



Installing CiscoWorks Common Services

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

This chapter contains:

- [Installation Overview, page 2-2](#)
- [Preparing to Install Common Services, page 2-3](#)
- [Performing New Installation, page 2-6](#)
- [Performing Upgrade Installation, page 2-17](#)
- [Re-installing Common Services, page 2-27](#)
- [Verifying Installation, page 2-37](#)
- [Checking for Installation Errors, page 2-37](#)
- [Uninstalling Common Services, page 2-38](#)

Installation Overview

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

Table 2-1 *Installing Common Services Task Overview*

Task	Steps	References
Prepare to install Common Services.	1. Verify server requirements are met.	“Server Requirements” section on page 1-3
	2. Verify client requirements are met.	“Client Requirements” section on page 1-6
	3. Verify TCP ports that CiscoWorks uses and check for conflicts with existing applications. To find whether a TCP port is in use or not, use the following command: <pre>netstat -a -n -f inet -P tcp grep port number.</pre> If the port is in use, it will be displayed that the port is in LISTEN state.	“TCP and UDP Ports Information” section on page 2-4
Install Common Services.	Run the installation program.	“Performing New Installation” section on page 2-6 “Performing Upgrade Installation” section on page 2-17 “Re-installing Common Services” section on page 2-27
Verify and troubleshoot installation.	Analyze installation error messages.	“Understanding Installation Error Messages” section on page A-4

Preparing to Install Common Services

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

This section contains:

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

Installation Notes

- Before you install Common Services, make sure your server and client environments meet the hardware and software requirements described in [Chapter 1, “Prerequisites.”](#)
- We recommend that you run the installation from a local CD or a local hard drive to avoid errors that may result from the network being slow or busy.

If you want to install from a local hard drive, you have to copy the contents in a CD to a local hard drive. Ensure that you copy the entire contents from the CD to the hard drive. If you are installing on a Solaris 2.9 system, you must preserve the timestamp when you copy the contents from the CD to the hard drive. Use `cp -rp` command to preserve the timestamp.

- The values in square bracket are default values. If you press **Enter** when the installation program prompts you to enter a value during installation, the program will take the default value.
- You must have root privileges to install Common Services.
- Do not install CiscoWorks and 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 is required when ACS and CiscoWorks coexist. Hence the configuration required for ACS integration will fail.

Using Server IP Address

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

TCP and UDP Ports Information

Table 2-2 gives information on the TCP and UDP ports used by Common Services.

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

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

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

Port Number	Protocol	Service Name	Traffic Direction
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

System Files Modified During Installation

The following are the system files that are modified during Common Services installation:

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

Performing New Installation

The Common Services installation program takes around 20 minutes to complete on a Solaris system with the minimum required hardware. This may extend to one hour if you perform network management integration while installing Common Services.

For information on setting up multi-homed systems, see the *Release Notes for CiscoWorks Common Services 3.0 (Includes CiscoView 6.1) on Solaris*.

Running Installation Program—New Installation

To run the installation program:

Step 1 Install the required patches as described in the “Solaris Patches” section on page 1-4.

Step 2 Mount the CD-ROM.

As root, mount the CD-ROM using either of the following methods:

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



Caution

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

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

Before you run the installation program, make sure that the directory where the CD-ROM is mounted does not contain the # symbol.

If the directory has the # symbol:

- a. Unmount the CD drive by entering:
`umount CD drive`

- b. Eject the CD-ROM by entering:
`eject`
- c. Stop the voldmgt by entering:
`/etc/init.d/voldmgt stop`
- d. Start the voldmgt by entering:
`/etc/init.d/voldmgt start`
- e. Mount the CD-ROM again.

Step 3 Run the installation program.

- For a local installation, enter:

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

- For a remote installation, enter:

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

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

A message appears:

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

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

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

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

Step 5 Enter **y** to accept the license and proceed with the installation.

Or

Enter **n** or press **Enter** to deny and stop the installation.

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

```
The installation image is being accessed from a network drive.
We recommend that you run the installation from a local CD or a local
hard drive to avoid errors that may result from the network being slow
or busy.
Do you want to proceed? (y/n) [y]:
```

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

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

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

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

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

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

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

```
1) Typical installation.
```

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

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

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

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

```
Recommended for most users.
```

```
2) Custom installation.
```

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

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

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

```
Recommended for advanced users.
```

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

Step 6 Select one of the installation modes by entering the number corresponding to the mode.

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

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

New Installation—Typical

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

To perform a new installation using the Typical option:

Step 1 Press **Enter** to proceed with the installation after you select the Typical mode as given in [Performing New Installation](#).

Or

Enter **q** to quit the installation.

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

```
Select the components you want to install.
1) Common Services 3.0
2) CiscoView 6.1
3) Integration Utility 1.6
4) All of the above
Select one or more items using its number separated by comma or enter
q to quit:
```

Option (4) is recommended for most systems.

Step 2 Enter the number corresponding to the option you have chosen or **q** to quit.

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

The installation program calculates the minimum disk space required for installing the product. If the disk space is sufficient, a message appears:

```
Sufficient disk space.
```

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

Step 3 Enter the CiscoWorks admin password and confirm it.

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

The installation program generates a random password for guest user.

Step 4 Enter the System Identity Account password and confirm it.

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

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

The installation program:

- Checks dependencies and system requirements and copies the files to the run time and the installation proceeds.
- The installation program takes a while to complete the installation. No prompts for user inputs will be displayed during this time.

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

After the installation is complete, the following message appears:

```
Do you want to see the passwords that were entered/randomly generated?  
If yes, please remember that passwords are security sensitive data and  
hence make sure they are kept secure? (y/n) [y]
```

Step 5 Enter **y** or press **Enter** to display randomly generated and manually entered passwords.

The following messages appear at the end of the installation:

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

The warning and error messages appear after this message.

Step 6 Unmount the CD-ROM.

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

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

New Installation—Custom

To perform a new installation using the Custom option:

- Step 1** Press **Enter** to proceed with the installation after you select the Custom mode as given in [Performing New Installation](#).

Or

Enter **q** to quit the installation.

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

```
Enter the location where the product will be installed. The default
location is /opt/CSCOpX. If you choose another location, installation
will create a symbolic link /opt/CSCOpX to that location.
Enter location or q to quit [/opt/CSCOpX]: [/opt/CSCOpX]
```



Caution

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

- Step 2** Press **Enter** to accept the default directory for product installation, or enter a different directory.

The following message appears:

```
Select the components you want to install.
1) Common Services 3.0
2) CiscoView 6.1
3) Integration Utility 1.6
4) All of the above
Select one or more items using its number separated by comma or enter
q to quit:
```

Option (4) is recommended for most systems.

- Step 3** Enter the number corresponding to the option you have chosen or **q** to quit.

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

The installation program calculates the minimum disk space required for installing the product. If the disk space is sufficient, a message appears:

```
Sufficient disk space.
```

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

- Step 4** Enter the CiscoWorks admin password and confirm it.
For more information on passwords see [Appendix C, “Password Information.”](#)
- Step 5** Enter guest password and confirm it.
For more information on passwords, see [Appendix C, “Password Information.”](#)
- Step 6** Enter the System Identity Account password and confirm it.
In a multi-server environment, you must configure all systems part of your multi-server setup with the same System Identity Account password.
For more information on passwords, see [Appendix C, “Password Information.”](#)
- Step 7** Enter the CiscoWorks Common Services database password and confirm it.
For more information on passwords, see [Appendix C, “Password Information.”](#)
- Step 8** Enter the following Apache Certificate information:
- SMTP server
 - Host name
 - Administrator’s e-mail address
 - Country
 - State
 - City
 - Company
 - Organization

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

- If you have not selected Integration Utility, go to [Step 10](#)
- If you have selected Integration Utility, the following message appears:

```
The integration utility will be installed now. The integration
utility integrates Cisco device packages and Cisco applications
into third-party SNMP management platforms. You can choose to
integrate with a third-party SNMP management platform during this
installation or later.
Do you want to integrate with a third-party product now (y/n) [n]
```

Step 9 Enter one of the following:

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

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

- a. Select the adapter from the list of available adapters, or select **other** to choose an adapter that is not listed (you will be prompted to enter the path name of the adapter), or select **none** to integrate after the installation is complete.

If you select **none**, go to [Step 10](#).

If you want to integrate CiscoWorks application with the Network Management platform, enter the CiscoWorks Server name, protocol type (HTTP, HTTPS) and port number.

- b. Enter the HTTP browser location, or press **Enter** to accept the default location, /opt/netscape/netscape.

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

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

If you select **n**, go to [Step 10](#).

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

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

The installation program:

- Checks dependencies and system requirements and copies the files to the run time and the installation proceeds.
- Takes a while to complete the installation. No prompts for user inputs will be displayed during this time.

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

After installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?  
If yes, please remember that passwords are security sensitive data and  
hence make sure they are kept secure? (y/n) [y]
```

- Step 10** Enter **y** or press **Enter** to display randomly generated and manually entered passwords.

The following messages appear at the end of the installation:

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

The installation program lists the warning and error messages.

- Step 11** Unmount the CD-ROM.

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

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

Installing Common Services From Mounted Directory

To install Common Services from a mounted directory:

Step 1 Log in to the remote system.

Step 2 Enter:

```
cd /etc/dfs/dfstab
```

Step 3 Enter:

```
share -F nfs -o root=r /directory containing installable image
```

Step 4 Stop and start the NFS server using the following commands:

```
/etc/init.d/nfs.server stop
```

```
/etc/init.d/nfs.server start
```

Step 5 Log in to the local system.

Step 6 Enter:

```
mount remote system:/directory containing installable image/ local directory to  
mount remote system
```

Step 7 Enter:

```
cd /local directory where you mounted the remote system
```

Step 8 Enter:

```
./setup.sh
```

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

Performing Upgrade Installation

Common Services 3.0 supports upgrade from:

- CiscoWorks Common Services 2.2
- CD One, 5th edition

The data is preserved when you perform an upgrade. We recommend that you save your data to a backup file before you perform the upgrade. To perform a back up, see [“Backing up Your Data” section on page 2-17](#).

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

To perform an upgrade, see [“Running Installation Program—Upgrade Installation” section on page 2-18](#).

Backing up Your Data

You can back up your data either from Common Services Admin (see [Backing up From Common Services Admin](#)) or by using CLI (see [Backing up Using CLI](#)).

Backing up From Common Services Admin

To backup your data:

-
- Step 1** Access the CiscoWorks desktop and log in.
- For information, see *Accessing the Server* section and *Logging In* section in the *Userguide for CiscoWorks Common Services*
- Step 2** Select **Server Configuration > Administration > Database Management > Back Up Data Now**.
- The Back Up Data Now dialog box appears.
- Step 3** Enter the path name of the target directory.
- We recommend that you use a different directory from the directory where CiscoWorks is located, for example, C:\backups.

- Step 4** Click **Finish** to start the back up.
-

Backing up Using CLI

To backup your data using CLI, run the following command at your command prompt:

```
NMSROOT/bin/backup.pl BackupDirectory LogFile Num_Generations
```

BackupDirectory—Directory that you want to be your Backup directory.

LogFile—Log file name

Num_Generations—Maximum backup generations to be kept in the backup directory.

Before starting an upgrade, all currently scheduled jobs must be suspended. Necessary data can then be exported during upgrade to the new version. This data allows dependent applications to re-enable jobs after upgrade.

Running Installation Program—Upgrade Installation

To run the installation program:

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



Caution

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

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

Before you run the installation program, make sure that the directory where the CD-ROM is mounted does not contain the # symbol.

If the directory has the # symbol:

- a. Unmount the CD drive by entering:

```
umount CD drive
```

- b. Eject the CD-ROM by entering:

```
eject
```

- c. Stop the voldmgt by entering:

```
/etc/init.d/voldmgt stop
```

- d. Start the voldmgt by entering:

```
/etc/init.d/voldmgt start
```

- e. Mount the CD-ROM again.

Step 3 Run the installation program.

- For a local installation, enter:

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

- For a remote installation, enter:

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

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

A message appears:

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

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

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

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

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

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

Step 5 Enter **y** to accept the license and proceed with the installation.

Or

Enter **n** or press **Enter** to deny and stop the installation.

During upgrade, if the installation program detects VPN monitor, or ACLM, or both, warning messages appear asking whether you want to continue upgrading on the same server, or install Common Services 3.0 on a separate server.

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

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

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

Enter the backup directory:

Step 6 Enter the backup directory to proceed with the installation.

The installation program performs the backup.

- If backup fails, the following message appears:

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

- Enter the backup directory again and try another backup.

Or

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

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

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

- If backup is completed, the following message appears:

```
Backup completed successfully
```

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

```
The installation image is being accessed from a network drive.  
We recommend that you run the installation from a local CD or a  
local hard drive to avoid errors that may result from the network  
being slow or busy.  
Do you want to proceed? (y/n) [y]:
```

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

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

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

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

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

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

- Step 7** Select one of the installation modes by entering the number corresponding to the mode.

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

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

Upgrade Installation—Typical

To perform an upgrade installation using the Typical option:

-
- Step 1** Press **Enter** to proceed with the installation after you select the Typical mode as given in [Performing Upgrade Installation](#).

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

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

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

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

- Step 2** Enter the System Identity Account password and confirm it.

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

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

The installation program:

- Checks dependencies and system requirements and copies the files to the run time and the installation proceeds.

- Installs Common Services in the directory where the earlier version is installed.
- Takes a while to complete the installation. No prompts for user inputs will be displayed during this time.

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

After installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?  
If yes, please remember that passwords are security sensitive data and  
hence make sure they are kept secure? (y/n) [y]
```

- Step 3** Enter **y** or press **Enter** to display randomly generated and manually entered passwords.

The following messages appears at the end of the installation:

```
Software Installation Tool Completed
```

```
Possible Warnings/Errors Encountered
```

The installation program lists the warning and error messages.

- Step 4** Unmount the CD-ROM.

- Step 5** See [Appendix B, “Mounting and Unmounting CD-ROM,”](#) for details on unmounting the CD-ROM.

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

Upgrade Installation—Custom

To perform an upgrade installation using the Custom option:

- Step 1** Press **Enter** to proceed with the installation after you select the Custom mode as given in [Performing Upgrade Installation](#).

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

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

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

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

Step 2 Enter the CiscoWorks admin password and confirm it.

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

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

Step 3 Enter the CiscoWorks guest password and confirm it.

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

Step 4 Enter the System Identity Account password and confirm it.

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

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

Step 5 Enter the Common Services Database password and confirm it.

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

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

The following message appears:

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

- Press **Enter** or enter **y** to preserve the existing Apache Certificate and proceed with the installation.
or
- Enter **n** to get a new a new Apache Certificate.

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

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

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

- If you have not selected Integration Utility, go to [Step 7](#).
- If you have selected Integration Utility, the following message appears:

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

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

Step 6 Select one of the following:

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

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

- a. Select the adapter from the list of available adapters, or select **other** to choose an adapter that is not listed (you will be prompted to enter the path name of the adapter), or select **none** to integrate after the installation is complete.

If you select **none**, go to [Step 7](#).

If you want to integrate CiscoWorks application with the Network Management platform, enter the CiscoWorks Server name, protocol type (HTTP, HTTPS) and port number.

- b. Enter the HTTP browser location, or press **Enter** to accept the default location, /opt/netscape/netscape.

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

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

If you select **n**, go to [Step 7](#).

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

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

The installation program:

- Checks dependencies and system requirements and copies the files to the run time and the installation proceeds.
- Installs Common Services in the directory where the earlier version is installed.
- Takes a while to complete the installation. No prompts for user inputs will be displayed during this time.

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

After installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?  
If yes, please remember that passwords are security sensitive data and  
hence make sure they are kept secure? (y/n) [y]
```

Step 7 Enter `y` to display randomly generated and manually entered passwords.

The following messages appear at the end of the installation:

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

The installation program lists the warning and error messages.

Step 8 Unmount the CD-ROM.

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

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

Re-installing Common Services

You can re-install Common Services 3.0 by running the installation program on the system currently running the product.

Re-installation preserves the settings from the previous installation.

We recommend that you save your data to a backup file before you start re-installation. If your installation fails, you can retrieve this saved data. To do a back up, see [“Backing up Your Data” section on page 2-17](#).

Re-installation overrides the previous installation. You can change the installation mode during re-installation.

Common Services 3.0 will automatically be installed in the same location, where the previous version was installed.

Running Re-installation Program

To run the re-installation program:

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

- Step 2** As root, mount the Common Services CD-ROM either:
- On the Common Services server system.
 - or
 - On a remote Solaris system, and access the CD-ROM from the Common Services server system.

**Caution**

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

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

Before you run the installation program, make sure that the directory where the CD-ROM is mounted does not contain the # symbol.

If the directory has the # symbol:

- a. Unmount the CD drive by entering:

```
umount CD drive
```

- b. Eject the CD-ROM by entering:

```
eject
```

- c. Stop the voldmgt by entering:

```
/etc/init.d/voldmgt stop
```

- d. Start the voldmgt by entering:

```
/etc/init.d/voldmgt start
```

- e. Mount the CD-ROM again.

- Step 3** Run the installation program.

- For a local installation, enter:


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


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

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

A message appears:

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

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

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

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

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

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

Step 5 Enter **y** to accept the license and proceed with the installation.

Or

Enter **n** or press **Enter** to deny and stop the installation.

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

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

```
Enter the backup directory:
```

Step 6 Enter the backup directory to proceed with the installation.

The installation program performs the backup.

- If backup fails, the following message appears:

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

- Enter the backup directory again and try another backup.

Or

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

- If backup has completed, the following message appears:

```
Backup completed successfully
```

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

```
The installation image is being accessed from a network drive.
We recommend that you run the installation from a local CD or a local
hard drive to avoid errors that may result from the network being slow
or busy.
Do you want to proceed? (y/n) [y]:
```

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

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

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

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

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

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

2) Custom installation.
Allows you to select the product location.
Allows you to select components to be installed.
Prompts for CiscoWorks admin, guest, System Identity Account and
database passwords if they do not exist.
Recommended for advanced users.

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

Step 7 Select one of the installation modes by entering the number corresponding to the mode.

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

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

Re-installation—Typical

To perform a re-installation using the Typical option:

Step 1 Press **Enter** to proceed with the re-installation after you select the Typical mode as given in given in [Re-installing Common Services](#).

A message appears:

```
Select the components you want to install.
```

- ```
1) Common Services 3.0
2) CiscoView 6.1
3) Integration Utility 1.6
4) All of the above
```

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

Option (4) is recommended for most systems.

**Step 2** Enter the number corresponding to the option you have chosen or **q** to quit.

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

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

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

```
Sufficient disk space.
```

```
Common Services 3.0, CiscoView 6.1, Integration Utility 1.6 has
been detected on your system, are you sure you want to reinstall?
(y/n) [n]:
```

**Step 3** Enter **y** or press **Enter** to continue re-installation.

The installation program:

- Checks dependencies and system requirements and copies the files to the run time and the installation proceeds.
- Takes a while to complete the installation. No prompts for user inputs will be displayed during this time.

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

After installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?
If yes, please remember that passwords are security sensitive data and
hence make sure they are kept secure? (y/n) [y]
```

**Step 4** Select **y** or press **Enter** to display randomly generated and manually entered passwords.

The following messages appears at the end of the installation:

```
Software Installation Tool Completed
```

```
Possible Warnings/Errors Encountered
```

The installation program lists the warning and error messages.

**Step 5** Unmount the CD-ROM.

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

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

---

## Re-installation—Custom

To perform a re-installation using the Custom option:

---

- Step 1** Press **Enter** to proceed with the re-installation after you select the Custom mode as given in [Re-installing Common Services](#).

A message appears:

```
Select the components you want to install.
```

- ```
1) Common Services 3.0
2) CiscoView 6.1
3) Integration Utility 1.6
4) All of the above
```

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

Option (4) is recommended for most systems.

- Step 2** Enter the number corresponding to the option you have chosen or **q** to quit.

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

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

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

```
Sufficient disk space.
```

```
Common Services 3.0, CiscoView 6.1, Integration Utility 1.6 has
been detected on your system, are you sure you want to reinstall?
(y/n) [n]:
```

Step 3 Enter **y** or press **Enter** to continue re-installation.

Step 4 Enter the CiscoWorks admin password and confirm it.

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

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

Step 5 Enter guest password and confirm it.

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

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

Step 6 Enter the Common Services Database password and confirm it.

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

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

The following message appears:

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

- Press **Enter** or enter **y** to preserve the existing Apache Certificate and proceed with the installation.

or

- Enter **n** to get a new a new Apache Certificate.

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

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

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

- If you have not selected integration Utility, go to [Step 8](#)
- If you have selected Integration Utility, the following message appears:

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

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

Step 7 Select one of the following:

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

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

- a. Select the adapter from the list of available adapters, or select **other** to choose an adapter that is not listed (you will be prompted to enter the path name of the adapter), or select **none** to integrate after the installation is complete.

If you select **none**, go to [Step 8](#).

If you want to integrate CiscoWorks application with the Network Management platform, enter the CiscoWorks Server name, protocol type (HTTP, HTTPS) and port number.

- b. Enter the HTTP browser location, or press **Enter** to accept the default location, /opt/netscape/netscape.

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

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

If you select **n**, go to [Step 8](#).

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

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

The installation program:

- Checks dependencies and system requirements and copies the files to the run time and the installation proceeds.
- Takes a while to complete the installation. No prompts for user inputs will be displayed during this time.

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

After installation is complete, a message appears:

```
Do you want to see the passwords that were entered/randomly generated?  
If yes, please remember that passwords are security sensitive data and  
hence make sure they are kept secure? (y/n) [y]
```

- Step 8** Select **y** or press **Enter** to display randomly generated and manually entered passwords.

The following messages appears at the end of the installation:

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

The installation program lists the warning and error messages.

- Step 9** Unmount the CD-ROM.

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

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

Checking for Installation Errors

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

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

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

Verifying Installation

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

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

Uninstalling Common Services

Use the Uninstall script to remove Common Services files and settings.

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

**Caution**

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

To uninstall Common Services:

Step 1 As root, enter the following commands to start the uninstall script:

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

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

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

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

When you remove Common Services, the uninstall script removes changes made to the */etc/services* file. The */etc* directory still contains all system file changes. The uninstall messages gets appended to the */var/tmp/ciscouninstall.log* file.

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

The uninstallation proceeds.

After the uninstall is complete, a message appears:

```
All files were deleted successfully.
```

Step 3 Check the following files:

- /etc/syslog.conf

For syslog changes.

- /etc/services

To ensure that port assignments for the CiscoWorks applications have been removed.

- /etc/inetd.conf

To ensure that CiscoWorks tftp entry is removed.
