



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: <code>netstat -a -n -p tcp grep port number</code> If the port is in use, a message appears that it is in the LISTEN state. <code>grep</code> command will not work, if you have not installed the mks tool kit. In that case, enter: <code>netstat -a -n -p tcp > abc.txt</code> <code>notepad abc.txt</code> 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.