

**Step 8** Press **Enter** to proceed with the installation after you select the Typical mode as given in [Performing Upgrade Installation](#).

If you have a different set of components in the previous version, a message with the list of components will appear. The list of components varies based on the previous installation.

Select the components you want to install and continue with the installation.

The installation program calculates the minimum disk space required for installing the product.

- If the disk space is sufficient, a message appears:  

```
Sufficient disk space.
```
- If the disk does not have enough space, an error message appears and the installation of Common Services exits.

**Step 9** Enter the System Identity Account password and confirm it.



**Note** This step is applicable only if you are upgrading from CiscoWorks Common Services 2.2 or CD One, 5th Edition.

In a multi-server environment, you must configure all systems part of your multi-server setup with the same System Identity Account password.

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

The installation program checks dependencies and system requirements and copies the files to the run time and the installation proceeds.

A message appears:

```
Exiting installation beyond this point might result in system instability.
Do you want to continue? (y/n) [y]
```

**Step 10** Enter **Y** to continue with the installation.

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

The installation program installs Common Services in the directory where the earlier version is installed. It takes a while to complete the installation.

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

The following messages appear at the end of the installation:

```
Software Installation Tool Completed
Possible Warnings/Errors Encountered
```

Any warning and error messages appear after these messages.

**Step 11** Unmount the CD-ROM.

**Step 12** See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details on unmounting the CD-ROM.

Your Solaris machine has upgraded to CS 3.0.3 successfully.

Now, from the LMS 2.6 Update CD ROM you need to install CS 3.0.5.

To install Common Services 3.0.5 from the LMS 2.6 Update CD:

**Step 13** Install the required patches as described in the [“Solaris Patches”](#) section on page 1-4.

- Step 14** Mount the LMS 2.6 Update CD-ROM as root. You can either:
- Mount the LMS 2.6 Update CD-ROM on the system.  
or
  - Mount the LMS 2.6 Update CD-ROM on a remote Solaris system and access the CD-ROM from the system on which you want to install Common Services.

**Caution**


---

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

---

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.

- Step 15** Run the installation program.
- For a local installation, enter:

```
# cd /cdrom/cdrom0/
# ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir
# ./setup.sh
```

*remotedir* is the remote location where the CD-ROM is mounted.

A Welcome message appears:

```
Welcome to CiscoWorks LMS 2.6 Update setup program.
```

- Step 16** Select CiscoWorks Common Services 3.0.5 update to install Common Services 3.0.5.

A message appears:

```
Press ENTER to read/browse the following License Agreement:
```

- Step 17** Press **Enter** to read the license agreement.

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

```
You must accept this License Agreement to proceed with the installation.
```

```
If you enter N/n, the installation will exit.
```

```
Do you accept all the terms of the License Agreement? (y/n) [n]:
```

**Note**


---

Error messages or warning messages appear if you do not have the required or recommended Server and Client patches.

---

- Step 18** Enter **Y** and press **Enter** to accept the license and proceed with the installation.

- Step 19** While installing from the network drive, the Installing from Network Drive message appears.

Installation from network drive will be slower when compared to installing from the local drive.

Click **Y** to proceed or **N** to exit installation.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services. For more information on Solaris patches, see [“Solaris Patches” section on page 1-4.](#)

If any of the required Server patches is missing, the following message appears:

```
Installation can proceed without the required Server patches. However, you must install
the required patches listed above before running CiscoWorks.
```

```
Do you want to continue the installation? (y/n) [y]:
```

- Step 20** If you have not installed all the LMS 2.5.1 applications before installing the LMS 2.6 Update, the installation aborts with the following error message (for example, if Resource Manager Essentials 4.0.3 application was not installed):

```
ERROR: Install Resource Manager Essentials 4.0.3 before updating to Resource Manager
Essentials 4.0.5.
```

```
ERROR: See the ReadMe and the Installation Guide for details.
```

- Step 21** Enter **Y** to continue the installation.

The new updates to be installed will be listed as follows:

```
New Updates to be installed :
```

```
CiscoWorks Common Services 3.0.5 update
```

```
CiscoView 6.1.5 update
```

```
Resource Manager Essentials 4.0.5 update
```

```
Campus Manager 4.0.6 update
```

```
Device Fault Manager 2.0.6 update
```

```
Do you want to continue the installation: (y/n) [y]:
```

Press **Y** to update the applications listed.



**Note**

The other applications you installed during the LMS 2.5.1 installation will also be listed in the above list.

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

```
WARNING: Exiting installation beyond this point might result in system instability.
```

```
Do you want to continue the installation? (y/n) [y]:
```

```
The installation program takes a while to complete the installation.
```

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

After installation is complete, the following messages appear:

```
Software Installation Tool Completed
```

```
Possible Warnings/Errors Encountered
```

Warning and error messages that had appeared during installation will now appear as a list after these messages.

- Step 22** Unmount the CD-ROM.

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details.

Your Solaris machine has been upgraded to CS 3.0.5 successfully.

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-37 for details on installation errors.

To prepare the client system for use, see [Chapter 3, “Preparing to Use CiscoWorks Common Services.”](#)

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

## Upgrade Installation—Custom

To upgrade install CS 3.0.5, you must first upgrade to CS 3.0.3 using the custom mode, from the LMS 2.5.1 CD (install CS 3.0.3 from the CD One 3.0.3 CD ROM), and then proceed with installing CS 3.0.5 from the LMS 2.6 Update CD-ROM:

- 
- Step 1** Install the required patches as described in the “[Solaris Patches](#)” section on page 1-4.
- Step 2** Mount the CS 3.0.3 CD-ROM, as root. You can mount it either:
- On the CiscoWorks server.
  - or
  - On a remote Solaris system, and access the CD-ROM from the CiscoWorks server.



**Caution**

---

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

---

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.

- Step 3** Run the installation program.
- For a local installation, enter:
 

```
# cd /cdrom/cdrom0/
# ./setup.sh
```
  - For a remote installation, enter:
 

```
# cd remotedir
# ./setup.sh
```

where *remotedir* is the remote location where the CD-ROM is mounted.

A message appears:

```
Press ENTER to read/browse the following License Agreement:
```

- Step 4** Press **Enter** to read the license agreement.

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

```
You must accept this License Agreement to proceed with the installation.
```

```
If you enter N/n, the installation will exit.
```

```
Do you accept all the terms of the License Agreement? (y/n) [n]:
```

- Step 5** Enter either :
- **Y** and press **Enter** to accept the license and proceed with the installation.
  - Or
  - **N** and press **Enter** to deny and stop the installation.

During upgrade, if the installation program detects VPN monitor, or ACLM, or both, warning messages appear asking whether you want to continue upgrading on the same server, or install Common Services 3.0.3 on a separate server.

If you continue with the upgrade, the system uninstalls the software as part of RME 4.0 upgrade.

If you accept the license agreement and proceed with the installation, the following message appears:

```
The installation image is being accessed from a network drive.  
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.  
Do you want to proceed? (y/n) [y]:
```

This message appears only if you are installing the image from a network drive.

**Step 6** Enter **Y**.

The following message appears:

```
It is strongly recommended that you perform a backup before proceeding. Backing up will  
help you to preserve important data if you have to restore the previous version or install  
CiscoWorks on a new system.
```

```
Enter the backup directory:
```

**Step 7** Enter the backup directory to proceed with the installation.

The installation program performs the backup.

- If backup fails, the following message appears:

```
Backup operation failed. Please look at Backup directory/backuplog for the reason for  
failure.
```

- Enter the backup directory again and try another backup.

Or

- Enter **Exit** to exit the installation.

If the backup fails during upgrade, check the backup log files and correct the backup errors specified in the backup log files.

If you still have the errors, contact the Technical Assistance Center (TAC). TAC will guide you how to continue upgrading without taking a backup.

- If backup is completed, the following message appears:

```
Backup completed successfully
```

Error or warning messages appear if you do not have the required or recommended Server and Client patches.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services. For more information on Solaris patches, see “Solaris Patches” section on page 1-4.

- If any of the required Server patches is missing, the following message appears:

```
Installation can proceed without the required Server patches. However, you must install
the required patches listed above before running CiscoWorks.
Do you want to continue the installation? (y/n) [y]:
```

- If you enter **Y** and proceed with the installation, the following message appears:

```
Choose the type of Setup you prefer.
1) Typical installation.
Installs the product in the default location /opt/CSCOpX.
Allows you to select the components to be installed.
Prompts for CiscoWorks admin password and System Identity Account password.
Randomly generates CiscoWorks guest database passwords if they do not exist.
Recommended for most users.
2) Custom installation.
Allows you to select the product location.
Allows you to select components to be installed.
Prompts for CiscoWorks admin, guest, System Identity Account and database passwords
if they do not exist.
Recommended for advanced users.
Select one of the installation modes using its number or (q) to quit [1]:
```

- Step 8** Press **Enter** to proceed with the installation after you select the Custom mode as given in [Performing Upgrade Installation](#).

If you have a different set of components in the previous version, a message with the list of components will appear. The list of components varies based on the previous installation.

Select the components you want to install and continue with the installation.

The installation program calculates the minimum disk space required for installing the product.

- If the disk space is sufficient, the following message appears:  
Sufficient disk space.
- If the disk does not have enough space, an error message appears and the installation of Common Services exits.

- Step 9** Enter the CiscoWorks admin password and confirm it.

To preserve your earlier password, press **Enter**.

See [Appendix C, “Password Information,”](#) for more information on the usage of passwords.

- Step 10** Enter the CiscoWorks guest password and confirm it.

To preserve your earlier password, press **Enter**.

- Step 11** Enter the System Identity Account password and confirm it.

If you are upgrading from CiscoWorks Common Services 3.0 Service Pack 2 or CiscoWorks Common Services 3.0 Service Pack 1 or CiscoWorks Common Services 3.0, you can either change the System Identity account password, or retain the existing password.

In a multi-server environment, you must configure all systems part of your multi-server setup with the same System Identity Account password.

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

**Step 12** Enter the Common Services Database password and confirm it.

To preserve your earlier password, press **Enter**.

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

The following message appears:

```
Do you want to preserve the existing SMTP Server Name? (y/n) [y]
```

**Step 13** Press either:

- **Enter** or **Y** to preserve the existing SMTP Server Name and proceed with the installation.

Or

- **N** to get a new a new SMTP Server Name.

The following message appears:

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

**Step 14** Press either:

- **Enter** or **Y** to preserve the existing Apache Certificate and proceed with the installation.

Or

- **N** to get a new Apache Certificate.

If you enter **N**, enter the following Apache certificate information:

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

Only the Host name is mandatory. Data for the other fields are optional. Press **Enter** to skip other fields.

- If you have not selected Integration Utility from the selection list, go to [Step 16](#).
- If you have selected Integration Utility, the following message appears:

```
The integration utility will be installed now. The integration utility integrates Cisco device packages and Cisco applications into third-party SNMP management platforms. You can choose to integrate with a third-party SNMP management platform during this installation or later.
```

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

**Step 15** Select one of the following:

- **N** to integrate with a third-party NMS after installation. This completes the installation faster and avoids installation failure caused by errors in the third party integration.
- **Y** to integrate with a third-party NMS during installation.

If you select **Y** (integrate during installation):

- a. Select any of the following:
  - The adapter from the list of available adapters,
  - **Other** to choose an adapter that is not listed (you are prompted to enter the path name of the adapter),
  - **None** to integrate after the installation is complete.

If you select **None**, go to [Step 17](#).

Many third-party products allow you to launch CiscoWorks applications from within the third-party product. The CiscoWorks applications are launched in a web browser.

- b. Enter the full pathname for the web browser.

A message appears prompting you to enable download future updates to NMIDB (Network Management Integration Data Bundle) directly from Cisco.com.

- c. Select one of the following:
  - **N** to disable future updates from Cisco.com.
  - **Y** to enable future updates from Cisco.com.

If you select **N**, go to [Step 16](#).

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

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

The installation program checks dependencies and system requirements and copies the files to the run time and the installation proceeds.

A message appears:

```
Do you want to see the passwords that were entered/randomly generated? (y/n) [y]
```

- Step 16** Enter **Y** to display randomly generated and manually entered passwords.

A message appears:

```
Exiting installation beyond this point might result in system instability.
```

```
Do you want to continue? (y/n) [y].
```

- Step 17** Enter **Y** to continue the installation

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

The installation program installs Common Services in the directory where the earlier version is installed. It takes a while to complete the installation. No prompts for user inputs will be displayed during this time.

If you are installing from a network drive, the installation might take longer to complete. This happens especially for the installation of CiscoView device packages.

After installation is complete, the following messages appear:

```
Software Installation Tool Completed
```

```
Possible Warnings/Errors Encountered
```

Any warning and error messages appear after these messages.

**Step 18** Unmount the CD-ROM.

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details on unmounting the CD-ROM.

Your Solaris machine has upgraded to CS 3.0.3 successfully.

Now, from the LMS 2.6 Update CD ROM you need to install CS 3.0.5.

To install Common Services 3.0.5 from the LMS 2.6 Update CD:

**Step 19** Install the required patches as described in the [“Solaris Patches”](#) section on page 1-4.

**Step 20** Mount the LMS 2.6 Update CD-ROM as root. You can either:

- Mount the LMS 2.6 Update CD-ROM on the system.
- or
- Mount the LMS 2.6 Update CD-ROM on a remote Solaris system and access the CD-ROM from the system on which you want to install Common Services.



**Caution**

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

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.

**Step 21** Run the installation program.

- For a local installation, enter:

```
# cd /cdrom/cdrom0/
# ./setup.sh
```

- For a remote installation, enter:

```
# cd remotedir
# ./setup.sh
```

*remotedir* is the remote location where the CD-ROM is mounted.

A Welcome message appears:

```
Welcome to CiscoWorks LMS 2.6 Update setup program.
```

**Step 22** Select CiscoWorks Common Services 3.0.5 update to install Common Services 3.0.5.

A message appears:

```
Press ENTER to read/browse the following License Agreement:
```

**Step 23** Press **Enter** to read the license agreement.

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

```
You must accept this License Agreement to proceed with the installation.
```

```
If you enter N/n, the installation will exit.
```

```
Do you accept all the terms of the License Agreement? (y/n) [n]:
```



**Note**

Error messages or warning messages appear if you do not have the required or recommended Server and Client patches.

**Step 24** Enter **Y** and press **Enter** to accept the license and proceed with the installation.

**Step 25** While installing from the network drive, the Installing from Network Drive message appears.

Installation from network drive will be slower when compared to installing from the local drive.

Click **Y** to proceed or **N** to exit installation.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services. For more information on Solaris patches, see “Solaris Patches” section on page 1-4.

If any of the required Server patches is missing, the following message appears:

```
Installation can proceed without the required Server patches.However, you must install
the required patches listed above before running CiscoWorks.
```

```
Do you want to continue the installation? (y/n) [y]:
```

**Step 26** If you have not installed all the LMS 2.5.1 applications before installing the LMS 2.6 Update, the installation aborts with the following error message (for example, if Resource Manager Essentials 4.0.3 application was not installed):

```
ERROR: Install Resource Manager Essentials 4.0.3 before updating to Resource Manager
Essentials 4.0.5.
```

```
ERROR: See the ReadMe and the Installation Guide for details.
```

**Step 27** Enter **Y** to continue the installation.

The new updates to be installed will be listed as follows:

```
New Updates to be installed :
```

```
CiscoWorks Common Services 3.0.5 update
```

```
CiscoView 6.1.5 update
```

```
Resource Manager Essentials 4.0.5 update
```

```
Campus Manager 4.0.6 update
```

```
Device Fault Manager 2.0.6 update
```

```
Do you want to continue the installation:? (y/n) [y]:
```

Press **Y** to update the applications listed.



**Note**

The other applications you installed during the LMS 2.5.1 installation will also be listed in the above list.

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

```
WARNING: Exiting installation beyond this point might result in system instability.
```

```
Do you want to continue the installation? (y/n) [y]:
```

```
The installation program takes a while to complete the installation.
```

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

After installation is complete, the following messages appear:

```
Software Installation Tool Completed
```

```
Possible Warnings/Errors Encountered
```

Warning and error messages that had appeared during installation will now appear as a list after these messages.

**Step 28** Unmount the CD-ROM.

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details.

Your Solaris machine has been upgraded to CS 3.0.5 successfully.

---

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-37 for details on installation errors.

To prepare the client system for use, see [Chapter 3, “Preparing to Use CiscoWorks Common Services.”](#)

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

## Re-installing Common Services 3.0.5

You can re-install Common Services 3.0.5 by running the installation program on the system currently running the product.

Re-installation preserves the settings from the previous installation.

Common Services 3.0.5 will automatically be installed in the same location, where the previous version was installed.

For information about application registration if the server is in ACS mode, see [“CiscoWorks–ACS Task Registration During Upgrade and Re-installation”](#) section on page 2-21.

To reinstall Common Services 3.0.5 from the LMS 2.6 Update CD:

---

**Step 1** Install the required patches as described in the [“Solaris Patches”](#) section on page 1-4.

**Step 2** Mount the LMS 2.6 Update CD-ROM as root. You can either:

- Mount the LMS 2.6 Update CD-ROM on the system.
- or
- Mount the LMS 2.6 Update CD-ROM on a remote Solaris system and access the CD-ROM from the system on which you want to install Common Services.



**Caution**

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

---

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for detailed mounting instructions.

**Step 3** Run the installation program.

- For a local installation, enter:

```
# cd /cdrom/cdrom0/
# ./setup.sh
```
- For a remote installation, enter:

```
# cd remotedir
# ./setup.sh
```

*remotedir* is the remote location where the CD-ROM is mounted.

A Welcome message appears:

```
Welcome to CiscoWorks LMS 2.6 Update setup program.
```

**Step 4** Select CiscoWorks Common Services 3.0.5 update to install Common Services 3.0.5.

A message appears:

```
Press ENTER to read/browse the following License Agreement:
```

**Step 5** Press **Enter** to read the license agreement.

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

```
You must accept this License Agreement to proceed with the installation.
```

```
If you enter N/n, the installation will exit.
```

```
Do you accept all the terms of the License Agreement? (y/n) [n]:
```



**Note**

Error messages or warning messages appear if you do not have the required or recommended Server and Client patches.

**Step 6** Enter **Y** and press **Enter** to accept the license and proceed with the installation.

**Step 7** While installing from the network drive, the Installing from Network Drive message appears.

Installation from network drive will be slower when compared to installing from the local drive.

Click **Y** to proceed or **N** to exit installation.

We recommend you download and install the latest required and recommended patches from [www.sunsolve.sun.com](http://www.sunsolve.sun.com), before you run Common Services. For more information on Solaris patches, see “Solaris Patches” section on page 1-4.

If any of the required Server patches is missing, the following message appears:

```
Installation can proceed without the required Server patches. However, you must install the required patches listed above before running CiscoWorks.
```

```
Do you want to continue the installation? (y/n) [y]:
```

**Step 8** If you have not installed all the LMS 2.5.1 applications before installing the LMS 2.6 Update, the installation aborts with the following error message (for example, if Resource Manager Essentials 4.0.3 application was not installed):

```
ERROR: Install Resource Manager Essentials 4.0.3 before updating to Resource Manager Essentials 4.0.5.
```

```
ERROR: See the ReadMe and the Installation Guide for details.
```

**Step 9** Enter **Y** to continue the installation.

The new updates to be installed will be listed as follows:

```
Updates already installed :
```

```
CiscoWorks Common Services 3.0.5 update
```

```
CiscoView 6.1.5 update
```

```
Resource Manager Essentials 4.0.5 update
```

```
Campus Manager 4.0.6 update
```

```
Device Fault Manager 2.0.6 update
```

```
Do you want to continue the installation:? (y/n) [y]:
```

Press **Y** to update the applications listed.



**Note**

The other applications you installed during the LMS 2.5.1 installation will also be listed in the above list.

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

WARNING: Exiting installation beyond this point might result in system instability.

Do you want to continue the installation? (y/n) [y]:

The installation program takes a while to complete the installation.

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

After installation is complete, the following messages appear:

```
Software Installation Tool Completed
```

```
Possible Warnings/Errors Encountered
```

Warning and error messages that had appeared during installation will now appear as a list after these messages.

**Step 10** Unmount the CD-ROM.

See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details.

Your Solaris machine has been reinstalled CS 3.0.5 successfully.

---

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-37 for details on installation errors.

To prepare the client system for use, see [Chapter 3, “Preparing to Use CiscoWorks Common Services.”](#)

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

## Checking for Installation Errors for Common Services 3.0.5

If errors occur during installation, check the installation log file `/var/tmp/ciscoininstall.log`. Each installation log appends to this file.

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

To prepare the client system for use, see [Chapter 3, “Preparing to Use CiscoWorks Common Services.”](#)

## Verifying CS 3.0.5 Installation

You can verify product installation by entering the command **pdshow** from `/opt/CSCOPx/bin`. The following services must be displayed.

- Apache
- CMFOGSServer
- CSRegistryServer
- CmfDbEngine
- CmfDbMonitor
- DCRServer
- EDS
- EDS-GCF
- EDS-TR
- ESS
- EssMonitor
- FDRewinder
- LicenseServer
- RmeGatekeeper
- RmeOrb
- Tomcat
- TomcatMonitor
- diskWatcher
- jrm

# Uninstalling CiscoWorks Common Services 3.0.5

Use the **Uninstall** script to remove CD One files and settings.

Uninstall all applications dependent on Common Services before uninstalling Common Services. The uninstallation process will take approximately 10 minutes to complete.

**Caution**

You must use the Uninstall script to remove the product. If you try to remove CD One or its components manually, you may damage your system.

To uninstall Common Services:

**Step 1** Enter the following commands as root to start the uninstall script:

```
# cd /  
# /opt/CSCOpX/bin/uninstall.sh
```

where */opt/CSCOpX* is the default installation directory.

If you have installed applications dependent on Common Services, a list of applications appear.

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

When you remove CD One (all the CiscoWorks applications), the uninstall script removes changes made to the */etc/services* file. The */etc* directory still contains all system file changes. The uninstall messages gets appended to the */var/tmp/Cisoworks\_uninstall\_20060623\_102035.log*.

The Uninstallation dialog box appears with the installed components.

**Step 2** Enter **Y** to confirm uninstallation of the selected components.

The uninstallation proceeds.

After the uninstall is complete, the following messages appear:

```
All files were deleted successfully.  
Possible Warnings/Errors Encountered
```

The installation program lists the warning and error messages.

**Step 3** Check the following files:

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





## Preparing to Use CiscoWorks Common Services

---

After installing Common Services, you must configure the server and client systems.

This chapter contains:

- [Configuring Server Systems, page 3-2](#)
- [Configuring Client Systems, page 3-2](#)
- [Accessing CiscoWorks Server, page 3-5](#)
- [Using Device Center, page 3-6](#)
- [Using Device and Credentials Repository, page 3-6](#)
- [Using Integration Utility, page 3-6](#)
- [Using CiscoView, page 3-6](#)

The system that has Common Services installed on it can be used as both the server and the client. If you are using the system as client, you must configure the web browser.

## Configuring Server Systems

Set the following environment variables for CiscoWorks system administrators. These variables are not required for tasks performed by users other than those with administrator privileges.

Add `/opt/CSCOpX/bin`, and `/opt/CSCOpX/MDC/bin` to the `PATH` variable in the `.cshrc` or `.profile` files of CD One users who have administrator privileges.

You can set the `PATH` variable in either a C shell or in a Bourne shell.

In C shell enter:

```
$ set path=(/opt/CSCOpX/bin /opt/CSCOpX/MDC/bin $path)
```

In Bourne shell enter:

```
# PATH=/opt/CSCOpX/bin:/opt/CSCOpX/MDC/bin:$PATH export PATH
```

You can add `/opt/CSCOpX/man` to the `MANPATH` variable in either a C shell or in a Bourne shell:

In C Shell enter:

```
setenv MANPATH ${MANPATH}:/opt/CSCOpX/man
```

In a Bourne Shell enter:

```
MANPATH=$MANPATH:/opt/CSCOpX/man export MANPATH
```

## Configuring Client Systems

Through the following tasks, you can configure your client system to use CD One. This section explains:

- [Setting Display Fonts, page 3-2](#)
- [Configuring Web Browser, page 3-3](#)

### Setting Display Fonts

For Windows, 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 **Settings**, then select **Advanced**.

- If you select **Small Fonts** in the Font Size list, your display font is set correctly.
- If you do not select **Small Fonts**, select it from the Font Size drop-down list, then click **OK**.

The System Settings Change dialog box appears.

If you changed the font size, click **Yes** to restart your system.

---

## Configuring Web Browser

To configure your web browser:

---

**Step 1** Enable Java and JavaScript:

In Netscape Navigator:

- a. Select **Edit > Preferences > Advanced**.
- b. Select the Enable Java check box and click **OK**.

In Internet Explorer:

- a. Select **Tools > Internet Options > Advanced**.
- b. Under the Microsoft VM heading, select **Java console enabled, JIT compiler for virtual machine enabled, and Java logging enabled** and click **OK**.

In Mozilla:

- a. Select **Edit > Preferences > Advanced**.
- b. Under **Enable features that help interpret web pages**, select **Enable Java**.

**Step 2** Set your browser cache to at least 6 MB.

In Netscape Navigator:

- a. Select **Edit > Preferences > Advanced > Cache**.
- b. Set the cache to 6 MB and click **OK**.

In Internet Explorer:

- a. Select **Tools > Internet Options > General**, then click **Settings**.
- b. Set the cache to at least 6 MB using the **Amount of disk space to use** slide bar.
- c. Click **OK** to close the Settings dialog box and return to the Internet Options dialog box and click **OK** again.

In Mozilla:

- a. Select **Edit > Preferences > Advanced > Cache**.
- b. Under **Cache Options**, set the cache to 6 MB.

**Step 3** Configure your browser to accept all cookies:

In Netscape Navigator:

- a. Select **Edit > Preferences > Privacy & Security**.
- b. Select the Enable all cookies radio button and click **OK**.

In Internet Explorer:

- a. Select **Tools > Internet Options > Privacy**.
- b. Scroll the settings bar down to select **Accept all Cookies** and Click **OK**.

In Mozilla:

- a. Select **Edit > Preferences > Privacy & Security > Cookies**.
- b. Under **Cookies**, select **Enable all cookies** radio button.
- c. Click **OK** to save your preferences.

**Step 4** Configure your browser to compare each page with its cached version every time it loads a page:

In Netscape Navigator:

- a. Select **Edit > Preferences > Advanced > Cache**.
- b. Select the Every time I view the page radio button and click **OK**.

In Internet Explorer:

- a. Select **Tools > Internet Options > General** and click **Settings** under Temporary Internet files group.
- b. Select the Every visit to the page radio button and click **OK** twice.
- c. Select **Edit > Preferences > Advanced**.
- d. Select the Every time I view the page radio button and click **OK**.

You must set this option to prevent Internet Explorer from using the cached information for help links. If you do not set it, the first help link is displayed properly. However, the second time you click a link, the first page is displayed again.

In Mozilla:

- a. Select **Edit > Preferences > Advanced > Cache**.
- b. Select the Every time I view the page radio button and click **OK**.

**Step 5** Change the default timeout to 20 minutes.

This is only for Internet Explorer —See the instructions on the Microsoft Support Web site.

**Step 6** Enable style sheets:

In Netscape Navigator:

- a. Select **Edit > Preferences > Composer**.
- b. Select the Use CSS styles instead of HTML elements and attributes check box and click **OK**.

In Internet Explorer:

- a. Select **Tools>Internet Options > General**, then click **Accessibility**.
- b. Make sure that the Format documents using my style sheet check box is not selected and click **OK** to close the Accessibility dialog box.
- c. Click **OK** again to close the Internet Options dialog box.

In Mozilla:

- a. Select **Edit > Preferences > Composer**.
- b. Select the **Use CSS styles instead of HTML elements and attributes** check box and click **OK**.

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

In Netscape Navigator:

- a. Select **Edit > Preferences > Appearance > Fonts**.
- b. Select a sans-serif font (for example, Arial) and a font size in the **Typeface** and **Size** selection areas and click **OK**.

The text in the browser window is redrawn using the new fonts.

In Internet Explorer:

- a. Select **Tools > Internet Options > General** and click **Fonts**.
- b. Select a sans-serif font (for example, Arial) from the **Web page font** and **Plain text font** lists, then click **OK**.
- c. Click **OK** to close the dialog box.

The text in the browser window is redrawn using the new fonts.

In Mozilla:

- a. Select **Edit > Preferences > Appearance**.
- b. Select **Fonts** from the Appearance category, choose . (If no options are visible in this category, double-click **Appearance** to expand the list.)
- c. From the Fonts for drop-down list, choose a language group/script. For example, to set default fonts for West European languages/script (Latin), choose **Western**.
- d. From the Proportional drop-down list, select Sans Serif. Then select an appropriate Sans serif font from the Sans serif drop-down list and specify the font size you want for proportional text.

**Step 8** Disable any pop up blocker utility, installed on your client system.

---

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, ensure that you have enough disk space for the amount of cached information you want to store. All information related to CD One is stored on the CiscoWorks server.

## Accessing CiscoWorks Server

Common Services uses port 1741 for the HTTP server and port 443 for HTTPS server (SSL).

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

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

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

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

```
https://server_name:443
```

where *server\_name* is the hostname of the server on which you have installed Common Services.

The CiscoWorks Login Manager page appears.

See the Invoking CiscoWorks Homepage and Logging in to Common Services sections in the *User Guide for CiscoWorks Common Services 3.0.5* and *User Guide for CiscoWorks Common Services 3.0.3* for more information.

Also, see the [“TCP and UDP Ports Information” section on page 2-4](#).

## Using Device Center

Device Center provides a one stop place where you can see a summary for a selected device and the various tools, reports, and tasks that can be performed on the device. It provides a device centric navigation paradigm, which helps you to concentrate on device centric features and information from one single location.

See the Using Device Center chapter in the *User Guide for CiscoWorks Common Services 3.0.5* and *User Guide for CiscoWorks Common Services 3.0.3* for more information about launching Device center and using the Device Center functions.

## Using Device and Credentials Repository

The Device and Credential Repository (DCR) is a common repository of devices, their attributes, and credentials. These are to be used by various network management applications, to manage devices in a management domain. The Device and Credential Admin (DCA) provides an interface to administer DCR.

It enables multiple applications to share device lists and credentials using a client-server mechanism, with secured storage and communications. The applications can read or retrieve the information. The applications can also update the information in DCR so that it could be shared with other applications.

See the Managing Device and Credentials chapter in the *User Guide for CiscoWorks Common Services 3.0.5* and *User Guide for CiscoWorks Common Services 3.0.3* for more information about Adding Devices, Deleting Devices, Editing Device Credentials, Importing Devices and Credentials, Exporting Devices & Credentials, Excluding Devices, Editing Device Identity, and, Viewing Devices List.

## Using 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 *User Guide for CiscoWorks Integration Utility 1.6* for information about configuring and using the Integration Utility.

## Using CiscoView

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

See *User Guide for CiscoView 6.1.2* and *User Guide for CiscoView 6.1.5* for information about launching and using CiscoView.



## Troubleshooting the Installation

---

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

- [Checking Processes After Installation, page A-1](#)
- [Viewing and Changing Process Status, page A-2](#)
- [Contacting Technical Assistance Center \(TAC\), page A-3](#)
- [Understanding Installation Error Messages, page A-3](#)
- [Configuring TFTP, page A-7](#)

### Checking Processes After Installation

You can run a self test or view process failures from the CiscoWorks Server.

To run a self test, in the CiscoWorks Homepage select **Common Services > Server > Admin > Selftest**.

To view process failures, in the CiscoWorks Homepage select **Common Services > Server > Reports > Process Status**.

Processes that are not running will be displayed in red color.

# Viewing and Changing Process Status

You can view the status of any process by selecting **Common Services > Server > Admin > Processes** from the CiscoWorks Homepage.

- From the browser, only users with administrative privileges can start and stop processes.
- From the CiscoWorks server, only users with local administrative privileges can start and stop processes.

---

**Step 1** Go to the CiscoWorks Homepage and select **Common Services > Server > Admin > Processes**. The Process Management page appears.

**Step 2** Select the processes that you want to stop from the Process Management page.

**Step 3** Click **Stop**.

If you select specific processes, the dependent processes also stop.

---

To start processes from the browser:

---

**Step 1** Go to the CiscoWorks Homepage and select **Common Services > Server > Admin > Processes**. The Process Management page appears.

**Step 2** Select the processes from this page that you want to stop.

**Step 3** Click **Start**.

Only the selected processes start. The dependent processes do not start.

---

To stop all processes from the server, enter:

```
/etc/init.d/dmgttd stop
```

To all start processes from the server, enter:

```
/etc/init.d/dmgttd start
```



**Caution**

Do not start the daemon manager immediately after you stop it. The ports used by daemon manager will be in use for some more time even after the daemon manager is stopped. Wait for a few minutes before you start the daemon manager.

---

## Contacting Technical Assistance Center (TAC)

You can contact the Technical Assistance Center (TAC) if you had problems while installing Common Services.

Before contacting TAC, we recommend that you make that:

- The system hardware and software requirements are met.
- The disk space is not full (/ (root), /opt, and /var partitions).
- The CD-ROM drive is not defective.

If the above conditions are met, and you still have problems, contact the Technical Assistance Center.

TAC representatives may ask you to send them the installation log file. For CS 3.0.5, the default is /var/tmp/Ciscoworks\_install\_YYYYMMDD\_hhmmss.log, where YYYYMMDD denotes the year, month and date of installation and hhmmss denotes the hours, minutes and second of installation.

For CS 3.0.3 it will be as /var/tmp/ciscoininstall.log.

Create a report and email the generated report to TAC.

To generate the report, in the CiscoWorks Homepage, select **Common Services > Server > Admin > CollectServerInformation**.

## Understanding Installation Error Messages

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

**Table A-1** Installation Error Messages

Message	Reason for Message	User Action
Access problem with <i>directory</i> .	The installation program cannot access product <i>directory</i> that you specified.	Check permissions on the directory <i>directory</i> .
Bad installation root dir.	You are trying to install the product in an unusable directory.	Install the product on a different directory.
Qos Policy Manager (QPM) is detected on this server. Common Services 3.0.3 cannot co-exist with QPM. We recommend that you either: <ul style="list-style-type: none"> <li>• Install Common Services 3.0.3 on a separate server</li> </ul> Or <ul style="list-style-type: none"> <li>• Restore the current setup with QPM on a separate server, uninstall QPM on this server, and then install Common Services 3.0.3.</li> </ul>	Common Services 3.0.3 cannot co-exist with Qos Policy Manager (QPM).	Either install Common Services 3.0.3 on a separate server or uninstall QPM and proceed with the upgrade on the same server.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
The setup program has discovered HP OpenView services running. This will lock some of the CiscoWorks dlls. Stop all HP OpenView services before installing CiscoWorks.	You have installed Device Fault Manager (DFM) on your system, and HP Network Node Manager (HPNNM) or NetView is running on the same system.	Stop all HP OpenView services and proceed installing CiscoWorks.
Base package did not install. Exiting.	The installation program cannot install a required package.	Contact your technical support representative.
Cannot backup /etc/services, no change will be made.	The installation program could not copy /etc/services before modifying it.	Make sure there is enough space in /tmp.
Cannot become owner of file in directory <i>directory</i> .	You cannot become file owner in directory you specified as product root.	Check permissions on specified directory.
Cannot change ownership of library. Exiting.	The installation program could not write to the product root directory.	Check permissions on specified directory.
Cannot create <i>directory</i> .	The installation program could not write to directory you specified.	Check permissions on specified directory.
Cannot create symlink: ln -s root /opt/CSCOPx.	The installation program cannot create link from /opt/CSCOPx to product root directory you specified.	Contact your technical support representative.
Cannot determine the CiscoWorks Common Services version.	Installation disk is corrupted.	Contact your technical support representative.
Cannot determine the version of <i>product</i> .	The installation program was unable to determine product version.	Contact your technical support representative.
Cannot make list of packages for installation.	The installation program suffered a major failure.	Contact your technical support representative.
Cannot make root dir.	You do not have permission to make product directory you gave the program.	Check the permissions on the root or select another directory with enough permissions.
Cannot upgrade.	Upgrade failed.	Contact your technical support representative.
Copy <i>setupdir</i> to <i>nmsroot</i> failed.	Installation program could not write to product root directory.	Check permissions on root.
Daemon Manager could not start. The port is in use.	The operating system has not reallocated the port.	Make sure all CiscoWorks processes are terminated ( <code>/usr/ucb/ps -ef   grep cisco</code> ). Wait five to ten minutes, then try to restart the daemon manager.
Installation in progress.	You are already running an installation on this system.	Run only one installation program at a time.
Missing file <i>file</i> .	Installation program could not find <i>file</i> file.	Contact your technical support representative.
<code>mkdir -p root</code> failed. Exiting.	Installation program was not able to create root specified.	Check permissions on root.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
No syslog facility is available.	No available Syslog facilities for CiscoWorks Common Services.	Make one of the facilities available. To start Syslog, use the following command: <b>start/usr/sbin/syslogd</b>
Not enough disk space: <i>root</i> .	You picked a product root in a file system with insufficient space to load our product.	Make at least 2 GB of disk space available on partition on which you install product.
OS version less than recommended or supported.	The operating system is not a supported version of Solaris.	Make sure you are running Solaris 8 or Solaris 9.
Package verification failed: <i>pkg</i> aborting.	One of the packages loaded incorrectly.	<ul style="list-style-type: none"> <li>Make sure the package in CD is correct. Use the command <b>pkgchk -d disk/packages packagename</b></li> </ul> Or <ul style="list-style-type: none"> <li>There may be a network problem, if you are installing over the network using a remotely mounted CD.</li> </ul>
Required JRE patches are unavailable on the system <i>patch</i> . Product will fail without these patches.	The installation program could not find required JRE patches.	<ul style="list-style-type: none"> <li>Continue installation and install patches after the CiscoWorks Common Services product is installed.</li> </ul> Or <ul style="list-style-type: none"> <li>Stop product installation and install required patches before installing CiscoWorks Common Services.</li> </ul>
Some files cannot get backed up, datafile missing.	During product upgrade, some key files were not found and cannot be restored.	Check other directories for the missing files.
Syslog is not running.	The installation program could not start syslogd on this system.	Restart syslogd.
The components have dependency errors.	The installation suffered a major failure.	Contact your technical support representative.
There is no table of contents file.	Installation disk is corrupted.	Contact your technical support representative.
You must be logged in as root to install or uninstall this product.	You are not logged in as root.	Log in as root and enter correct password.
Current administration requires that a unique instance of the <i>CSCOpkg</i> package be created.  However, the maximum number of instances of the package that may be supported at one time on the same system has already been met.	You are upgrading from previous CD One editions.	If this happens, change the property pair to <b>instance=overwrite</b> in the following file: <i>/var/sadm/install/admin/</i> default for CS 3.0.3. For CS 3.0.5, the default is <i>/var/tmp/Ciscoverks_install_YYYYMMDD_hhmmss.log</i> , where <i>YYYYMMDD</i> denotes the current year, month and date.

Table A-1 Installation Error Messages (continued)

Message	Reason for Message	User Action
The installer has discovered a problem with the DNS resolution. The DNS must resolve within 10 seconds for the CiscoWorks Common Services to work properly.	The DNS is not being resolved or is not resolving properly.	Continue the installation as usual, then correct the DNS resolution problem.
/etc/hosts should be readable by all.	/etc/hosts should have read permission for all.	Continue with the installation. Correct the permissions of /etc/hosts after install.
/tmp permission should be 777.	/tmp should have read/write permission for all.	Install will quit. Change /tmp permission and restart installation.
This is not a supported architecture. The product cannot be installed on this server.	<p>The server architecture should be 32-bit compatible.</p> <p>If the server architecture is 64-bit compatible, then 32-bit compatibility libraries should be available in that machine. To check this, you can run the command <code>isainfo -v</code></p> <p>It should display:</p> <ul style="list-style-type: none"> <li>• 32-bit sparc applications</li> <li>• 64-bit sparcv9 applications</li> </ul>	<p>The user has to install the product on a 32-bit compatible server.</p> <p>If the server architecture is 64-bit compatible, then 32-bit compatibility libraries should be available in that machine.</p>
Setup has detected the following product on the destination server. CWCS Integration Utility - Standalone.	CiscoWorks and SNMIM cannot co-exist.	Uninstall SNMIM from this system and restart Setup.
Permission of /usr/bin/at is \$PERMS  The minimum permission required is 4755.	Jobs cannot be scheduled if you do not have 4755 permissions for /usr/bin/at.	The minimum permission required is 4755. Change it after installation is complete.

# Configuring TFTP

The TFTP (Trivial File Transfer Protocol) daemon shipped by CiscoWorks Common Services supports TCP (Transmission Control Protocol ) Wrappers.

If the TCP Wrapper support is not configured properly in the server where CiscoWorks is installed, the jobs requiring TFTP may fail.

To ensure that TFTP works properly, check the following configuration files:

- If `/etc/hosts.allow` file is present, ensure that the command `in.tftpd` is given as `in.tftpd:ALL`. If the command is not there in the file at all, add it as `in.tftpd:ALL`.
- If `/etc/hosts.deny` file is present, ensure that the command `in.tftpd` is not there in the file.
- If both the files are not present (`/etc/hosts.allow` and `/etc/hosts.deny`), you do not need to make any changes.

**Note**

---

The TCP Wrapper software extends the abilities of `inetd` to provide support for every server daemon under its control. It provides logging support, returns messages to connections, permits a daemon to accept only internal connections, etc.

---





## Mounting and Unmounting CD-ROM

---

This appendix describes how to mount the CD-ROM on a Solaris system. It includes general information only. For more information, consult the Sun documentation.

You can install Common Services from a CD-ROM mounted on the CiscoWorks server or from a CD-ROM mounted on a remote Solaris system.

This appendix explains:

- [Mounting Local CD-ROM Drive, page B-1](#)
- [Mounting Remote CD-ROM Drive, page B-2](#)
- [Unmounting CD-ROM Drive, page B-4](#)

### Mounting Local CD-ROM Drive

To mount, insert the CD-ROM into the CD-ROM drive and do the following:

- Step 1** Become the superuser by entering the command **su** and the root password at the command prompt, or log in as root. The command prompt changes to the pound sign (#).

If the `/cdrom` directory does not already exist, enter the following command to create it:

```
# mkdir /cdrom
```

- Step 2** Mount the CD-ROM drive.

The `vold` process manages the CD-ROM device and performs the mounting. The CD-ROM might automatically mount onto the `/cdrom/cdrom0` directory.

- If you are running File Manager, a separate File Manager window displays the contents of the CD-ROM. From the File Manager, double click on `setup.sh` file. The Action: Run box appears. Click **OK** to continue installation.
- If the `/cdrom/cdrom0` directory is empty because the CD-ROM was not mounted, or if File Manager did not open a window displaying the contents of the CD-ROM, verify the `vold` daemon is running by entering:

```
# ps -ef | grep vold | grep -v grep
```

- If vold is running, the system displays the process identification number of vold. If the system does not display anything, restart the daemon by entering:

```
# /usr/sbin/vold &
```

- If the vold daemon is running but did not mount the CD-ROM, stop the vold daemon and then restart it. To stop the vold process, you must know the process identification number. If you do not know the process identification number, you can get it by entering:

```
# ps -ef | grep vold | grep -v grep
```

**Step 3** Stop the vold process by entering:

```
# kill -15 process_ID_number
```

**Step 4** Restart the vold process by entering:

```
# /usr/sbin/vold &
```

If you have problems using the vold daemon, enter the following command to mount the CD-ROM:

```
# mount -F hsfs -r ro /dev/dsk/cxytyd0sz /cdrom/cdrom0
```

where *x* is the CD-ROM drive controller number, *y* is the CD-ROM drive SCSI ID number, and *z* is the slice of the partition on which the CD-ROM is located.

---

You have mounted the CD-ROM drive. See [Chapter 2, “Installing CiscoWorks Common Services,”](#) for instructions on installation.

## Mounting Remote CD-ROM Drive

To mount, insert the CD-ROM into the CD-ROM drive of the remote system and perform Steps 1 through 12 on the remote system.

**Step 1** Log in as root.

The command prompt changes to the pound sign (#).

If the /cdrom directory does not already exist, enter:

```
# mkdir /cdrom
```

**Step 2** Mount the CD-ROM drive.

The vold daemon process manages the CD-ROM device and performs the mounting. The CD-ROM might automatically mount onto the /cdrom/cdrom0 directory.

- If you are running File Manager, a separate File Manager window displays the contents of the CD-ROM.
  - a. From the File Manager, double click on setup.sh file.  
The Action: Run box appears.
  - b. Click **OK** to continue installation.
- If the /cdrom/cdrom0 directory is empty because the CD-ROM was not mounted, or if File Manager did not open a window displaying the contents of the CD-ROM, verify that the vold daemon is running by entering:

```
# ps -ef | grep vold | grep -v grep
```

- If vold is running, the system displays /usr/sbin/vold. If the system does not display anything, restart the daemon by entering:

```
# /usr/sbin/vold &
```

- If the vold daemon is running but did not mount the CD-ROM, stop the vold daemon and then restart it. To stop the vold process, you must know the process identification number. If you do not know the process identification number, you can get it by entering:

```
# ps -ef | grep vold | grep -v grep
```

**Step 3** Stop the vold process by entering:

```
# kill -15 process_ID_number
```

**Step 4** Restart the vold process by entering:

```
# /usr/sbin/vold &
```

If you have problems using the vold daemon, enter the following to mount the CD-ROM:

```
# mount -F hsfs -r ro /dev/dsk/cxytd0sz /cdrom/cdrom0
```

where *x* is the CD-ROM drive controller number, *y* is the CD-ROM drive SCSI ID number, and *z* is the slice of the partition on which the CD-ROM is located.

**Step 5** Use a text editor to create an /etc/dfs/dfstab file, if one does not exist.

**Step 6** Add the following line to the /etc/dfs/dfstab file:

```
share -F nfs -o ro /cdrom/cdrom0
```

**Step 7** Make sure your remote system is enabled as an NFS server by entering:

```
# ps -ef | grep nfs | grep -v grep
```

The output of this command shows whether the /usr/lib/nfs/nfsd and /usr/lib/nfs/mountd daemons are running. If they are not running, enable your system as an NFS server by entering:

```
# /etc/init.d/nfs.server start
```

If your system is enabled as an NFS server, enter either:

```
# share
```

or

```
# shareall
```

**Step 8** Go to the system where you want to install CiscoWorks Common Services.

**Step 9** Log on as superuser by entering the command **su** and the root password, or log in as root.

**Step 10** Create a /cdrom directory, if one does not already exist, by entering:

```
# mkdir -p /cdrom/cwcs
```

**Step 11** Mount the CD-ROM drive by entering:

```
# /usr/sbin/mount -r remote_system_name:/cdrom/cdrom0 /cdrom/cwcs
```

The CD-ROM drive is now mounted.

---

See [Chapter 2, “Installing CiscoWorks Common Services,”](#) for installation instructions.

# Unmounting CD-ROM Drive

After you complete the Common Services installation, you must unmount the CD-ROM drive.

## Unmounting Local CD-ROM Drive

To unmount a local CD-ROM drive:

- 
- Step 1** Enter as root:
- ```
# cd  
# umount /cdrom/cdrom0  
# eject
```
- Step 2** Remove the CD-ROM.
- 

## Unmounting Remote CD-ROM Drive

To unmount a remote CD-ROM drive:

- 
- Step 1** Enter the following as root on the local system:
- ```
# umount /cdrom/cwcs
```
- Step 2** Enter the following as root, on the remote system:
- ```
# umount /cdrom/cdrom0
```
- Step 3** Remove the CD-ROM.
-



## Password Information

---

This appendix provides information on the usage of passwords specifically during Common Services 3.0.3 installation.



**Note**

---

During the installation of Common Services 3.0.5, you are not prompted for any passwords.

---

This appendix explains:

- [Password Rules for New Installation, page C-2](#)
- [Password Rules for Upgrade Installation, page C-2](#)
- [Password Rules for Reinstallation, page C-2](#)

## Password Rules for New Installation

The following rules apply for a new installation:

- In Typical mode, admin and system identity account passwords are mandatory. Installation program generates guest, and database passwords randomly.
- In Custom mode, admin, guest, system identity account, and database passwords are mandatory.

## Password Rules for Upgrade Installation

The following rules apply for upgrade and reinstallation:

- In Typical mode, system identity account password is mandatory. The installation program retains passwords for admin, guest, and database.
- In Custom mode, system identity account password is mandatory. You can chose to enter admin, guest, and database passwords or retain the existing passwords.

## Password Rules for Reinstallation

- [CiscoWorks Admin Password](#)
- [CiscoWorks Casuser Password](#)
- [System Identity Account Password](#)
- [CiscoWorks Guest Password](#)
- [CiscoWorks Common Services Database Password](#)
- [Changing CiscoWorks Admin Password](#)

The following rules apply for reinstallation:

- In Typical mode, the installation program retains passwords for admin, guest, and database.
- In Custom mode, you can chose to enter admin, guest, and database passwords or retain the existing passwords.

### CiscoWorks Admin Password

While entering the CiscoWorks Admin passwords, use a minimum of five characters.

### CiscoWorks Casuser Password

While entering the CiscoWorks Casuser passwords, use a minimum of eight characters.

## System Identity Account Password

While entering the System Identity Account Passwords, use a minimum of five characters.

In a multiserver environment, you must configure all systems part of your multiserver setup with the same system identity account password.

See the section Setting up System Identity Account in the *User Guide for CiscoWorks Common Services 3.0.3*, for more details on System Identity Account.

## CiscoWorks Guest Password

While entering the CiscoWorks Guest passwords, use a minimum of five characters.

## CiscoWorks Common Services Database Password

While entering the CiscoWorks Common Services Database passwords:

- Use a minimum of five characters and a maximum of 15 characters.
- Do not start the password with a number.
- Do not insert spaces between characters.

## Changing CiscoWorks Admin Password

You can change your CiscoWorks Admin password by using either the CiscoWorks user password recovery utility or from the GUI, if you want to change it.

- [Changing Admin Password Using Password Recovery Utility](#)
- [Changing Admin Password From GUI](#)

## Changing Admin Password Using Password Recovery Utility

To change the Ciscoworks Admin password using the CiscoWorks user password recovery utility:

---

**Step 1** Stop the CiscoWorks Server Daemon Manager by entering:

```
/etc/init.d/dmgt_d stop
```

**Step 2** Go to *NMSROOT/bin* directory and enter:

```
NMSROOT/bin resetpasswd username
```

*NMSROOT* is the directory where you have installed CiscoWorks Common Services.

A message appears:

```
Enter new password for username
```

- Step 3** Enter the new password for *username*
- Step 4** Start the CiscoWorks Server Daemon Manager by entering:  
`/etc/init.d/dmgttd start`  
If the script terminates abruptly, check your LD\_LIBRARY\_PATH and see if it contains /opt/CSCOpX/lib.
- 

## Changing Admin Password From GUI

To change the ciscoworks Admin password from the CiscoWorks server:

- 
- Step 1** In the CiscoWorks Homepage, select **Common Services > Server > Security > Local User Setup**.  
The Local User Setup page appears.
- Step 2** Click **Modify My Profile**.  
The My Profile pop-up window appears.
- Step 3** Enter the password in the Password field.
- Step 4** Re-enter the password in the Verify field.
- Step 5** Enter the e-mail ID in the E-mail field.
- Step 6** Click **OK**.
-



## User Inputs for Installation of Common Services

This appendix provides information on the user inputs during Common Services 3.0.3 installation.



**Note**

For information on the Installation of Common Services 3.0.5, see [“Prerequisites for Installing Common Services 3.0.5”](#) section on page 2-5.

This appendix explains:

- [User Inputs for Typical Installation, page D-1](#)
- [User Inputs for Custom Installation, page D-2](#)

### User Inputs for Typical Installation

Enter the following information while installing in Typical mode:

**Table D-1**      *User Inputs for New Installation: Typical*

| Settings                             | Value                                                                                                                                                           |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Components to install                | Select the components you want to install.                                                                                                                      |
| Password for <i>admin</i> user       | No default values.<br>Enter the admin password. For more information on passwords, see <a href="#">Appendix C, “Password Information.”</a>                      |
| Password for system identity account | No default values.<br>Enter the system identity account password.<br>For more information on passwords, see <a href="#">Appendix C, “Password Information.”</a> |

Enter the following information during an upgrade installation in Typical mode:

**Table D-2** *User Inputs for Upgrade Installation: Typical*

| Settings                                        | Value                                                                                                                                                        |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Backup folder                                   | Enter a folder for the backup data. You can also browse and select a folder.                                                                                 |
| Password for system identity account (Optional) | No default values.<br>Enter the system identity account password. For more information on passwords, see <a href="#">Appendix C, "Password Information."</a> |
| Components to install                           | Select the components you want to install. The Select Components dialog box appears if you have a different set of components in the previous version.       |

Enter the following information while reinstalling in Typical mode.

**Table D-3** *User Inputs for Reinstallation: Typical*

| Settings              | Value                                                |
|-----------------------|------------------------------------------------------|
| Backup folder         | Enter or browse and select a folder for backup data. |
| Components to install | Select the components you want to install.           |

## User Inputs for Custom Installation

Enter the following information while installing in Custom mode:

**Table D-4** *User Inputs for a New Installation: Custom*

| Setting                                          | Value                                                                                                                                                                                    |
|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Destination folder                               | The default location is /opt/CSCOpX.<br>Select another location if you want to install in a specific location.<br>We recommend that you specify a short path for the destination folder. |
| Components to install                            | Select the components you want to install.                                                                                                                                               |
| Password for users <i>admin</i> and <i>guest</i> | No default values. Enter the admin and guest passwords. For more information on passwords, see <a href="#">Appendix C, "Password Information."</a>                                       |
| Password for system identity account             | No default values.<br>Enter the system identity account password. For more information on passwords, see <a href="#">Appendix C, "Password Information."</a>                             |

**Table D-4** *User Inputs for a New Installation: Custom (continued)*

| Setting                                                                                                                                                                                                                                                    | Value                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Password for the CiscoWorks Common Services Database                                                                                                                                                                                                       | By default, a random password is generated. For more information on passwords, see <a href="#">Appendix C, “Password Information.”</a> |
| Apache certificate settings: <ul style="list-style-type: none"> <li>• SMTP server</li> <li>• Host name</li> <li>• Administrator’s e-mail address</li> <li>• Country</li> <li>• State</li> <li>• City</li> <li>• Company</li> <li>• Organization</li> </ul> | Host name is mandatory. Press <b>Enter</b> to skip prompts for other values.                                                           |

Enter the following information during an upgrade installation in Custom mode:

**Table D-5** *User Inputs for an Upgrade Installation: Custom*

| Setting                                       | Value                                                                                                                                                                              |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Backup folder                                 | Enter a folder for the backup data. You can also browse and select a folder.                                                                                                       |
| Components to install                         | Select the components you want to install. The Select Components dialog box appears if you have a different set of components in the previous version.                             |
| Password for users admin and guest (Optional) | Enter the admin and guest passwords. Press <b>Enter</b> to keep the existing passwords. For more information on passwords, see <a href="#">Appendix C, “Password Information.”</a> |
| Password for system identity account          | No default values.<br>Enter the system identity account password. For more information on passwords, see <a href="#">Appendix C, “Password Information.”</a>                       |

**Table D-5** *User Inputs for an Upgrade Installation: Custom (continued)*

| <b>Setting</b>                                                                                                                                                                                                                                             | <b>Value</b>                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Password for the CiscoWorks Common Services Database                                                                                                                                                                                                       | A random password is generated by default. For more information on passwords, see <a href="#">Appendix C, "Password Information."</a> |
| Apache certificate settings: <ul style="list-style-type: none"> <li>• SMTP server</li> <li>• Host name</li> <li>• Administrator's e-mail address</li> <li>• Country</li> <li>• State</li> <li>• City</li> <li>• Company</li> <li>• Organization</li> </ul> | Host name is mandatory. Press <b>Enter</b> to skip prompts for other values.                                                          |

Enter the following information while reinstalling in Custom mode:

**Table D-6** *User Inputs for Reinstallation: Custom*

| <b>Settings</b>                               | <b>Value</b>                                                                                                       |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Backup folder                                 | Enter a folder for the backup data. You can also browse and select a folder.                                       |
| Components to install                         | Select the components you want to install.                                                                         |
| Password for users admin and guest (Optional) | You may change the passwords for the admin and guest users. To retain the existing passwords, press <b>Enter</b> . |

**Table D-6** *User Inputs for Reinstallation: Custom (continued)*

| <b>Settings</b>                                                                                                                                                                                                                                   | <b>Value</b>                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Password for the CiscoWorks Common Services Database (optional)                                                                                                                                                                                   | Press <b>Enter</b> to keep the existing password.                            |
| Apache certificate settings: <ul style="list-style-type: none"><li>• SMTP server</li><li>• Host name</li><li>• Administrator's e-mail address</li><li>• Country</li><li>• State</li><li>• City</li><li>• Company</li><li>• Organization</li></ul> | Host name is mandatory. Press <b>Enter</b> to skip prompts for other values. |





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