



Installation and Setup Guide for CiscoWorks Common Services (Includes CiscoView 6.1.5) on Windows

Software Release 3.0.5
CiscoWorks

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Preface

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 Common Services software. Network administrators or operators should have the following skills:

- Basic Windows system administrator skills
- Basic network management skills.

Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic</i> font
Displayed session and system information	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen</i> font
Menu items and button names	boldface font
Selecting a menu item in paragraphs	Option > Network Preferences
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 the latest updates.

Table 1 describes the product documentation that is available.

Table 1 **Product Documentation**

Document Title	Available Formats
<i>Release Notes for CiscoWorks Common Services 3.0.5 on Windows</i>	<ul style="list-style-type: none"> PDF on the LMS 2.6 Documentation CD-ROM. On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html
<i>Installation and Setup Guide for CiscoWorks Common Services 3.0.5 (Includes CiscoView 6.1.5) on Windows (this document)</i>	<ul style="list-style-type: none"> PDF on the LMS 2.6 Documentation CD-ROM. On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html
<i>User Guide for CiscoWorks Common Services 3.0.5</i>	<ul style="list-style-type: none"> PDF on the LMS 2.6 Documentation CD-ROM. On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html
Context-sensitive Online Help	<ul style="list-style-type: none"> Click Help from the page you are on for context-sensitive help.

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"> On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html
<i>User Guide for CiscoWorks Common Services 3.0.3</i>	<ul style="list-style-type: none"> PDF on the LMS 2.6 Documentation CD-ROM. On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps3996/products_user_guide_list.html
<i>Installation and Setup Guide for CiscoWorks Common Services 3.0.3 (Includes CiscoView 6.1.2) on Windows</i>	<ul style="list-style-type: none"> PDF on the LMS 2.6 Documentation CD-ROM. On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html
<i>Release Notes for CiscoWorks Common Services 3.0.3 (Includes CiscoView 6.1.2) on Windows</i>	<ul style="list-style-type: none"> PDF on the LMS 2.6 Documentation CD-ROM. On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps3996/prod_release_notes_list.html
<i>User Guide for CiscoView 6.1.2</i>	<ul style="list-style-type: none"> PDF on the LMS 2.6 Documentation CD-ROM. On Cisco.com at: http://cisco.com/en/US/products/sw/cscowork/ps4565/products_user_guide_list.html
Context-sensitive Online Help	<ul style="list-style-type: none"> Click Help from the page you are on for context-sensitive help.

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

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

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>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

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

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—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

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

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:

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

- *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>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:
<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/abtunecd/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

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

This chapter contains:

- [Product Overview, page 1-2](#)
- [Common Services Upgrade Paths, page 1-2](#)
- [Server Requirements, page 1-3](#)
- [Client Requirements, page 1-7](#)
- [Terminal Server Support for Windows 2000 and Windows 2003 Server, page 1-5](#)
- [Supported Devices, page 1-8](#)
- [Supported Network Management Systems, page 1-9](#)

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 3.0.5,”](#) 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 Service Pack 2	Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved.
CiscoWorks Common Services 3.0 Service Pack 1	Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved.
CiscoWorks Common Services 3.0	Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved.
CiscoWorks Common Services 2.2	Common Services 3.0.3 overwrites the previously installed Common Services components. All data is preserved.

Table 1-1 Upgrade Paths (continued)

Existing Software	Results
CD One, 5th Edition	Common Services 3.0.3 overwrites the previously installed CD One, 5th Edition components. All data is preserved.
Core 1.0	Common Services 3.0.3 overwrites the previously installed Core 1.0 components. All data is preserved.

Server Requirements

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

Table 1-2 Server System Requirements¹

Requirement Type	Minimum Requirements
System hardware	<ul style="list-style-type: none"> • IBM PC-compatible system with 1 GHz or faster Pentium processor. • Color monitor. • CD-ROM drive.
Memory (RAM)	512 MB (to install all CiscoWorks Common Services components).
Available drive space ²	<ul style="list-style-type: none"> • 2 GB. • Paging file space equal to double the amount of memory (RAM). For example, if your system has 512 MB of RAM, you need 1024 MB of page file. • NTFS file system required for secure operation. • At least 16 MB in Windows temporary directory (%TEMP%).
Server Environment	<ul style="list-style-type: none"> • CS 3.0.5 will continue to support the same Server environments as in CS 3.0/CS 3.0.3. • In addition, Windows 2003 R2 server (standard and enterprise versions) will also be supported.

Table 1-2 Server System Requirements¹ (continued)

Requirement Type	Minimum Requirements
System software ³	<ul style="list-style-type: none"> • ODBC Driver Manager 3.510 or later (in 3.5x). • Any of the following: <ul style="list-style-type: none"> – Windows 2000 Professional with SP3 or SP4. – Windows 2000 Server with SP3 or SP4. – Windows 2000 Advanced Server with SP3 and SP4. – Windows 2003 Server Standard Edition. – Windows 2003 Server Standard Edition with SP1. – Windows 2003 Server Standard Edition with SP2. – Windows 2003 Server Enterprise Edition. – Windows 2003 Server Enterprise Edition with SP1. – Windows 2003 Server Enterprise Edition with SP2. • Windows 2003 R2 server (standard and enterprise versions). <p>Common Services 3.0.5 and 3.0.3 supports only US-English and Japanese versions of Windows Operating Systems. It does not support any other language version. Installation might proceed normally in other locales but there might be problems in the functionality of CiscoWorks.</p>
Additional software (Optional) Browsers	<ul style="list-style-type: none"> • CS 3.0.5 supports the following Windows-based browsers - IE 6.0 SP2, Mozilla 1.7.13 and Netscape 7.2 • Microsoft Internet Explorer 6.0.26 and Microsoft Internet Explorer 6.0.28. • Java Virtual Machine (JVM) 5.0.0.3802 and later, and Java Plug-in version 1.4.2_10. <p>To verify JVM:</p> <ul style="list-style-type: none"> – From Internet Explorer, select Tools > Sun Java Console. <p>CiscoWorks Common Services does not require JVM and Java Plug-in. However, some CiscoWorks applications may require these.</p> <ul style="list-style-type: none"> • CS 3.0.3 supports Netscape Navigator 7.1 and Netscape Navigator 7.2. • CS 3.0.3 supports Mozilla 1.7.5.

1. Minimum requirements vary, depending on which components you choose to install:
Integration Utility alone requires 512 MB RAM and 50 MB disk space.
CiscoView requires 512 MB RAM and 175 MB disk space.
2. We do not recommend installing Common Services on a FAT file system.
3. You cannot install CiscoWorks on a system configured as a primary or backup domain controller.
Do not install CiscoWorks in an encrypted directory. CiscoWorks does not support directory encryption.

**Caution**

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

Terminal Server Support for Windows 2000 and Windows 2003 Server

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

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



Caution

If IIS is enabled on your system CS installation will not continue. Disable IIS and then proceed.

Terminal Services on Windows 2000 and Windows 2003 Server

Table 1-3 summarizes the Terminal Services features in Windows 2000 and Windows 2003 Server.

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

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

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

Enabling and Disabling Terminal Services on Windows 2000

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

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

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

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

To disable Terminal Services:

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

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

**Note**

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

Enabling and Disabling Terminal Services on Windows 2003 Server

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

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

**Caution**

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

Client Requirements

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

Table 1-4 *Client System Requirements*

Requirement Type	Minimum Requirements
System hardware and software	<p>Client system:</p> <ul style="list-style-type: none"> • 1 GHz Pentium IV processor for Restricted license. • Dual 2.8 GHz Pentium IV processor for Unrestricted license running any of these: <ul style="list-style-type: none"> – Windows 2000 Professional with Service Pack 3 or Service Pack 4 – Windows 2000 Advanced Server with Service Pack 3 or Service Pack 4 – Windows XP SP1 – Windows XP SP2 – Windows 2003 Server and Enterprise Edition – Windows 2003 Server and Enterprise Edition with Service Pack 1 • IBM PC-compatible system with 1 GHz or faster Pentium processor. • Color monitor with video card set to 256 colors. • Windows 2003 R2 server (standard and enterprise versions).
Memory (RAM)	256 MB.
Browser	<p>One of these browsers:</p> <p>On Windows and Windows XP clients:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 6.0 (version 6.0.2600) • Internet Explorer 6.0 with Service Pack 1 (version 6.0.2800) for Windows 2000 and Windows XP • Internet Explorer 6.0.3790.0 for Windows 2003 Server and Windows 2003 Server with Service Pack 1 • Internet Explorer 6.0 with Service Pack 2 (version 6.0.2900) for Windows XP. • Internet Explorer 6.0 with Service Pack 1 (version 6.0.3790.1830) for Windows 2003 R2. <p>Java Virtual Machine (JVM) 5.0.0.3802 and later, and Java Plug-in version 1.4.2_10.(optional)¹</p> <p>To verify the JVM:</p> <ul style="list-style-type: none"> • From Internet Explorer, select Tools > Sun Java Console. • From Netscape Navigator, select Tools > Web Development t> Java Console. • From Mozilla, select Tools > Web Development > Java Console. <p>CiscoWorks Common Services does not require JVM and Java Plug-in. However, some CiscoWorks applications may require these.</p> <ul style="list-style-type: none"> • Netscape Navigator 7.1 and Netscape Navigator 7.2 • Mozilla 1.7.5.

1. This is not mandatory for all bundle applications.

Enabling Java Console

To enable Java Console in Microsoft Internet Explorer:

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

To enable Java Console in Netscape Navigator:

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

To enable Java Console in Mozilla:

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

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

If you are using HPOV as your third party NMS application, you would require the IIS service be enabled for HPOV to install and run. The IIS webserver runs on SSL port 443, which is the default port for LMS webserver. Since LMS web server and IIS web server conflicting on SSL port 443, Ciscoworks Common Services can not run on a machine, where IIS is installed and enabled.

To avoid the conflict between IIS and LMS webservers:

-
- Step 1** Disable the IIS services.
 - Step 2** Install the Ciscoworks applications with IIS services disabled.
 - Step 3** After the installation is complete, change the SSL port number of LMS webserver from 443 to some other available port number.
 - Step 4** Enable the IIS services to install HPOV or access HPOV from web interface.
-

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 3.0.5

This chapter describes the tasks you have to perform for installing, upgrading, and uninstalling CiscoWorks Common Services 3.0.5 on a Windows 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 CiscoWorks Common Services 3.0.5, page 2-3](#)
- [Prerequisites for Installing Common Services 3.0.5, page 2-6](#)
- [Installation Modes, page 2-7](#)
- [Performing Upgrade Installation, page 2-17](#)
- [Upgrade Installation for Common Services 3.0.5, page 2-21](#)
- [Reinstalling Common Services 3.0.5, page 2-32](#)
- [Verifying CS 3.0.5 Installation, page 2-34](#)
- [Checking for Installation Errors for Common Services 3.0.5, page 2-34](#)
- [Uninstalling CiscoWorks Common Services 3.0.5, page 2-35](#)

Installation Overview

This section provides an overview of the CiscoWorks 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 CiscoWorks Common Services Task Overview*

Task	Steps	References
Prepare to install CiscoWorks Common Services.	1. Verify server requirements are met	“Prerequisites” chapter, “Server Requirements” section on page 1-3
	2. Install required Microsoft software on the server if it is not already installed	“Installing Required Microsoft Software” section on page 2-4
	3. Verify client requirements are met	“Prerequisites” chapter, “Client Requirements” section on page 1-7
	4. 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 -p tcp grep port number</pre> If the port is in use, a message appears that it is in the LISTEN state. grep command will not work, if you have not installed the mks tool kit. In that case, enter: <pre>netstat -a -n -p tcp > abc.txt</pre> <pre>notepad abc.txt</pre> The list of ports opens in a Notepad.	“TCP and UDP Ports Information” section on page 2-5
Install Common Services.	Run the installation program	“Prerequisites for Installing Common Services 3.0.5” section on page 2-6 “For troubleshooting information, see Appendix A, “Troubleshooting the Installation.”” section on page 2-16 “Reinstalling Common Services 3.0.5” section on page 2-32

Table 2-1 *Installing CiscoWorks Common Services Task Overview (continued)*

Task	Steps	References
Verify and troubleshoot installation.	1. Verify that all correct services are installed	“Verifying CS 3.0.5 Installation” section on page 2-34
	2. Analyze installation error messages	“Troubleshooting the Installation” appendix, “Understanding Installation Error Messages” section on page A-3

Preparing to Install CiscoWorks Common Services 3.0.5

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

This sections contains:

- [Installation Notes, page 2-3](#)
- [Installing Required Microsoft Software, page 2-4](#)
- [TCP and UDP Ports Information, page 2-5](#)

Installation Notes

- Before you install CiscoWorks Common Services, make sure your server and client environments meet the hardware and software requirements described in [Chapter 1, “Prerequisites.”](#)
- We recommend you:
 - Close all applications before running Common Services installation.
 - Run the installation from a local CD or a local hard drive to avoid errors due to slow network performance.
 - Install Common Services on a system that has a static IP address.
 - Ensure that Windows Management Instrumentation (WMI) services are not running. If they are running they may lock some CiscoWorks processes and may terminate the installation.
 - Ensure that the IIS services are disabled. If IIS services are enabled, the application cannot be installed.
- We recommend that you do not:
 - Install Common Services on a system that is configured as a primary or backup domain controller.
 - Install Common Services on a FAT file system.
 - Install Common Services on Windows XP.
 - Run any other program when installation is in progress.
 - Install Common Services on Advanced Server with terminal services enabled in application server mode.
 - Install Common Services on a system with Internet Information Services (IIS) enabled.
 - Install Common Services on a system that does not have name lookup.

- Do not install Common Services and CiscoSecure Access Control Server (ACS) on the same machine. This is because ACS mandates CiscoWorks to be configured as an AAA client in it for CiscoWorks to avail AAA service.
At the same time, you cannot configure ACS as an AAA client as required when ACS and CiscoWorks co-exist. Hence the configuration required for ACS integration will fail.
- Disable the virus scan software on your system. You can restart it after installation is complete.
- Disinfect your system and end any Internet Explorer processes that are not responding. If you run the Common Services installer or uninstaller on a system that is infected with a virus or has an Internet Explorer process that has stopped responding, the installation or uninstallation process might stop unexpectedly.
- If you are running HP OpenView Network Node Manager or NetView, the installation might take significantly longer to complete. Stop all HP OpenView Network Node Manager or NetView services before installing Common Services.
- If your system does not have enough disk space, you will see an error message that the installation system is running out of disk space. You can choose to abort the installation and free up some disk space on the system and restart the installation, or click **Cancel** to exit the installation.
- Do not select an encrypted directory. Common Services does not support directory encryption.
- Do not install from a Network Drive as this will take a longer time to install CiscoWorks applications.

Installing Required Microsoft Software

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

-
- Step 1** Make sure the system has Microsoft Windows 2003 service pack 1 or Advanced server with service pack 3 or 4 installed. To verify the existing service pack:

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

- If `version 5.0 Service Pack 3` or `version 5.0 Service Pack 4` appears in the Version field, Service Pack 3 or 4 is already installed.
- If this information does not appear, Windows 2000 Service Pack 3 or 4 or Windows 2003 service pack 1 is not installed. Install it now.

- Step 2** Make sure Microsoft Internet Explorer 6.0 is installed in the client and is running JVM version 5.0.0.3802 and later.

To verify the JVM version:

- a. From the browser, select **View > Java Console**.
- b. Enable Java Console if it is not listed in View. Select **Tools > Internet Options > Advanced**.
- c. In the Microsoft VM section, select **Java Console Enabled**.
- d. Restart Internet Explorer.

- Step 3** Make sure ODBC zDriver Manager 3.5.10 or later (in 3.5x) is installed.
To verify the version of ODBC Driver Manager:
- From the Windows desktop, select **Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**.
 - Select the About tab.
If necessary, install Microsoft Data Access Component (MDAC) 2.5 or later.
- Step 4** Make sure that all ODBC Core Components have the same version number. See the Microsoft web site for installation instructions.
While installing the required server software:
- Always retain the *newer* file when you are prompted by an installation program to replace a newer file with an older file.
 - Always reboot your system when you are prompted to do so by an installation program.
 - You might be asked to register with Microsoft before downloading some of the required software. Complete the registration. Selections you make during registration will not affect the installation.

TCP and UDP Ports Information

Table 2-2 lists the TCP and UDP ports used by CiscoWorks Common Services.

Table 2-2 TCP and UDP ports used by CiscoWorks 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

Table 2-2 TCP and UDP ports used by CiscoWorks Common Services (continued)

Port Number	Protocol	Service Name	Traffic Direction
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
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

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 2-34](#)

Installation Modes

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

- Select Typical to select the components and install the selected components in the default location (*System Drive\Program Files\CSCOpX*). This is the default installation mode. (See the [New Installation—Typical](#) section.)
- Select Custom to select optional components, customize the settings, and to specify the location. (See the [New Installation—Custom](#) section.)

The CiscoWorks Common Services installation program takes approximately 45 minutes to complete on a Windows system with the minimum required hardware. This can extend to one hour if you perform network management integration while installing.

**Note**

If Virus Check is enabled in your system then installation of CiscoWorks applications will take longer time.

For information on setting up multi-homed systems, see the *Release Notes for CiscoWorks Common Services 3.0.5 (Includes CiscoView 6.1.5) on Windows* and *Release Notes for CiscoWorks Common Services 3.0.3 (Includes CiscoView 6.1.2) on Windows*.

New Installation—Typical

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 software as described in the [“Server Requirements” section on page 1-3](#).
If you are running Windows 2000, make sure Windows 2000 Service Pack 3 or Service Pack 4 is installed. If you have Service Pack 1 and or Service Pack 2, the installation exits.
- Step 2** Insert the CS 3.0.3 CD-ROM into the CD-ROM drive.
The Installer screen appears.
- Step 3** Click **Install** to continue.
The Welcome screen appears.
- Step 4** Click **Next** to continue.
The Software License Agreement dialog box appears.
- Step 5** Click **Accept** to accept the license agreement and proceed with the installation.
To deny the agreement and stop the installation, click **Do Not Accept**.
- If you select **Accept**, and continue with the installation, the installation program checks the name lookup and Dynamic Host Configuration Protocol (DHCP).
 - If static IP address is not configured on your system, the DHCP-Enabled Network Adapters dialog box appears. Click **Yes** to continue installation.
- The Setup Type dialog box appears.

Step 6 Click **Next** to continue after you select the desired installation mode as Typical (see [Installation Modes, page 2-7](#)).

The Select Components dialog box appears.

Step 7 Select the components you want to install:

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

- Select **Common Services 3.0.3 (CS)** to install Common Services 3.0.3.
- Select **CiscoView 6.1.2** to install both CiscoView and Common Services.
- Select **Integration Utility 1.6** to install Integration Utility.

(For information about the Integration Utility and third-party NMS integration, see *User Guide for CiscoWorks Integration Utility 1.6*.)

- Click **Select All** to select all of the above components.

Step 8 Click **Next** to continue.

The installation program checks dependencies and component requirements.

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

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

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

The Change Admin Password dialog box appears.

Step 10 Enter the user admin password and confirm it.

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

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

The Change System Identity Account Password dialog box appears.

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 B, “Password Information.”](#)

Step 13 Click **Next** to continue installation.

If you are installing Common Services 3.0.3 on a system for the first time, the Create casuser dialog box appears after you enter the System Identity Account password.

- Click **No** to exit the installation and create casuser yourself and rerun the installation. Casuser is the user who administers and maintains CiscoWorks Server, without having administrative privileges.
- Click **Yes** to allow the installation program to create the local user casuser.

If you select **Yes** and continue with the installation, the Summary dialog box appears, displaying the summary of settings for the installation.

- If you want to view passwords and other security sensitive data, click **Show Details**. The Show Details button is visible only if Common Services has been installed as one of the options.

If you click **Show Details**, the Security Alert dialog box appears.

- Click **Yes** in the Security Alert dialog box to view the Summary page with the passwords and other security sensitive data.

You can select and copy the data from the Summary page.

- Click **Hide Details** to hide the details.

If you want to change any settings, click **Back**.

Step 14 Click **Next** to continue.

The installation proceeds.

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

The Restart dialog box appears after installation completes.

Step 15 Select **Yes** and click **Finish**.



Caution

You must reboot the system after installing Common Services 3.0.3 and then proceed to install Common Services 3.0.5. The installation of other CiscoWorks products may fail if you do not restart.

Your Windows 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 CS 3.0.5 from LMS 2.6 Update CD:

Step 16 Log in as the local administrator on the system on which you installed Common Services 3.0.3.

Step 17 Insert the LMS 2.6 CD-ROM into a CD-ROM drive.

The Installer window appears.

If the Installer window does not appear:

- a. Select **Start > Run**.

The Run dialog box opens.

- b. In the Open field, enter `drive:\autorun.exe`

where drive is the CD-ROM drive letter.

Step 18 While installing from the network drive, the Installing from Network Drive window appears.

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

Click **Yes** to proceed or **No** to exit installation.

Step 19 If the WMI service is up and running, the following message appears when installation starts.

```
The setup program has detected Windows Management Instrumentation (WMI) services running.
This will lock some cisco works processes and may abort installation abruptly.
To avoid this, installation will stop and start the WMI services.
Do you want to proceed?
```

Click **Yes** to proceed with this installation.

Click **No** to exit installation.

Step 20 The IIS detection window appears.

IIS should be in disabled state. If not, to disable IIS in your machine, follow the instructions as below:

- Select **Start < Run < services.msc < IIS Admin Service**.
- Right click on IIS Admin Service and click **Stop**.
- IIS is now disabled. You need to go back to your installation screen to resume installation.

Step 21 Click **OK** to continue.

The Welcome window appears.

Step 22 Click **Next** to continue.

The Software License Agreement window appears.

Step 23 Click **Accept** to accept the license agreement and proceed with the installation.

The Install Updates screen appears displaying the new updates that needs to be installed as well as the updates that are already installed.



Note

The new updates list will display all applications you previously installed during CS 3.0.3 installation that now require to be updated to the LMS 2.6 level. CiscoView 6.1.5 is also listed here.

Step 24 Click either **Next** to proceed with the installation or **Cancel** to exit from the installation.

The System Requirements screen appears:

Step 25 Click **Next**.

The Summary window appears.

Step 26 Click **Next**.

The Setup screen appears, displaying installation progress while files are copied and applications are configured.

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):

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

See the ReadMe and the Installation Guide for details.

The following message appears:

```
If you plan to install any of the LMS 2.5.1 applications, you must reinstall CiscoWorks
LMS 2.6 Update after installing these applications.
```

Step 27 Click **OK**.

The Setup Complete dialog box appears.

Step 28 Click **Finish**.

You have completed the CS 3.0.5 installation from the LMS 2.6 Update CD ROM and your Windows machine has CS 3.0.5 installed successfully.

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-34 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:

To proceed with the installation:

Step 1 Install the required software as described in the [“Server Requirements”](#) section on page 1-3.

If you are running Windows 2000, make sure Windows 2000 Service Pack 3 or Service Pack 4 is installed. If you have Service Pack 1 and or Service Pack 2, the installation exits.

Step 2 Insert the CS 3.0.3 CD-ROM into the CD-ROM drive.

The Installer screen appears.

Step 3 Click **Install** to continue.

The Welcome screen appears.

Step 4 Click **Next** to continue.

The Software License Agreement dialog box appears.

Step 5 Click **Accept** to accept the license agreement and proceed with the installation.

To deny the agreement and stop the installation, click **Do Not Accept**.

- If you select **Accept**, and continue with the installation, the installation program checks the name lookup and Dynamic Host Configuration Protocol (DHCP).
- If static IP address is not configured on your system, the DHCP-Enabled Network Adapters dialog box appears. Click **Yes** to continue installation.

The Setup Type dialog box appears.

Step 6 Click **Next** to continue after you select the desired installation mode as Custom (see [Installation Modes, page 2-7](#)).

The Choose Destination Folder dialog box appears with the default location (System Drive\Program Files\CSCOpX).

To install in another location, click **Browse** and select the location.

We recommend that you specify a short pathname, for example like System Drive:\program files\CSCOpX, for the destination folder.

If the folder CSCOPx already exists in *System Drive:\Program Files* with files or folders, a message appears:

The selected folder, *System Drive\program files\CSCOPx* is not empty. Mixing new and existing files can cause severe problems during installation. Please remove all files from this folder or choose another folder to install the product.

You must remove all files from this folder or choose another location to install Common Services.

Step 7 Click **Next** to accept the default location.

Or

- a. Select another location and click **OK**,
- b. Click **Next**.

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

The Select Components dialog box appears.

Step 8 Select the components you want to install. You can:

- Select **Common Services 3.0.3 (CS)** to install Common Services 3.0.3.
- Select **CiscoView 6.1.2** to install both CiscoView and Common Services.
- Select **Integration Utility 1.6** to install Integration Utility.

(For information about the Integration Utility and third-party NMS integration, see *User Guide for CiscoWorks Integration Utility 1.6*.)

- Click **Select All** to select all of the above components

Step 9 Click **Next** to continue.

The installation program checks dependencies and component requirements.

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

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

Step 10 Click **Next** to continue.

The Change Admin and Guest Password dialog box appears.

Step 11 Enter user admin and user guest passwords and confirm them.

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

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

The Change System Identity Account password dialog box appears.

Step 13 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 B, “Password Information.”](#)

Step 14 Click **Next**.

The Change casuser Password dialog box appears.

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

Step 15 Enter the casuser password and confirm it.

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

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

The Common Services Database Password dialog box appears.

Step 17 Enter the CiscoWorks Common Services Database password and confirm it.

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

The Web Server dialog box appears.

Step 19 Enter HTTPS port, server administrator e-mail address, and the SMTP server name.

The default HTTPS port number is 443. The SMTP server name is used by other CiscoWorks applications. The HTTPS port and SMTP server name are mandatory.



Note

From Common Services 3.0.5 onwards, the SMTP server name will be used for Common Services also.

Step 20 Click **Next** to continue installation.

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

Step 21 Enter the country code, state, city, company, organization, and host name for HTTPS.

The host name is mandatory.

Step 22 Click **Next** to continue installation.

The Create Desktop Shortcut dialog box appears.

If you want to create a shortcut to CiscoWorks on your desktop, select the check box.

If Integration Utility has not been selected as one of the options, go to [Step 25](#).

Step 23 Click **Next** to continue installation.

The Integration Utility dialog box appears.

Step 24 Select either of the following:

- **Integrate Later** to integrate with a third-party NMS after installation. This completes the installation quickly and avoids installation failure caused by errors in the third-party integration.
If you select **Integrate Later**, go to [Step 25](#).
- **Integrate Now** to integrate with a third-party NMS during installation.
If you select **Integrate Now**, perform steps **a** through **g**.

- a. Click **Next** to continue.

The Integration Utility Adapters dialog box appears, displaying a list of adapters.

- b. Select any of the following:

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

If you select **None**, go to [Step 25](#).

- c. Click **Next** to continue.

The Integration Utility-NMIDB Updates dialog box appears. Specify whether you want to enable download updates to NMIDB (Network Management Integration Data Bundle) directly from Cisco.com.

- d. Select either of the following:

- **No** to disable future updates from Cisco.com.
- **Yes** to enable future updates from Cisco.com.

If you select **No**, go to [Step 25](#).

- e. Click **Next** to continue.

The Cisco.com login page appears.

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

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

Step 25 Click **Next** to continue.

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

- If you want to view passwords and other security sensitive data, click **Show Details**. The Show Details button is visible only if Common Services has been installed as one of the options.
 - a. Click **Show Details**, to display the Security Alert dialog box.
 - b. Click **Yes** in the Security Alert dialog box to view the Summary page with the passwords and other security sensitive data.

You can select and copy the data from the Summary page.

- If you want to change any settings, click **Back**.
- If you want to hide the details, click **Hide Details**.

Step 26 Click **Next** to continue.

The installation proceeds.

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

The Restart dialog box appears after installation completes.

Step 27 Select **Yes** and click **Finish**.



Caution

You must reboot the system after installing Common Services 3.0.3 and then proceed to install Common Services 3.0.5. The installation of other CiscoWorks products may fail if you do not restart..

Your Windows 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 CS 3.0.5 from LMS 2.6 Update CD:

Step 28 Log in as the local administrator on the system on which you installed Common Services 3.0.3.

Step 29 Insert the LMS 2.6 CD-ROM into a CD-ROM drive.

The Installer window appears.

If the Installer window does not appear:

a. Select **Start > Run**.

The Run dialog box opens.

b. In the Open field, enter `drive:\autorun.exe`
where drive is the CD-ROM drive letter.

Step 30 While installing from the network drive, the Installing from Network Drive window appears.

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

Click **Yes** to proceed or **No** to exit installation.

Step 31 If the WMI service is up and running, the following message appears when installation starts.

The setup program has detected Windows Management Instrumentation (WMI) services running.
This will lock some cisco works processes and may abort installation abruptly.

To avoid this, installation will stop and start the WMI services.

Do you want to proceed?

Click **Yes** to proceed with this installation.

Click **No** to exit installation.

Step 32 The IIS detection window appears.

IIS should be in disabled state. If not, to disable IIS in your machine, follow the instructions as below:

- Select **Start < Run < services.msc < IIS Admin Service**.
- Right click on IIS Admin Service and click **Stop**.
- IIS is now disabled. You need to go back to your installation screen to resume installation.

Step 33 Click **OK** to continue.

The Welcome window appears.

Step 34 Click **Next** to continue.

The Software License Agreement window appears.

Step 35 Click **Accept** to accept the license agreement and proceed with the installation.

The Install Updates screen appears displaying the new updates that needs to be installed as well as the updates that are already installed.

**Note**

The new updates list will display all applications you previously installed during CS 3.0.3 installation that now require to be updated to the LMS 2.6 level. CiscoView 6.1.5 is also listed here.

Step 36 Click either **Next** to proceed with the installation or **Cancel** to exit from the installation.

The System Requirements screen appears:

Step 37 Click **Next**.

The Summary window appears.

Step 38 Click **Next**.

The Setup screen appears, displaying installation progress while files are copied and applications are configured.

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):

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

See the ReadMe and the Installation Guide for details.

The following message appears:

```
If you plan to install any of the LMS 2.5.1 applications, you must reinstall CiscoWorks LMS 2.6 Update after installing these applications.
```

Step 39 Click **OK**.

The Setup Complete dialog box appears.

Step 40 Click **Finish**.

You have completed the CS 3.0.5 installation from the LMS 2.6 Update CD ROM.

Your Windows machine has CS 3.0.5 installed successfully.

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-34 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.”](#)

Performing Upgrade Installation

This section contains:

- [Critical Note on Upgrade and Re-installation](#)
- [Upgrade Installation Notes for CS 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, see “[Table 1-1 Upgrade Paths](#)” section on page 1-2.

Critical Note on Upgrade and Re-installation

During upgrade installation and re-installation, if some files are being used by other processes, the installation program displays the Stop All Programs dialog box. This dialog box lists all the files that are currently being used by other running processes.

You must stop all processes corresponding to the listed files before you proceed with the installation.

To detect the processes corresponding to the locked files, you can use Process Explorer available for download from <http://www.sysinternals.com>.

To stop the processes corresponding to the locked files:

-
- Step 1** Download Process Explorer from <http://www.sysinternals.com>.
 - Step 2** Using Process Explorer, detect the corresponding processes for the files listed.
 - Step 3** Terminate the processes.

See the Process Explorer Online help for more details.

After the processes are stopped, you can click **Next** in the Stop All Programs dialog box and proceed with the installation.

When you click **Next** and proceed with the installation, you may get a message box titled Verify Stopped Processes with the following message:

```
Do you want to verify that Ciscoworks files are no longer being used by running processes.
Click Yes to verify that files are no longer in use and that the installation may proceed.
Click No to proceed without verification.
```

You must click **Yes** and proceed with the verification. The installation might end up abruptly, if you click **No**.

Upgrade Installation Notes for CS 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 Common Services 3.0.3 or Common Services 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 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 leave any field blank, CiscoWorks uses the values from the previous installation.
 - If you have not entered a password for CiscoWorks admin, guest users, 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 the upgrade installation, all the dialog boxes display the default values or the settings from the previous installation. You can 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 Self-signed Certificate. To do this, select Keep Existing Certificate option to configure the webserver to use the existing 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 3.0.3 as well as Common Services 3.0.5.

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 3.0.3* for more details on registering applications with ACS.

When an application that has new tasks to be registered with ACS is installed, you have 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.
```

```
Click Yes to register and continue installing.
```

```
Click No to not register and continue installing.
```

```
Click Cancel to stop installing.
```

Click **No** and continue the installation if you have registered the applications with ACS already from another server.

If you click **Yes** 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.

Click **Cancel** 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 install CS 3.0.5 using either the Typical or the Custom mode:

- Select Typical to select the components and install the selected components in the default location (*System Drive*\Program Files\CSCOpX). This is the default installation mode. (See the [Upgrade Installation—Typical](#) section.)
- Select Custom to select optional components, customize the settings, and to specify the location. (See the [Upgrade Installation—Custom](#) section.)

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 software as described in the [“Server Requirements” section on page 1-3](#).
If you are running Windows 2000, make sure Windows 2000 Service Pack 3 or Service Pack 4 is installed. If you have Service Pack 1, and or Service Pack 2, the installation exits.
- Step 2** Insert the CS 3.0.3 CD-ROM into a CD-ROM drive.
The Installer screen appears.
- Step 3** Click **Install** to continue.
The Welcome screen appears.
- Step 4** Click **Next** to continue.
The Software License Agreement dialog box appears.

Step 5 Click **Accept** to accept the license agreement and proceed with the installation.

To deny the agreement and stop the installation, click **Do Not Accept**.

- If you select **Accept**, and continue with the installation, the installation program checks the name lookup and Dynamic Host Configuration Protocol (DHCP).
- If static IP address is not configured on your system, the DHCP-Enabled Network Adapters dialog box appears. Click **Yes** to continue installation.

The Setup Type dialog box appears.

Step 6 Click **Next** to continue after you select the desired installation mode as Typical (see [Installation Modes, page 2-7](#)).

If the installation program detects VPN monitor, or ACLM, or both, a dialog box appears 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.

The Backup Data dialog box appears.

Step 7 Enter a backup directory and click **Next**.

Or

Click **Browse** to select a backup directory and click **Next**.

The installation program backs up the data.

If the backup fails, the Backup Data dialog box appears with the following message:

```
Backup operation failed. Please look at Backup directory\backup.log for the reason for failure.
```

- Click **Retry** to try backup again.

Or

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

If the backup fails, 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, a dialog box appears with the following message. This message appears only if you upgrade from CDOne 5th Edition/CWCS 2.2 to Common Services 3.0.3.

```
This is an upgrade to CiscoView 6.1.2. The CiscoView related data like Device List, Preferences etc, will not be preserved during the upgrade. Do you want to continue?
```

Step 8 Click **Yes** and continue with the installation.

If you click **No**, the installation exits.

If you have a different set of components in the previous version, the Select Components dialog box appears.

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

The installation program checks component requirements.

The System Requirements dialog box appears.

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

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

Step 9 Click **Next** to continue.

The Change System Identity Account Password dialog box appears.

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

This step is applicable only if you are upgrading from CiscoWorks Common Services 2.2 or CD One, 5th Edition or CORE1.0.

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 “[Password Information](#)” appendix.

Step 11 Click **Next** to continue.

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

- If you want to view passwords and other security sensitive data, click **Show Details**. The Show Details button is visible only if Common Services has been installed as one of the options.
 - a. Click **Show Details**, to display the Security Alert dialog box.
 - b. Click **Yes** in the Security Alert dialog box to view the Summary page with the passwords and other security sensitive data.
You can select and copy the data from the Summary page.
- If you want to change any settings, click **Back**.
- Click **Hide Details** to hide the details.

Step 12 Click **Next** to continue.

The installation proceeds.

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

The Restart dialog box appears after installation completes.

Step 13 Select **Yes**, and click **Finish**.



Caution

You must reboot the system after upgrade installation of Common Services 3.0.3 and then install Common Services 3.0.5. The installation of other CiscoWorks products may fail if you do not restart.

Your Windows machine has upgraded to CS 3.0.3 successfully.

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

To install CS 3.0.5 from LMS 2.6 Update CD:

Step 14 Log in as the local administrator on the system on which you installed Common Services 3.0.3.

Step 15 Insert the LMS 2.6 CD-ROM into a CD-ROM drive.

The Installer window appears.

If the Installer window does not appear:

a. Select **Start > Run**.

The Run dialog box opens.

b. In the Open field, enter **drive:\autorun.exe**

where drive is the CD-ROM drive letter.

Step 16 While installing from the network drive, the Installing from Network Drive window appears.

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

Click **Yes** to proceed or **No** to exit installation.

Step 17 If the WMI service is up and running, the following message appears when installation starts.

The setup program has detected Windows Management Instrumentation (WMI) services running. This will lock some cisco works processes and may abort installation abruptly.

To avoid this, installation will stop and start the WMI services.

Do you want to proceed?

Click **Yes** to proceed with this installation.

Click **No** to exit installation.

Step 18 The IIS detection window appears.

IIS should be in disabled state. If not, to disable IIS in your machine, follow the instructions as below:

- Select **Start < Run < services.msc < IIS Admin Service**.
- Right click on IIS Admin Service and click **Stop**.
- IIS is now disabled. You need to go back to your installation screen to resume installation.

Step 19 Click **OK** to continue.

The Welcome window appears.

Step 20 Click **Next** to continue.

The Software License Agreement window appears.

Step 21 Click **Accept** to accept the license agreement and proceed with the installation.

The Install Updates screen appears displaying the new updates that needs to be installed as well as the updates that are already installed.



Note

The new updates list will display all applications you previously installed during CS 3.0.3 installation that now requires an update to the LMS 2.6 level. CiscoView 6.1.5 is also automatically listed here.

Step 22 Click either **Next** to proceed with the installation or **Cancel** to exit from the installation.

The System Requirements screen appears:

Step 23 Click **Next**.

The Summary window appears.

Step 24 Click **Next**.

The Setup screen appears, displaying installation progress while files are copied and applications are configured.

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):

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

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

The following message appears:

```
If you plan to install any of the LMS 2.5.1 applications, you must reinstall CiscoWorks LMS 2.6 Update after installing these applications.
```

Step 25 Click **OK**.

The Setup Complete dialog box appears.

Step 26 Click **Finish**.

You have completed the CS 3.0.5 installation from the LMS 2.6 Update CD ROM and your Windows machine has CS 3.0.5 installed successfully.

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-34 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

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

To upgrade install CS, 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. To do this:

-
- Step 1** Install the required software as described in the [“Server Requirements” section on page 1-3](#).
If you are running Windows 2000, make sure Windows 2000 Service Pack 3 or Service Pack 4 is installed. If you have Service Pack 1, and or Service Pack 2, the installation exits.
- Step 2** Insert the CS 3.0.3 CD-ROM into a CD-ROM drive.
The Installer screen appears.
- Step 3** Click **Install** to continue.
The Welcome screen appears.
- Step 4** Click **Next** to continue.
The Software License Agreement dialog box appears.
- Step 5** Click **Accept** to accept the license agreement and proceed with the installation.
To deny the agreement and stop the installation, click **Do Not Accept**.
- If you select **Accept**, and continue with the installation, the installation program checks the name lookup and Dynamic Host Configuration Protocol (DHCP).
 - If static IP address is not configured on your system, the DHCP-Enabled Network Adapters dialog box appears. Click **Yes** to continue installation.
- Step 6** The Setup Type dialog box appears.
- Step 7** Click **Next** to continue after you select the upgrade installation mode as Custom (see [Installation Modes, page 2-7](#)).
If the installation program detects VPN monitor, or ACLM, or both, a dialog box appears 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.
The Backup Data dialog box appears.
- Step 8** Enter a backup folder and click **Next**.
Or
Click **Browse** to select a backup folder and click **Next**.
The installation program backs up the data.

If backup fails, the Backup Data dialog box appears with the following message:

```
Backup operation failed. Please look at Backup directory\backup.log for the reason for failure.
```

- Click **Retry** to try backup again.

Or

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

If the backup fails, 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, a dialog box appears with the following message. This message appears only if you upgrade from CDOne 5th Edition/CWCS 2.2 to CS 3.0.3.

```
This is an upgrade to CiscoView 6.1.2. The CiscoView related data like Device List, Preferences etc, will not be preserved during the upgrade. Do you want to continue?
```

Step 9 Click **Yes** and continue with the installation.

If you click **No**, the installation exits.

If you have a different set of components in the previous version, the Select Components dialog box appears. The number of components in the dialog box will vary based on the previous installation.

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

The installation program checks component requirements.

The System Requirements dialog box appears.

- The System Requirements dialog displays the system requirements, available space in the drive and Temp Directory (%TEMP%), and available memory in megabytes. If your system does not meet the requirements a warning appears:

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

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

```
There is not enough space in drive drive name.
```

```
Please free some space on drive drive name
```

- If your system does not have the minimum CPU speed, a warning appears:

```
Warning: Current CPU speed is less than the minimum requirement, which may affect performance.
```

- If your system does not have the minimum swap space, a warning appears:

```
Warning: Current swap space is less than the minimum requirement, which may affect performance.
```

Step 10 Click **Next** to continue.

The Change Admin and Guest Password dialog box appears.

Step 11 Enter CiscoWorks admin and guest passwords and confirm them.

You may change the passwords for the admin and guest users. To keep the existing passwords, leave the fields blank and click **Next** to continue installation.

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

- Step 12** Click **Next** to continue installation.
The Change System Identity Account Password dialog box appears.
- Step 13** 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, a dialog box appears where you can change the System Identity account password, or leave the fields blank to 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 B, “Password Information.”](#)
- Step 14** Click **Next** to continue.
The Change casuser Password dialog box appears.
Casuser is the user who administers and maintains CiscoWorks Server without having administrative privileges.
- Step 15** Enter the casuser password and confirm it.
This password must conform to the system administrator policies. The installation program adds the user *casuser* and the group *casusers* to the system. If you do not enter a password, the setup program will generate a random password.
For more information on passwords, see [Appendix B, “Password Information.”](#)
- Step 16** Click **Next** to continue installation.
The Common Services Database Password dialog box appears.
- Step 17** Enter the password, and confirm it.
Leave the fields blank to use the existing password.
For more information on passwords, see [Appendix B, “Password Information.”](#)
- Step 18** Click **Next** to continue installation.
The Web Server Configuration dialog box appears.
- Step 19** Enter HTTPS port, server administrator e-mail address, and the SMTP server name.
The default HTTPS port number is 443. The SMTP server name is used by other CiscoWorks applications. The HTTPS port and SMTP server name are mandatory.
- Step 20** Click **Next** to continue installation.
The Self-signed Certificate dialog box appears. The webserver uses the Self-signed certificate while operating in secure mode. By default, the installation program uses the existing Self- signed Certificate information.
If you want to generate a new certificate, uncheck the **Keep existing certificate** check box, and enter the country code, state, city, company, organization, and host name for HTTPS. The host name is mandatory. You can leave the other fields blank.
- Step 21** Click **Next** to continue installation.
The Create Desktop Shortcut dialog box appears.
If you want to create a shortcut to CiscoWorks on your desktop, select the check box.
If Integration Utility has not been selected as one of the options, go to [Step 24](#).
- Step 22** Click **Next** to continue installation.
The Integration Utility dialog box appears.

Step 23 Select one of the following:

- **Integrate Later** to integrate with a third-party NMS after installation. This completes the installation more quickly and avoids installation failure caused by errors in the third-party integration.

If you select **Later**, go to [Step 24](#).

- **Integrate Now** to integrate with a third-party NMS during installation.

If you select **Integrate Now**, continue with steps **a** through **g**.

- a. Click **Next** to continue.

The Integration Utility Adapters dialog box appears, displaying a list of adapters.

- b. 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 24](#).

- c. Click **Next** to continue.

The Integration Utility NMIDB Updates dialog box appears.

- d. Specify whether you want to enable download updates to NMIDB (Network Management Integration Data Bundle) directly from Cisco.com.

- e. Select either of the following:

- **No** to disable future updates from Cisco.com.
- **Yes** to enable future updates from Cisco.com.

If you select **No**, go to [Step 24](#)

- f. Click **Next** to continue.

The Cisco.com login page appears.

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

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

Step 24 Click **Next** to continue.

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

To view passwords and security sensitive data, click **Show Details**.

The **Show Details** button is visible only if Common Services has been installed as one of the options.

The installation program displays only the new and changed passwords. You can select and copy the data from the Summary dialog box.

Step 25 Click **Next** to continue.

The installation proceeds.

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

The Restart dialog box appears after installation completes.

Step 26 Select **Yes** and click **Finish**.



Caution

You must reboot the system after upgrade installation of Common Services 3.0.3 and then install Common Services 3.0.5. The installation of other CiscoWorks products may fail if you do not restart.

Your Windows machine has upgraded to CS 3.0.3 successfully.

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

To install CS 3.0.5 from LMS 2.6 Update CD:

Step 27 Log in as the local administrator on the system on which you installed Common Services 3.0.3.

Step 28 Insert the LMS 2.6 CD-ROM into a CD-ROM drive.

The Installer window appears.

If the Installer window does not appear:

a. Select **Start > Run**.

The Run dialog box opens.

b. In the Open field, enter `drive:\autorun.exe`

where drive is the CD-ROM drive letter.

Step 29 While installing from the network drive, the Installing from Network Drive window appears.

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

Click **Yes** to proceed or **No** to exit installation.

Step 30 If the WMI service is up and running, the following message appears when installation starts.

The setup program has detected Windows Management Instrumentation (WMI) services running. This will lock some cisco works processes and may abort installation abruptly.

To avoid this, installation will stop and start the WMI services.

Do you want to proceed?

Click **Yes** to proceed with this installation.

Click **No** to exit installation.

Step 31 The IIS detection window appears.

IIS should be in disabled state. If not, to disable IIS in your machine, follow the instructions as below:

- Select **Start < Run < services.msc < IIS Admin Service**.
- Right click on IIS Admin Service and click **Stop**.
- IIS is now disabled. You need to go back to your installation screen to resume installation.

Step 32 Click **OK** to continue.

The Welcome window appears.

Step 33 Click **Next** to continue.

The Software License Agreement window appears.

Step 34 Click **Accept** to accept the license agreement and proceed with the installation.

The Install Updates screen appears displaying the new updates that needs to be installed as well as the updates that are already installed.



Note

The new updates list will display all applications you previously installed during CS 3.0.3 installation that now requires an update to the LMS 2.6 level. CiscoView 6.1.5 is also automatically listed here.

Step 35 Click either **Next** to proceed with the installation or **Cancel** to exit from the installation.

The System Requirements screen appears:

Step 36 Click **Next**.

The Summary window appears.

Step 37 Click **Next**.

The Setup screen appears, displaying installation progress while files are copied and applications are configured.

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):

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

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

The following message appears:

```
If you plan to install any of the LMS 2.5.1 applications, you must reinstall CiscoWorks LMS 2.6 Update after installing these applications.
```

Step 38 Click **OK**.

The Setup Complete dialog box appears.

Step 39 Click **Finish**.

You have completed the CS 3.0.5 installation from the LMS 2.6 Update CD ROM and your Windows machine has been upgraded to CS 3.0.5 successfully.

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-34 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.”](#)

Reinstalling 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.

We recommend that you save your data to a backup file before you start reinstallation. If your installation fails, you can retrieve this saved data. To do a back up, see [“Upgrade Installation for Common Services 3.0.5” section on page 2-21](#).

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 2-20](#).

See the [“Critical Note on Upgrade and Re-installation” section on page 2-17](#) before proceeding the re-installation.

To reinstall CS 3.0.5 from LMS 2.6 Update CD:

-
- Step 1** Log in as the local administrator on the system on which you installed Common Services 3.0.3.
- Step 2** Insert the LMS 2.6 CD-ROM into a CD-ROM drive.
The Installer window appears.
If the Installer window does not appear:
- a. Select **Start > Run**.
The Run dialog box opens.
 - b. In the Open field, enter `drive:\autorun.exe`
where drive is the CD-ROM drive letter.
- Step 3** While installing from the network drive, the Installing from Network Drive window appears.
Installation from network drive will be slower when compared to installing from the local drive.
Click **Yes** to proceed or **No** to exit installation.
- Step 4** If the WMI service is up and running, the following message appears when installation starts.
`The setup program has detected Windows Management Instrumentation (WMI) services running. This will lock some cisco works processes and may abort installation abruptly. To avoid this, installation will stop and start the WMI services. Do you want to proceed?`
Click **Yes** to proceed with this installation.
Click **No** to exit installation.
- Step 5** The IIS detection window appears.
IIS should be in disabled state. If not, to disable IIS in your machine, follow the instructions as below:
- Select **Start < Run < services.msc < IIS Admin Service**.
 - Right click on IIS Admin Service and click **Stop**.
 - IIS is now disabled. You need to go back to your installation screen to resume installation.
- Step 6** Click **OK** to continue.

The Welcome window appears.

Step 7 Click **Next** to continue.

The Software License Agreement window appears.

Step 8 Click **Accept** to accept the license agreement and proceed with the installation.

The Install Updates screen appears displaying the new updates that needs to be installed as well as the updates that are already installed.

The new updates list will display all applications you previously installed during CS 3.0.3 installation that now require to be updated to the LMS 2.6 level. CiscoView 6.1.5 is also listed here.

Step 9 Click either **Next** to proceed with the installation or **Cancel** to exit from the installation.

The System Requirements screen appears:

Step 10 Click **Next**.

The Summary window appears.

Step 11 Click **Next**.

The Setup screen appears, displaying installation progress while files are copied and applications are configured.

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):

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

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

The following message appears:

```
If you plan to install any of the LMS 2.5.1 applications, you must reinstall CiscoWorks LMS 2.6 Update after installing these applications.
```

Step 12 Click **OK**.

The Setup Complete dialog box appears.

Step 13 Click **Finish**.

You have completed the CS 3.0.5 installation from the LMS 2.6 Update CD ROM and your Windows machine has reinstalled CS 3.0.5 successfully.

See [“Checking for Installation Errors for Common Services 3.0.5”](#) section on page 2-34 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, you can look at the installation log to determine the error. This log is located in the root directory on the drive where the operating system is installed.

The default is C:\Cisoworks_install_YYYYMMDD_hhmmss.log, where YYYYMMDD denotes the current year, month and date.

Each installation creates a log that is saved as a different file. Check the most recent log file for error messages.

Verifying CS 3.0.5 Installation

You can verify product installation by entering the command **pdshow** from your command prompt. The following processes must appear:

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

Uninstalling CiscoWorks Common Services 3.0.5

This section contains:

- [Uninstalling Common Services](#)
- [Notes on Uninstallation](#)

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

You cannot uninstall Common Services when other applications that are dependent on Common Services are installed. Before uninstalling Common Services, uninstall these application.

For example, if you select Common Services without selecting CiscoView, the following message appears:

```
Cannot uninstall CiscoWorks Common Services.  
It is required for CiscoView.
```

Uninstall all applications dependent on Common Services before uninstalling Common Services.



Caution

You must use the **Uninstall** script to remove the product. If you try to remove CiscoWorks Common Services or its components manually, you may damage your system.

Uninstalling Common Services

To uninstall Common Services:

-
- Step 1** Go to the Windows desktop, select **Start > Programs > CiscoWorks > Uninstall CiscoWorks**.
- Step 2** If the WMI service is up and running, the following message appears when uninstallation starts.
- ```
The setup program has detected Windows Management Instrumentation (WMI) services running.
This will lock some cisco works processes and may abort uninstallation abruptly.
To avoid this, uninstallation will stop and start the WMI services.
Do you want to proceed?
```
- Click **Yes** to proceed with this uninstallation.
- Click **No** to exit uninstallation.
- The Uninstallation dialog box appears with the installed components.
- Step 3** Select the components you want to remove and click **Next**.
- Or
- Click **Select All** to uninstall all the components and click **Next**.
- The Uninstallation dialog box lists the selected components.

**Step 4** Click either:

- **Next** to continue uninstallation.

Or

- **Back** to return to the component selection box.

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

The uninstallation proceeds and the Uninstallation Complete dialog box appears after uninstallation completes.

**Step 5** Select **Yes, I want to restart my computer now** and click **Finish**.



**Caution**

---

If you select to uninstall Common Services, you must restart your system after the uninstallation is complete. The subsequent installation of other CiscoWorks products may fail if you do not restart your system.

---

## Notes on Uninstallation

Following are some precautionary notes on uninstallation:

- The uninstall log file will be generated using time stamp with the YYYYMMDD\_hhmmss format, for example, C:/CiscoWorks\_uninstall\_YYYYMMDD\_hhmmss.
- You cannot uninstall Common Services 3.0.5 if any of your CiscoWorks applications depends on Common Services 3.0.5.
- The install folder will be removed (with some caveats) and the casuser will be removed after uninstallation of Common Services 3.0.5.



## Preparing to Use CiscoWorks Common Services

---

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

This chapter consists of:

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

# Configuring Client Systems

Through the following tasks, you can configure your client system to use Common Services.

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

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.

## 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.
- Step 4** 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:
- Select **Edit > Preferences > Advanced**.
  - Select the Enable Java check box and click **OK**.
- In Internet Explorer:
- Select **Tools > Internet Options > Advanced**.
  - Under the Microsoft VM heading, select **Java console enabled, JIT compiler for virtual machine enabled, and Java logging enabled** and click **OK**.
- In Mozilla:
- Select **Edit > Preferences > Advanced**.
  - 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.

In Mozilla:

- a. Select **Edit > Preferences > Advanced**.
- b. 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 minute.

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 and 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, make sure you have enough disk space for the amount of cached information you want to store. All Common Services information is stored on the CiscoWorks server.

## Accessing CiscoWorks Server

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

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

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

The CiscoWorks Login 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 *CiscoWorks Common Services 3.0.3* for more information.

Also, see “[TCP and UDP Ports Information](#)” section on page 2-5.

## Using Device Center

Device Center provides a one stop place where you can see a summary for a device, and launch troubleshooting tools, management tasks, and reports for the selected 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 *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 *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 as well as Device Center from an NMS 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 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.

## Casuser Permissions

To install and run the CiscoWorks, make sure that:

- localSystem account and casusers group (which is created by CiscoWorks installation) have sufficient permissions to load system DLLs from system32 directory.
- The same permissions should be granted to the user who is running installation of CiscoWorks. In addition, such user must be a member of the local group Administrators. Permissions for this user are required for the time of installation or uninstallation only.
- Command line utilities provided by Windows such as cmd, regedit, cacls, ping, nslookup are present in the system.



---

**Note**

All CiscoWorks processes are running as localSystem, or casuser. Casuser is the user created by installation along with the casusers group, and included into the group.

---



## Troubleshooting the Installation

---

This appendix provides troubleshooting information for Common Services installation.

This appendix contains:

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

### 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.

To view or change the process status:

- 
- 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 **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 are started. The dependent processes are not started.
- 

To stop all processes from the server, enter:

```
net stop crmdmgt
```

To all start processes from the server, enter:

```
net start crmdmgt
```



**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.
- 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 in the case of Common Services 3.0.5, TAC representatives may ask you to send them the installation log file, C:\Cisoworks\_install\_YYYYMMDD\_hhmmss.log, where YYYYMMDD denotes the year, month and date of installation and hhmmss denotes the hours, minutes and second of installation.

In the case of Common Services 3.0.3, *system drive*:\Ciscoworks\_setup001.log file (or the log file with the highest number, for example, Ciscoworks\_setup003.log).

Generate 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 error messages that might occur during installation and describes the reasons for the errors.

**Table A-1** Installation Error Messages

| Message                                                                                                                                                                                                                                                                                                                                                                                                                     | Reason for Message                                                                                                                          | User Action                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| CiscoWorks Common Services installation cannot proceed because you are not logged in as an administrator.                                                                                                                                                                                                                                                                                                                   | You are not logged in to Windows with administrator privileges.                                                                             | Log in to Windows with local administrator privileges and try installing again.                                             |
| 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. |
| The setup program has discovered HP OpenView services running. This will lock some of the CiscoWorks dlls.<br>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.                                                            |
| Decompression failed on <i>file</i> . The error was for <i>error code per CompressGet</i> .                                                                                                                                                                                                                                                                                                                                 | When you downloaded CiscoWorks Common Services, a transmission error occurred or the installation medium is damaged.                        | Retry the download. If you still have errors, contact your technical support representative.                                |
| General file transmission error.<br>Please check your target location and try again. Error number: <i>error code</i> .                                                                                                                                                                                                                                                                                                      | When you downloaded CiscoWorks Common Services, a transmission error might have occurred.                                                   | Retry the download. If you still have errors, contact your technical support representative.                                |

Table A-1 Installation Error Messages (continued)

| Message                                                                        | Reason for Message                                                                                                                                                                                                                                    | User Action                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Severe: Cannot run the dependency handler.                                     | When you downloaded CiscoWorks Common Services, a transmission error might have occurred.<br><br>The directory structure of installation is not maintained. This can happen if you download the zip file and extract the contents to install from it. | Retry the download.                                                                                                                                                                                                                                                                             |
| Cannot write <i>infoFile</i><br>or<br>Cannot create <i>infoFile</i> .          | A file-write operation failed.                                                                                                                                                                                                                        | Run the file system checking utility, then repeat the installation.<br><br>1. Verify that you have write permission to the destination directory and windows TEMP directory.<br><br>2. Repeat the installation.<br><br>The environment variable %TEMP% provides the location on TEMP directory. |
| Cannot stop service <i>servicename</i> .                                       | The installation (or reinstallation) tried to stop the service <i>servicename</i> unsuccessfully.                                                                                                                                                     | 1. Select Control Panel > Services and stop service <i>servicename</i> manually.<br><br>2. Proceed with (un)installing.                                                                                                                                                                         |
| UseDLL failed for <i>dll</i> .                                                 | <i>dll</i> should be available at any time for any process, but Windows failed to load it.                                                                                                                                                            | <ul style="list-style-type: none"> <li>Check permissions on the system32 directory under %WINDIR%. If the <i>dll</i> is <i>secure.dll</i> or <i>r_inst.dll</i>, check product installation media for errors.</li> </ul> Or <ul style="list-style-type: none"> <li>Reinstall Windows.</li> </ul> |
| <i>function</i> failed: DLL function not found.                                | <i>dll</i> should be available at any time for any process, but Windows failed to load it.                                                                                                                                                            | <ul style="list-style-type: none"> <li>Check permissions on system32 directory under %WINDIR%. If <i>dll</i> is <i>secure.dll</i> or <i>r_inst.dll</i>, check product installation media for errors.</li> </ul> Or <ul style="list-style-type: none"> <li>Reinstall Windows.</li> </ul>         |
| OpenFile failed: <i>pathname</i> .                                             | A file open operation failed.                                                                                                                                                                                                                         | 1. Run the file system checking utility, then repeat the installation.<br><br>2. Verify whether you have the read permission on <i>pathname</i> , then repeat the installation.                                                                                                                 |
| ProtectFile failed: <i>file</i> : error. WWW admin security may be incomplete. | Setting file permissions failed because you may not be allowed to change them.                                                                                                                                                                        | Log in as administrator.<br><br>If you are installing on a FAT file system, CiscoWorks Common Services cannot provide file security.                                                                                                                                                            |

Table A-1 Installation Error Messages (continued)

| Message                                                                                                                                                                                                                                                    | Reason for Message                                                                                                                                              | User Action                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Launch of isql script failed.                                                                                                                                                                                                                              | The existing database file is corrupted or the previous version of CiscoWorks Common Services is destroyed.<br><br>The problem may occur during reinstallation. | Contact your technical support representative.                                                                                                                                                                                                                                                                             |
| The product should not be installed in a root directory.                                                                                                                                                                                                   | You tried to install the product in a directory of a drive (for example, c:\ or d:\) that is not supported.                                                     | Select a directory other than the root directory to install the product.                                                                                                                                                                                                                                                   |
| The product should not be installed in a remote directory.                                                                                                                                                                                                 | You tried to install the product in a directory of a drive that is remotely mounted or using the UNC pathname.                                                  | Select a directory on a local hard-drive.                                                                                                                                                                                                                                                                                  |
| The selected directory is not empty. Mixing new and existing files can cause severe problems during installation.                                                                                                                                          | You tried to install in a directory that contains some files.                                                                                                   | Remove all files from directory or choose another directory to install the product.                                                                                                                                                                                                                                        |
| The installer requires temporary workspace. You have less than 8 MB of free space on <i>drive</i> . Free up some space and try again.                                                                                                                      | There is not enough drive space for temporary installation files.                                                                                               | Make more drive space available (%TEMP%), then rerun installation.                                                                                                                                                                                                                                                         |
| You are attempting to install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on a Server which is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC).                                    | You are trying to install the application on a Server which is configured as a Primary Domain Controller or a Backup Domain Controller (PDC/BDC).               | Install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on another server not configured as PDC / BDC.                                                                                                                                                                                   |
| You are attempting to install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on an unsupported operating system.<br><br>The installation will exit when you close this message box.                                     | You are trying to install the application on an operating system that does not match System Requirements for the product.                                       | <ul style="list-style-type: none"> <li>Upgrade the Operating System on the Server to a supported version</li> </ul> Or <ul style="list-style-type: none"> <li>Install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on another server running a supported Operating System.</li> </ul> |
| You are attempting to install CiscoWorks Common Services 3.0.3 with CiscoView 6.1.2 and Integration Utility 1.6 on <i>operating system</i> and <i>service pack</i> .<br><br>Please run installation again on a supported platform. Do you want to proceed? | You are trying to install the application on an operating system that does not match System Requirements for the product                                        | Run installation again on a supported platform.                                                                                                                                                                                                                                                                            |

Table A-1 Installation Error Messages (continued)

| Message                                                                                                                                                                                                                                                                                                                                                                                                                                            | Reason for Message                                                                                                                                                                         | User Action                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.</p> <p>Do you want to proceed?</p> <p>Click <b>Yes</b> to proceed with this installation.</p> <p>Click <b>No</b> to exit installation.</p>                                                                                                                                                | <p>You are trying to install the product from a copy of the CD or from the CD drive of another system in the network.</p>                                                                  | <p>Copy the installable image to a local drive or use local CD drive.</p>                                                                                                                                                                                                                    |
| <p>The installation image is being accessed as \\servername\sharename. Installation can run only from a local or mapped drive.</p> <p>We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.</p> <p>Click <b>OK</b> to exit installation.</p>                                                                                                       | <p>You are trying to install the product from another system in the network.</p>                                                                                                           | <p>Copy the installable image to a local drive or use local CD drive.</p>                                                                                                                                                                                                                    |
| <p>The default (or selected) drive <i>drive</i> has a(n) <i>file-system-type</i> file system. This file system does not support file security. The cluster size is <i>cluster size</i> bytes, therefore disk space requirements can be high.</p> <ul style="list-style-type: none"> <li>Choose another directory to install CiscoWorks Common Services</li> <li>Use default or selected directory to install CiscoWorks Common Services</li> </ul> | <p>You are trying to install onto a drive with a non-NTFS (FAT or FAT32) file system.</p> <p>The file system may not support security. The cluster size may be bigger than 4096 bytes.</p> | <p>Click on the directory on which you want to install CiscoWorks.</p>                                                                                                                                                                                                                       |
| <p>The product can be installed only in a folder that does not have spaces in its name or can be converted into 8.3 form. Select another destination folder.</p>                                                                                                                                                                                                                                                                                   | <p>The destination directory contains spaces in the directory name and the directory name cannot be converted to a MS-DOS format.</p>                                                      | <ol style="list-style-type: none"> <li>1. Install the product in a directory whose fully qualified pathname does not contain any spaces or has MS-DOS name aliases.</li> <li>2. Check the presence of MS-DOS aliases, using <code>dir /x</code> command in a command-line window.</li> </ol> |
| <p>Cannot determine the local Administrators group.</p>                                                                                                                                                                                                                                                                                                                                                                                            | <p>The installation program cannot find one of the built-in Windows user groups. This prohibits CiscoWorks Common Services security setup.</p>                                             | <ol style="list-style-type: none"> <li>1. Check the Operating System.</li> <li>2. Reinstall Windows if necessary,</li> <li>3. Rerun CiscoWorks Common Services installation.</li> </ol>                                                                                                      |

Table A-1 Installation Error Messages (continued)

| Message                                                                                                                                                                          | Reason for Message                                                                                                                                                                                                                                                                                                                | User Action                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cannot determine the local Everyone group.                                                                                                                                       | The installation program cannot find one of the built-in Windows user groups. This prohibits the setup of CiscoWorks Common Services security.                                                                                                                                                                                    | <ol style="list-style-type: none"> <li>1. Check Operating system.</li> <li>2. Reinstall Windows if necessary,</li> <li>3. Rerun CiscoWorks Common Services installation.</li> </ol>                                                                                                                                                                                                      |
| Installation cannot create the default directory, <i>directory name</i> .<br><br>You may not have permissions on the default directory or you have specified a read-only device. | You may not have permissions on the directory.                                                                                                                                                                                                                                                                                    | Select another destination directory.                                                                                                                                                                                                                                                                                                                                                    |
| Could not set file permissions.                                                                                                                                                  | <p>The installation program cannot set file permissions. Most likely causes are:</p> <ul style="list-style-type: none"> <li>• The account you used to log in to the system has insufficient permissions.</li> <li>• The drive on which you are installing product has a FAT file system.</li> </ul>                               | <ol style="list-style-type: none"> <li>1. Correct the problem.</li> <li>2. Rerun installation program.</li> </ol>                                                                                                                                                                                                                                                                        |
| <i>task_name</i> is already running! Wait for it to complete and click <b>OK</b> .                                                                                               | One installation subtask is still running.                                                                                                                                                                                                                                                                                        | <ol style="list-style-type: none"> <li>1. Wait for installation subtask to finish running</li> <li>2. Click <b>OK</b> to proceed.</li> </ol>                                                                                                                                                                                                                                             |
| Cannot create/open log file.                                                                                                                                                     | The installation program could not create or open installation log file <i>cisoworks_setupxxx.log</i> . <i>xxx</i> is a sequential number starting from 001 (in root directory on system drive).                                                                                                                                  | <ol style="list-style-type: none"> <li>1. Determine why the file could not be created or opened.</li> <li>2. Correct the problem, then rerun installation.<br/><br/>Common causes are lack of disk space or write protection on file</li> <li>3. Rerun installation.</li> </ol>                                                                                                          |
| <p>Error creating / modifying casuser - <i>name</i>.</p> <p>Click <b>Yes</b> if you want to try again, Click <b>No</b> if you want the Install to abort.</p>                     | <p>This error may happen if:</p> <ul style="list-style-type: none"> <li>• The passwords that you entered do not match the policies set by System Administrators</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• User running the installation does not have permission to create new user on the system.</li> </ul> | <ul style="list-style-type: none"> <li>• If you are not authorized to create users on the system, contact your System Administrator.</li> <li>• If you are authorized to create users on the system and are still seeing this error, click <b>Yes</b></li> </ul> <p>A screen appears where you can re-enter the passwords.</p> <p>Correct the problem as given in the error message.</p> |
| Cannot find script to upgrade database.                                                                                                                                          | Problem with database upgrade.                                                                                                                                                                                                                                                                                                    | Contact your technical support representative.                                                                                                                                                                                                                                                                                                                                           |
| Database upgrade failed.                                                                                                                                                         | Problem with database upgrade.                                                                                                                                                                                                                                                                                                    | Contact your technical support representative.                                                                                                                                                                                                                                                                                                                                           |

Table A-1 Installation Error Messages (continued)

| Message                                                                                                                                                                                                                                                     | Reason for Message                                                                       | User Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Database upgrade result unknown.                                                                                                                                                                                                                            | Problem with database upgrade.                                                           | Contact your technical support representative.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| The installer has discovered HP OpenView services running. The installation might take significantly longer to complete with these services running.                                                                                                        | HP OpenView services are running.                                                        | Stop all HP OpenView services before installing CiscoWorks.<br>You do not have to restart the system after stopping HP OpenView.                                                                                                                                                                                                                                                                                                                                                                                              |
| ODBC Driver Manager 3.510 or later is required by CiscoWorks Common Services. Install ODBC 3.510 first.                                                                                                                                                     | CiscoWorks Common Services software requires ODBC Driver Manager version 3.510 or later. | Install Microsoft Data Access Component (MDAC) 2.1 or higher.<br>Make sure that all ODBC Core Components have the same version number.<br>See the Microsoft web site for installation instructions.<br>ODBC is not available from Microsoft as a stand-alone installation but is packaged along with MDAC.                                                                                                                                                                                                                    |
| Name lookup failed for <i>hostName</i> . Please configure the hostname and then try installation.                                                                                                                                                           | Your hostname is not configured properly.                                                | Configure the hostname and continue installation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| These files are currently being used by another running process. You must stop all processes listed below to proceed successfully with this installation.<br><br>Click <b>Next</b> to proceed with the installation.<br><br>Click <b>Cancel</b> to exit.    | Some of the executables and DLLs installed by CiscoWorks are locked.                     | <ol style="list-style-type: none"> <li>1. Stop all applications.</li> <li>2. Stop IPM if it is running.</li> <li>3. Close Browsers and make sure CiscoWorks CLIs are not used at the moment.</li> </ol> <p>After stopping all the applications, proceed with the installation.</p>                                                                                                                                                                                                                                            |
| Do you want to verify that CiscoWorks files are no longer being used by running processes?<br><br>Click <b>Yes</b> to verify that files are no longer in use and that the installation may proceed.<br><br>Click <b>No</b> to proceed without verification. | Some of the executables and DLLs installed by CiscoWorks are in use.                     | <p>Verify that files are no longer in use.<br/>If some files are in use, stop all processes.<br/>To do this:</p> <ol style="list-style-type: none"> <li>1. Cancel installation.</li> <li>2. Stop the CiscoWorks and change the startup type from Automatic to Manual.</li> <li>3. Restart the system.</li> <li>4. Try to run command net start from MSDOS window.<br/><br/>The output should not show any CiscoWorks or CiscoWorks Common Services daemon manager running.</li> <li>5. Run the installation again.</li> </ol> |

Table A-1 Installation Error Messages (continued)

| Message                                                                                                                                                                                                | Reason for Message                                                                        | User Action                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The instruction at <i>location</i> referenced memory at <i>location</i> . The memory cannot be read.<br><br>Click <b>OK</b> to terminate the program.<br><br>Click <b>Cancel</b> to debug the program. | You have installed CiscoWorks Common Services on a Pentium IV machine.                    | Click <b>OK</b> , and ignore the message. The installation will continue normally.                                                                                                                                                                                                                                         |
| java.exe has generated errors and will be closed by Windows. You must restart the program. An error log is being created.                                                                              | This message appears when you install CiscoWorks Common Services on a Pentium IV machine. | Click <b>OK</b> , and ignore the message. The installation will continue normally.                                                                                                                                                                                                                                         |
| CreateService - <i>service name</i> - The specified service is marked for deletion.                                                                                                                    | The registry entries related to the service are not deleted during the uninstallation.    | <ol style="list-style-type: none"> <li>1. Restart the machine</li> <li>2. Reinstall CiscoWorks Common Services.</li> </ol> If the problem still exists: <ol style="list-style-type: none"> <li>1. Uninstall CiscoWorks Common Services</li> <li>2. Restart the machine,</li> <li>3. Start a fresh installation.</li> </ol> |
| IIS is detected in this system and is in enabled state. Please disable or uninstall IIS for CiscoWorks to install and function properly.                                                               | The Internet Information Services (IIS) is enabled                                        | Disable or uninstall IIS.                                                                                                                                                                                                                                                                                                  |
| IIS is detected in this system and is in disabled state.<br><br>It has to be uninstalled for CiscoWorks to install and function properly.                                                              | The Internet Information Services (IIS) is disabled.                                      | Uninstall IIS.                                                                                                                                                                                                                                                                                                             |
| One instance of CiscoWorks Installation is already running. If you are sure that no other instances are running, remove the file C:\CMFLOCK.TXT. The Installation will now abort.                      | CiscoWorks installation is already running.                                               | Remove the file C:\CMFLOCK.TXT and retry the installation.                                                                                                                                                                                                                                                                 |
| Backup operation failed.<br><br>Please look at backup directory\backup.log for the reason for failure.<br><br>Click <b>Retry</b> to take backup again.<br>Click <b>Exit</b> to exit the installation.  | The backup process failed.                                                                | Retry backing up again.                                                                                                                                                                                                                                                                                                    |





## Password Information

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This appendix provides information on the usage of passwords during Common Services 3.0.3 installation.



**Note**

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During the installation of Common Services 3.0.5, you are not prompted for any passwords.

---

This appendix contains:

- [Password Rules for New Installation, page B-2](#)
- [Password Rules for Upgrade Installation, page B-2](#)
- [Password Rules for Re-installation, page B-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, casuser, and database passwords randomly.
- In Custom mode, admin, guest, System Identity Account, and database passwords are mandatory. You can chose to enter casuser password or the installation program generates it randomly.

## Password Rules for Upgrade Installation

The following rules apply for upgrade:

- In Typical mode, System Identity Account password is mandatory. The installation program retains passwords for admin, casuser, guest, and database.

The installation program retains the System Identity Account password if you are upgrading from CS 3.0, CS 3.0 SP1, CS 3.0.2.

- In Custom mode, System Identity Account password is mandatory. You can chose to enter admin, guest, and database passwords or retain the existing passwords. You can chose to enter casuser password or the installation program generates it randomly.

The installation program retains the System Identity Account password if you are upgrading from CS 3.0, CS 3.0 SP1 or CS 3.0.2.

## Password Rules for Re-installation

This section contains:

- [CiscoWorks Admin Password](#)
- [CiscoWorks Casuser Password](#)
- [System Identity Account Password](#)
- [CiscoWorks Guest Password](#)
- [CiscoWorks Common Services Database Password](#)
- [Changing CiscoWorks Admin Password](#)
- [Changing casuser Password](#)

The following rules apply for re-installation:

- In Typical mode, the installation program retains passwords for admin, casuser, guest, and database.
- In Custom mode, you can chose to enter admin, guest, system identity account, and database passwords or retain the existing passwords. You can chose to enter casuser password or the installation program generates it randomly.

## 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 multi-server 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 CiscoWorks Guest passwords, use a minimum of five characters.

## CiscoWorks Common Services Database Password

While entering 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:

```
net stop crmdmgt
```

**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:

```
net start crmdmgt
```

*NMSROOT* is the directory where you have installed CiscoWorks Common Services.

---

## Changing Admin Password From GUI

To change the CiscoWorks Admin password from the CiscoWorks server:

---

**Step 1** Go to the CiscoWorks Homepage and 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**.

---

## Changing casuser Password

You can change the casuser password using resetCasuser.exe.

To change the casuser password:

---

**Step 1** Go to the command prompt and enter:

```
NMSROOT\setup\support\resetCasuser.exe
```

Three options are displayed:

1. Randomly generate the password
2. Enter the password
3. Exit.

**Step 2** Enter **2**, and press **Enter**.

It prompts you to enter the password.

**Step 3** Confirm the password.

You must know the password policy. If the password entered does not match the password policy, it exits.

---





## User Inputs for Installation

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” section on page 1-1](#).

This appendix contains:

- [User Inputs for Typical Installation, page C-1](#)
- [User Inputs for Custom Installation, page C-2](#)

## User Inputs for Typical Installation

Enter the following information while installing in Typical mode:

**Table C-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="#">“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="#">“Password Information”</a> |

Enter the following information during an upgrade installation in Typical mode:

**Table C-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 | No default values.<br>Enter the System Identity Account password. For more information on passwords, see <a href="#">“Password Information”</a><br>The installation program retains the System Identity Account password if you are upgrading from CS 3.0, CS 3.0 SP1, CS 3.0 SP2. |
| 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 C-3** *User Inputs for Reinstallation: Typical*

| Settings              | 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.                                   |

## User Inputs for Custom Installation

Enter the following information while installing in Custom mode:

**Table C-4** *User Inputs for a New Installation: Custom*

| Settings                                              | Value                                                                                                                                                                                                                   |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Destination folder                                    | The default location is <i>System drive:\Program Files\CSCOpX</i> .<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 password. For more information on passwords, see <a href="#">“Password Information”</a>                                                                                    |
| Password for System Identity Account                  | No default values.<br>Enter the system identity account password. For more information on passwords, see                                                                                                                |
| Password for user <i>casuser</i><br>(Optional)        | The password is generated randomly if you leave the field blank.                                                                                                                                                        |
| Password for the CiscoWorks Common Services database. | Enter the database password. For more information on passwords, see <a href="#">“Password Information”</a>                                                                                                              |

**Table C-4** *User Inputs for a New Installation: Custom (continued)*

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

Enter the following information during an upgrade installation in Custom mode:

**Table C-5** *User Inputs for an Upgrade Installation: Custom*

| Settings                                                           | 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 <i>admin</i> and <i>guest</i><br>(Optional)     | You may change the passwords for the admin and guest users. To keep the existing passwords, leave the fields blank.<br>For more information on passwords, see <a href="#">"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="#">"Password Information"</a> .<br>If you are upgrading from CS 3.0, CS 3.0 SP1, CS 3.0 SP2, you can either retain the existing password or enter a new password. |
| Password for the user casuser<br>(Optional)                        | If you do not enter a password, the setup program will generate a random password for you. If casuser does not exist, it will be created.                                                                                                                                           |
| Password for the CiscoWorks Common Services Database<br>(Optional) | Leave the fields blank to use the existing password.                                                                                                                                                                                                                                |

**Table C-5** *User Inputs for an Upgrade Installation: Custom (continued)*

| Settings                                                                                                                                                                                                | Value                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Web server settings: <ul style="list-style-type: none"> <li>• HTTPS port</li> <li>• Administrator's e-mail address</li> <li>• SMTP server name (optional)</li> </ul>                                    | You can choose to keep the existing information.                                                                                                                                                                                                                                                                                                                                                                         |
| Data for the Self-signed Certificate: <ul style="list-style-type: none"> <li>• Country Code</li> <li>• State</li> <li>• City</li> <li>• Company</li> <li>• Organization</li> <li>• Host name</li> </ul> | You may change the Self-Signed Certificate information. By default, the installation program uses the existing Self-signed Certificate information.<br><br>If you want to generate a new certificate, uncheck the Keep existing certificate check box, and enter the country code, state, city, company, organization, and host name for HTTPS.<br><br>The host name is mandatory. You can leave the other fields blank. |

Enter the following information while reinstalling in Custom mode:

**Table C-6** *User Inputs for Reinstallation: Custom*

| Settings                                                           | Value                                                                                                                                             |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Backup folder                                                      | Enter a folder for the backup data. You can also browse and select a folder.                                                                      |
| Destination folder                                                 | The default location is <i>System drive:\Program Files\CSCOPx</i> .<br><br>We recommend that you specify a short path for the destination folder. |
| Password for users <i>admin</i> and <i>guest</i><br>(Optional)     | You may change the passwords for the admin and guest users. To keep the existing passwords, leave the fields blank.                               |
| Password for system identity account                               | You may change the passwords for the system identity account. To keep the existing passwords, leave the fields blank.                             |
| Password for user casuser<br>(Optional)                            | If you do not enter a password, the setup program will generate a random password for you. If casuser does not exist, it will be created.         |
| Password for the CiscoWorks Common Services Database<br>(Optional) | Leave the fields blank to use the existing password.                                                                                              |

**Table C-6** *User Inputs for Reinstallation: Custom (continued)*

| <b>Settings</b>                                                                                                                                                                                         | <b>Value</b>                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Web server settings: <ul style="list-style-type: none"> <li>• HTTPS port</li> <li>• Administrator's e-mail address</li> <li>• SMTP server name</li> </ul> (Optional)                                    | You can choose to keep the existing information.                                                                                                                                                                                                                                                                                                                                                                          |
| Data for the Self-signed Certificate: <ul style="list-style-type: none"> <li>• Country Code</li> <li>• State</li> <li>• City</li> <li>• Company</li> <li>• Organization</li> <li>• Host name</li> </ul> | You may change the Self-Signed Certificate information. By default, the installation program uses the existing Self- signed Certificate information.<br><br>If you want to generate a new certificate, uncheck the Keep existing certificate check box, and enter the country code, state, city, company, organization, and host name for HTTPS.<br><br>The host name is mandatory. You can leave the other fields blank. |





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