



Installing CiscoWorks Common Services

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

This chapter contains:

- [Installation Overview, page 2-2](#)
- [Preparing to Install Common Services, page 2-3](#)
- [Performing New Installation, page 2-7](#)
- [Performing Upgrade Installation, page 2-17](#)
- [Reinstalling Common Services, page 2-28](#)
- [Verifying Installation, page 2-38](#)
- [Checking for Installation Errors, page 2-38](#)
- [Uninstalling Common Services, page 2-39](#)

Installation Overview

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

Table 2-1 *Installing Common Services Task Overview*

Task	Steps	References
Prepare to install 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 2-5
	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 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 2-6
Install Common Services.	Run the installation program	“Performing New Installation” section on page 2-7 “Performing Upgrade Installation” section on page 2-17 “Reinstalling Common Services” section on page 2-28

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

Task	Steps	References
Verify and troubleshoot installation.	1. Verify that all correct services are installed	“Verifying Installation” section on page 2-38
	2. Analyze installation error messages	“Troubleshooting the Installation” appendix, “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 sections contains:

- [Installation Notes, page 2-3](#)
- [Installing Required Microsoft Software, page 2-5](#)
- [TCP and UDP Ports Information, page 2-6](#)

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 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.

- 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 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.

- 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 Network Node Manager, the installation might take significantly longer to complete. Stop all HP Network Node Manager services before installing Common Services.
- You might also see warnings that the installation system is running out of disk space. You can choose to free disk space on the system and click **Yes** to continue, or click **No** to exit the installation.
- Do not select an encrypted directory. Common Services does not support directory encryption.

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 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, Service Pack 3 or 4 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 the **Java Console Enabled**.
 - d. Restart Internet Explorer.
- Step 3** Make sure ODBC Driver Manager 3.5.10 or later (in 3.5x) is installed.
- To verify the version of ODBC Driver Manager:
- a. From the Windows desktop, select **Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**.
 - b. 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 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

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

Port Number	Protocol	Service Name	Traffic Direction
42340	TCP	CiscoWorks Daemon Manager	Incoming and Outgoing
42342	UDP	Osagent	Incoming and Outgoing
69	UDP	Trivial File Transfer Protocol (TFTP)	Incoming and Outgoing
1683	TCP	Internet Inter-ORB Protocol (IIOP) port for CiscoWorks gatekeeper	Incoming and Outgoing
1684	TCP	IIOP port for CiscoWorks gatekeeper	Incoming and Outgoing
8088	TCP	HIPO port for CiscoWorks gatekeeper	Incoming and Outgoing
514	TCP	Remote Copy Protocol	Incoming and Outgoing
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

Performing New Installation

The Common Services installation program takes approximately 15 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.

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

Running Installation Program—New Installation

To run the installation program:

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

If you are running Windows, make sure 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 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 **Yes** to accept the license agreement and proceed with the installation.

To deny the agreement and stop the installation, click **No**.

- If you select **Yes**, 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 Select one of the following:

- **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.)
 - **Custom** to select optional components, customize the settings, and to specify the location. (See the “[New Installation—Custom](#)” section.)
-

New Installation—Typical

To perform a new installation using the Typical option:

Step 1 Click **Next** to continue after you select the desired installation mode (see [Performing New Installation](#)).

The Select Components dialog box appears.

Step 2 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 (CS)** to install Common Services 3.0.
(Select this option if you do not want to install CiscoView 6.1 or Integration Utility 1.6).
- Select **CiscoView 6.1** 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 3 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 name. Please select another drive, or free some space on 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 4 Click **Next** to continue installation.

The Change Admin Password dialog box appears.

Step 5 Enter the admin password and confirm it.

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

Step 6 Click **Next** to continue installation.

The Change System Identity Account Password dialog box appears.

Step 7 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 8 Click **Next** to continue installation.

If you are installing Common Services 3.0 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 9 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 the installation of CiscoView device packages.

The Restart dialog box appears after installation completes.

Step 10 Select **Yes** and click **Finish**.



Caution

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

See [“Checking for Installation Errors”](#) section on page 2-38 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 perform a new installation using the Custom option:

- Step 1** Click **Next** to continue after you select the desired installation mode (see [Performing New Installation](#)).

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 path 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 2** Click **Next** to accept the default location.

Or

Select another location, click **OK**, and click **Next**.

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

The Select Components dialog box appears.

- Step 3** Select the components you want to install:
- Select **Common Services 3.0 (CS)** to install Common Services 3.0.
(Select this option if you do not want to install CiscoView 6.1 or Integration Utility1.6.)
 - Select **CiscoView 6.1** 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 4 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 select another drive, or 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 5 Click **Next** to continue.

The Change Admin and Guest Password dialog box appears.

Step 6 Enter admin and guest passwords and confirm them.

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

Step 7 Click **Next** to continue installation.

The Change System Identity Account password dialog box appears.

- Step 8** 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.”](#)
- The Change casuser Password dialog box appears.
- Casuser is the user who administers and maintains CiscoWorks Server, without having administrative privileges.
- Step 9** 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 10** Click **Next** to continue installation.
- The Common Services Database Password dialog box appears.
- Step 11** Enter the CiscoWorks Common Services Database password and confirm it.
- Step 12** Click **Next** to continue installation.
- The Web Server dialog box appears.
- Step 13** 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 14** 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 15** Enter the country code, state, city, company, organization, and host name for HTTPS.
- The host name is mandatory.
- Step 16** Click **Next** to continue installation.
- The Create Desktop Shortcut dialog box appears.
- Select the check box if you want to create a shortcut to CiscoWorks on your desktop.
- If Integration Utility has not been selected as one of the options, go to [Step 19](#).

Step 17 Click **Next** to continue installation.

The Integration Utility dialog box appears.

Step 18 Select one 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 19](#).

- **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 dialog box appears, displaying a list of adapters.

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

If you select **none**, go to [Step 19](#).

The Cisco Works Server Details box appears.

c. Enter the CiscoWorks Server name, protocol type (HTTP, HTTPS) and port number.

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

d. 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.

e. Select one 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 19](#).

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 (www.cisco.com).

Step 19 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 20 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 the installation of CiscoView device packages.

The Restart dialog box appears after installation completes.

Step 21 Select **Yes** and click **Finish**.



Caution

If you select to install Common Services as one of the options, you must restart your system after installation is complete. The installation of other CiscoWorks products may fail if you do not restart.

See “[Checking for Installation Errors](#)” section on page 2-38 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

Common Services 3.0 supports upgrade from:

- CiscoWorks Common Services 2.2

You must install the patch `cmf2.2-win-CSCec013271.tar` on the CS2.2 server, before upgrading to CS3.0.

The patch is available at:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-cd-one>

You need not install this patch if you have installed Common Services2.2 Service Pack 3.

- CD One, 5th Edition
- CD One, 5th Edition + CORE 1.0
- CORE1.0

The data is preserved when you perform an upgrade.

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

Upgrading From Earlier Versions

You can upgrade to Common Services 3.0 by installing the new version on the system 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.

Earlier versions of CiscoWorks products are not fully compatible with Common Services 3.0. The earlier versions are disabled when you upgrade. After installation completes, data from the earlier versions is carried over to the new version and the active state of the products is restored.

Backing Up Your Data

You can backup 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 pathname of the target directory.
It is recommended that you use a different directory from the directory where CiscoWorks is located, for example, C:\backups.
 - Step 4** Click **Finish** to start the backup.
-

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

If you are running Windows, make sure 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 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 **Yes** to accept the license agreement and proceed with the installation

To deny the agreement and stop the installation, click **No**.

- If you select **Yes**, 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 Select one of the following:

- **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.)

- **Custom** to select optional components, customize the settings, and to specify the location. (See the “[Upgrade Installation—Custom](#)” section.)
-

Upgrade Installation—Typical

To perform an upgrade installation using the Typical option:

-
- Step 1** Click **Next** to continue after you select the desired installation mode (see “[Performing Upgrade Installation](#)” section).

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 on a separate server.

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

The Backup Data dialog box appears.

- Step 2** Enter a backup directory and click **Next**.

Or

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

The installation program performs backup.

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 proceed upgrading without taking a backup.

If backup is completed, a dialog box appears with the following message:

This is an upgrade to CiscoView 6.1. The CiscoView related data like Device List, Preferences etc, will not be preserved during the upgrade. Do you want to continue?

Step 3 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 will appear.

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*. 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 the minimum swap space, a warning appears:

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

Step 4 Click **Next** to continue.

The Change System Identity Account Password dialog box appears.

Step 5 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 “[Password Information](#)” appendix.

Step 6 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 7 Click **Next** to continue.

The installation proceeds.

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

The Restart dialog box appears after installation completes.

Step 8 Select **Yes**, and click **Finish**.



Caution

If you have installed Common Services as one of the options, then you must restart your system after installation is complete. The installation of other CiscoWorks products may fail if you do not restart.

See [“Checking for Installation Errors”](#) section on page 2-38 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 perform an upgrade installation using the Custom option:

Step 1 Click **Next** to continue after you select the desired upgrade installation mode (see “Performing Upgrade Installation” section).

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 on a separate server.

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

The Backup Data dialog box appears.

Step 2 Enter a backup folder and click **Next**.

Or

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

The installation program performs backup.

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 proceed upgrading without taking a backup.

If backup is completed, a dialog box appears with the following message:

```
This is an upgrade to CiscoView 6.1. The CiscoView related data like
Device List, Preferences etc, will not be preserved during the
upgrade. Do you want to continue?
```

Step 3 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 will appear. 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. 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 4 Click **Next** to continue.

The Change Admin and Guest Password dialog box appears.

Step 5 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 6** Click **Next** to continue installation.
The Change System Identity Account Password dialog box appears.
- Step 7** 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 8** 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 9** Enter the causer 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 10** Click **Next** to continue installation.
The Common Services Database Password dialog box appears.
- Step 11** 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 12** Click **Next** to continue installation.
The Web Server Configuration dialog box appears.
- Step 13** 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 14** 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 15 Click **Next** to continue installation.

The Shortcut Creation dialog box appears.

- Select the check box if you want to create a shortcut to CiscoWorks on your desktop.

If Integration Utility has not been selected as one of the options, go to [Step 18](#).

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

The Integration Utility dialog box appears.

Step 17 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 18](#).

- **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 dialog box appears, displaying a list of adapters.
 - b. Select the adapter from the list of available adapters, or select **other** to choose an adapter that is not listed (you are 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 18](#).

The Cisco Works Server Details box appears.

- c. Enter the CiscoWorks Server name, protocol type (HTTP, HTTPS) and port number.

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

- d. Click **Next** to continue.

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

- e. Select one 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 18](#)

- 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 18 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 19 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 the installation of CiscoView device packages.

The Restart dialog box appears after installation completes.

Step 20 Select **Yes** and click **Finish**.

**Caution**

If you have installed Common Services as one of the options, then you must restart your system after installation is complete. The installation of other CiscoWorks products may fail if you do not restart.

See [“Checking for Installation Errors” section on page 2-38](#) 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

You can reinstall Common Services 3.0 by running the installation program on the system currently running the product.

Reinstallation preserves the settings from the previous installation.

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 [“Backing Up Your Data” section on page 2-18](#).

Reinstallation overrides the previous installation.

During reinstallation:

- If you leave any field blank, CiscoWorks will use the values from the previous installation.
- If you have not entered a password for CiscoWorks admin or guest user during the previous installation, you must enter a new password for the installation to proceed.
- If you select Custom option during reinstallation, 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 fails to 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. Select **Keep existing certificate** option to configure the webserver to use existing certificate.

Running Re-installation Program

The Back Up Data Now dialog box appears before you run the installation program. Make sure that you have backed up your data. If your installation fails, you can retrieve this saved data. If backup fails, an error message appears.

To run the re-installation program:

-
- Step 1** Install the required software as described in the “[Server Requirements](#)” section on [page 1-3](#).
- If you are running Windows, make sure 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 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 **Yes** to accept the license agreement and proceed with the installation.
- To deny the agreement and stop the installation, click **No**.
- If you select **Yes**, 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** Select one of the following:
- **Typical** to select Common Services components and install the selected components in the default location. This is the default installation mode. (See the “[Re-installation—Typical](#)” section.)
 - **Custom** to select optional components, customize the settings, and to specify the location. (See the “[Re-installation—Custom](#)” section.)
-

Re-installation—Typical

To perform re-installation using the Typical option:

-
- Step 1** Click **Next** to continue after you select the desired reinstallation mode (see [Running Re-installation Program](#)).

The Backup Data dialog box appears.

- Step 2** Enter a backup directory and click **Next**.

Or

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

The installation program performs backup.

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 backup is completed, the Select Components dialog box appears.

- Step 3** Select the components you want to install:
- Select **Common Services 3.0 (CS)** to install Common Services 3.0.
(Select this option if you do not want to install CiscoView 6.1 or Integration Utility 1.6.)
 - Select **CiscoView 6.1** 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 4 Click **Next** to continue.

The installation program checks 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 select another drive, or 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 the minimum swap space, a warning appears:
`Warning: Current swap space is less than the minimum requirement, which may affect performance.`

Step 5 Click **Next** to continue.

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

- If you want 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.
- Click **Show Details**, to display the Security Alert dialog box.

- 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 6 Click **Next** to continue.

The installation proceeds.

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

The Restart dialog box appears after installation completes.

Step 7 Select **Yes**, and click **Finish**.



Caution

If you have installed Common Services as one of the options, you must restart your system after installation is complete. The installation of other CiscoWorks products may fail if you do not restart.

See [“Checking for Installation Errors”](#) section on page 2-38 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 the [Appendix A, “Troubleshooting the Installation.”](#)

Re-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 perform a reinstallation using the Custom option:

Step 1 Click **Next** to continue after you select the desired reinstallation mode (see [Running Re-installation Program](#)).

The Backup Data dialog box appears.

Step 2 Enter a backup folder and click **Next**.

Or

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

The installation program performs backup.

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 backup completes, the Select Components dialog box appears.

Step 3 Select the components you want to install:

- Select **Common Services 3.0 (CS)** to install Common Services 3.0.
(Select this option *only* if you do not want to install CiscoView 6.1 or Integration Utility 1.6.)
- Select **CiscoView 6.1** 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 4 Click **Next** to continue.

The installation program checks 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 select another drive, or 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 the minimum swap space, a warning appears:
Warning: Current swap space is less than the minimum requirement, which may affect performance.

Step 5 Click **Next** to continue.

The Change Admin and Guest Password dialog box appears.

Step 6 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 7 Click **Next** to continue installation.

The Casuser Password dialog box appears.

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

Step 8 Enter the casuser password and confirm it.

Leave the fields blank to use the existing password.

This password must conform to the system administrator policies.

- If you do not enter a password, the setup program will generate a random password for you.
- If casuser does not exist, it will be created. The installation program adds the user *casuser* and the group *casusers* to the system.

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

- Step 9** Click **Next** to continue installation.
The Common Services Database Password dialog box appears.
- Step 10** 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 11** Click **Next** to continue.
The Web Server Configuration dialog box appears.
- Step 12** 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. You may change the HTTPS port number, Administrator’s E mail address, and the SMTP server name. Click **Next** to keep the existing information.
- Step 13** Click **Next** to continue installation.
The Self-signed Certificate dialog box appears. The webserver uses the self-signed certificate while operating in secure mode. You may change the Self-Signed Certificate information. 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 14** Enter the country code, state, city, company, organization, and host name for HTTPS.
- Step 15** Click **Next** to continue installation.
The Shortcut Creation dialog box appears.
- Select the check box if you want to create a shortcut to CiscoWorks on your desktop.
- If Integration Utility has not been selected as one of the options, go to [Step 18](#).
- Step 16** Click **Next** to continue installation.
The Integration Utility dialog box appears.

Step 17 Select one of the following:

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

If you select **Later**, go to [Step 18](#).

- **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 dialog box appears, displaying a list of adapters.
- b.** 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 18](#).

The Cisco Works Server Details box appears.

- c.** Enter the CiscoWorks Server name, protocol type (HTTP, HTTPS) and port number.

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

- d.** 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.

- e.** Select one of the following:
 - **No** to disable future updates from Cisco.com.
 - **Yes** to enable future updates from the Cisco.com.

If you select **No**, go to [Step 18](#).

- 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 18 Click **Next** to continue.

The Summary dialog box appears with 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 19 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 the installation of CiscoView device packages.

The Restart dialog box appears after installation completes.

Step 20 Select **Yes** and click **Finish**.



Caution

If you have installed Common Services as one of the options, then you must restart your system after installation is complete. The installation of other CiscoWorks products may fail if you do not restart.

See [“Checking for Installation Errors” section on page 2-38](#) 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

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:\Ciscoworks_setupXXX.log, where XXX is a sequential number starting from 001. The number signifies the installation instance. For example, 001 shows that the log file is created during the first installation.

Each installation creates a log that is saved as a different file, for example, C:\Ciscoworks_setup003.log. Check the most recent log file for error messages.

Verifying 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 Common Services

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

You cannot uninstall Common Services when you have CiscoView installed. Before uninstalling Common Services, uninstall CiscoView.

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 Common Services or its components manually, you may damage your system.

To uninstall Common Services:

Step 1 From the Windows desktop, select **Start > Programs > CiscoWorks > Uninstall CiscoWorks**.

The Uninstallation dialog box appears with the installed components.

Step 2 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 3 Click **Next** to continue uninstallation.

Or

Click **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.

Messages about uninstallation appears and the Information dialog box appears at the end of the uninstallation.

Step 4 Click **OK** in the Information dialog box to finish the uninstallation process.

Step 5 Restart the system after uninstallation to make sure all the registry entries are deleted.
