



Installing and Uninstalling DFM

This chapter describes installing Device Fault Manager (DFM) on a Windows system. It includes:

- [Preparing to Install DFM, page 2-1](#)
- [Performing a New Installation, page 2-4](#)
- [Reinstalling DFM, page 2-11](#)
- [Uninstalling DFM, page 2-13](#)
- [Installing and Upgrading HPOV-NetView Adapters, page 2-13](#)
- [Uninstalling the HPOV-NetView Adapters, page 2-15](#)

Preparing to Install DFM

The sections that follow help you to perform the following tasks before you install DFM:

- Determine whether your existing applications are already using ports that DFM uses; see [Verifying TCP and UDP Ports that DFM Uses, page 2-1](#). (Existing applications should not use the ports that DFM uses.)
- Gather information that you might need to provide during the DFM installation; see [Gathering Information to Provide During Installation, page 2-2](#).

Verifying TCP and UDP Ports that DFM Uses

Before installing DFM, make sure that the ports DFM uses will be used only by applications listed in [Table 2-1](#). For a complete list of ports used by Common Services and other LAN Management Solution (LMS) applications, see the *Quick Start Guide for LAN Management Solution 2.5.1* on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_b/lms/lms25/index.htm.

DFM uses the following TCP and UDP ports.

Table 2-1 DFM Ports

Protocol	Port Number	Service Name	Direction (of establishment) of Connection
ICMP	—	Ping	Server to Device
UDP	161	Simple Network Management Protocol (SNMP)	Server to Device, Device to Server
	162	SNMP Traps (Standard Port)—Default port number used by DFM for receiving traps	Server to Device, Device to Server
	9000	Used for trap receiving (if port 162 is occupied)	Client to Server
	9002	Used by DFM broker	Client to Server
TCP	49	TACACS+ and ACS	Server to ACS
	8898	Used by log server	Server internal
	15000	Used by log server	Server internal
	43445	Used by Fault History database engine (dfmFH)	Server internal
	43446	Used by inventory service database engine (DFMInv)	Server internal
	43447	Used by event processing database engine (dfmEPM)	Server internal
	43500-43520	Used by DFM CSTM (Common Services Transport Mechanism) for internal application messaging	Server internal

Gathering Information to Provide During Installation

You might need to supply the following information while you are installing DFM:

- DFM database password and a DFM username and password for use by DFM processes—Only required when you perform a custom installation; otherwise, this information is randomly generated.

For more information on creating passwords see the appendix “Password Information” in *Installation and Setup Guide for Common Services 3.0.5 (Includes CiscoView) on Windows*.

- License information—If you must supply license information, the installation script prompts you to enter one of the following:
 - Information that you will find printed on the software claim certificate—Product Identification Number (PIN) and Product Authorization Key (PAK).
 - Location of the license file—If you have already obtained a license file, provide the path. If not, be sure to obtain one. You can do so before or after you install DFM; see [Registering Your License, page A-2](#).



Note You can determine the status of your license from the CiscoWorks home page, by selecting **Common Services > Server > Admin > Licensing**.

**Note**

If you are installing DFM for evaluation purposes:

- You do not need to supply a license file or a PIN and a PAK.
- You might be interested in the following information:
 - [Upgrading Your Evaluation License, page A-3](#)
 - [Licensing Reminders, page A-3](#)

Installing LMS 2.6

DFM is part of the LAN Management Solution (LMS). This section details how to install the application. For more information, refer to the *Quick Start Guide for LAN Management Solution 2.6*.

- Be aware of the following:
 - You must install LMS 2.5.1 applications before you can install LMS 2.6.
- [Table 2-2](#) lists the LMS 2.5.1 applications and their versions.

Table 2-2 **LMS 2.5.1 Applications and Versions**

Application	Version
CiscoWorks Common Services	3.0.3
Resource Manager Essentials	4.0.3
Campus Manager	4.0.3
Device Fault Manager	2.0.3
Internetwork Performance Monitor	2.6

- When you install the LMS 2.5.1 application, you must install CiscoWorks Common Services 3.0.3 before installing any other application.
- After you have installed CiscoWorks Common Services 3.0.3, you must install each LMS 2.5.1 application separately.

LMS 2.6 Update Description

The LMS 2.6 Update is a bundle update that contains incremental versions for more than one component of the LMS 2.5.1 bundle. It is provided as a single installable and contains updates for the following applications:

- CiscoWorks Common Services 3.0.3 (includes CiscoView 6.1.2)—Common Services 3.0.4 is an incremental release over CS 3.0.3, and has been rolled into CS 3.0.5 (includes CiscoView 6.1.5), which is part of the LMS 2.6 bundle.
- Resource Manager Essentials (RME) 4.0.3—RME 4.0.4 is an incremental release over RME 4.0.3, and has been rolled into RME 4.0.5, which is part of the LMS 2.6 bundle.

- Campus Manager 4.0.3—Campus Manager 4.0.4 and Campus Manager 4.0.5 are incremental releases over Campus Manager 4.0.3. These releases have been rolled into Campus Manager 4.0.6, which is part of the LMS 2.6 bundle.
- Device Fault Manager 2.0.3—DFM 2.0.4 and DFM 2.0.5 are incremental releases over DFM 2.0.3. These releases have been rolled into DFM 2.0.6, which is part of the LMS 2.6 bundle.

There is no change in Internetwork Performance Monitor 2.6.

Recommended Order of Installation

We recommend that you install LMS 2.6 in the following order:

-
- Step 1** CiscoWorks Common Services 3.0.3.
 - Step 2** Resource Manager Essentials 4.0.3.
 - Step 3** Campus Manager 4.0.3.
 - Step 4** Device Fault Manager 2.0.3.
 - Step 5** Internetwork Performance Monitor 2.6.
 - Step 6** LMS 2.6 Update.
-

Performing a New Installation

Use these steps to perform a fresh installation of DFM.



Note

If Windows Management Instrumentation Services (WMI Services) are running, the services may lock some CiscoWorks processes during installation. This can lead to an installation failure. To avoid this, the CiscoWorks installer will stop and restart the WMI Services. If WMI Services are running on your server, you will see a Warning message at the beginning of the installation.

-
- Step 1** Make sure your system meets these prerequisites:
 - Required (or desired) operating system upgrades have been performed.
 - Common Services 3.0.3 has been installed. (See *Installation and Setup Guide for CiscoWorks Common Services 3.0.3 (Includes CiscoView) on Windows*.)
 - If you want a locally installed NMS to send traps to DFM, HP OpenView or NetView has been installed. See [Supported NMS Integration, page 1-8](#).
 - If HP OpenView is installed and operational, you have stopped all HP OpenView services (if not, the installation will take significantly longer).
 - Step 2** Close all open or active programs. Do not run other programs during the installation process.
 - Step 3** As the local administrator, log in to the machine on which you will install the DFM 2.0.3 software, and insert the DFM CD-ROM into the CD-ROM drive. The installer window appears, asking you if you want to install DFM.



Note If the CD-ROM is already in the CD-ROM drive and you stopped the installation process to close programs or if Autostart is disabled, click **Setup.exe** to restart the process.

The Welcome window appears.

Step 4 In the Software License Agreement dialog box, click **Yes** to accept the license.

Step 5 If the Licensing Information dialog box appears, select a radio button and enter any required information.



Note For instructions on obtaining a license file or locating the PIN and PAK, see [Preparing to Install DFM, page 2-1](#).

Step 6 Click **Next**. The Setup Type dialog box appears.

Step 7 Select **Typical** to install the complete DFM package, which contains DFM, the DFM IDU base package, and the HPOV-NetView adapters.



Note The HPOV-NetView adapters are installed whether or not HP Openview or NetView is installed.



Note If you choose the *Typical* installation mode, DFM passwords (for user and database) will be randomly generated for you; you can view the passwords at the end of the installation. If you choose the *Custom* installation mode, you will be prompted to enter DFM passwords for user and database.

Click **Next**. A Warning dialog box appears, advising you that when you install DFM, new tasks will be registered with ACS. If you have already registered DFM with ACS from another server, you do not need to register. However, if you do re-register DFM, you will lose any custom DFM roles that you created earlier in ACS.

Step 8 Do one of the following:

- If you want to register (or re-register) DFM with the ACS server, click **Yes**. DFM will be registered with the ACS server.
- If you do not want to register with the ACS server, click **No**. (You will be prompted to register later.)
- If you want to abort the installation, click **Cancel**.

The System Requirements dialog box displays the results of the requirements check and advises whether the installation can continue. One of the following might occur:

- If there is not enough disk space for the installation, the installation program displays an error message and stops.



Note Do not be alarmed if you see the following message:

```
INFO: total size (MB) required = 87
```

This message applies to disk space required by the current set of individual packages being installed.

- If the minimum recommended requirements are not met, the installation program displays an error message and continues installing.

The Summary dialog box appears, displaying the current settings.

Step 9 Click **Next**. The installation program copies the files to the CiscoWorks default installation directory *NMSROOT*.

Step 10 Depending upon your configuration, you may need to do the following:

- If you purchased an upgrade license of DFM 2.0.3 (because you were formerly using DFM 1.2.x), the following warning message is displayed when the installation completes:

```
Please run the program C:\PROGRA~1\CSCOpX\bin\dfmValidateUpgrade.bat to validate that
this is an upgrade.
```

If you see this message, you must run this program after the installation completes (see [Step 3](#)). Click **OK**. The Setup Complete dialog box appears.

- If you did not register DFM with the ACS server in [Step 8](#), and you want to register now, use the *AcsRegCli.pl* script, as follows. (*NMSROOT* is the default installation directory, normally *C:\Progra~1\CSCOpX*.)

```
NMSROOT\bin\perl NMSROOT\bin\AcsRegCli.pl -register dfm
```

Step 11 Eject the CD-ROM.



Note Store the CD-ROM in a secure, climate-controlled area for safekeeping.

Installing the LMS 2.6 Update on Windows

The following sections describe the procedure for:

- [Installing the Single Large File Update, page 2-6](#)
- [Installing the Multiple Small Files Update, page 2-8](#)



Note If you have DFM 2.0.3 (supplied with LMS 2.5.1), install the LMS 2.5 Update 2 by downloading it from Cisco.com, and installing it..

If you have DFM 2.0 (which came with LMS 2.5), install the LMS 2.5 December 2005 Update, and then install the LMS 2.5 Update 2.

You can download the required software from Cisco.com,

<http://www.cisco.com/cisco/web/download/index.html>

Installing the Single Large File Update

To install the Single Large File update:

Step 1 Locate the DFM software:

- If this is the first time you have installed DFM and you are installing it from the LMS 2.6 Update CD-ROM, mount the CD-ROM.
- If you have an existing DFM installation, download the LMS 2.6 megapatch from Cisco.com at <http://www.cisco.com/kobayashi/sw-center/cw2000/lan-planner.shtml>.



Note Instructions on the available methods for downloading software and images from CCO are available, refer to <http://www.cisco.com/kobayashi/sw-center/sw-usingswc.shtml>.

- Step 2** Navigate to the lms26_win folder.
- Step 3** Double-click CiscoWorks_LMS_2.6.exe.
The CiscoWorks LMS 2.6 Update window appears.
- Step 4** Click **Yes** to continue.
The Welcome screen appears.
- Step 5** Click **Next** to continue.
The Software License Agreement window appears. You must accept this agreement to install CiscoWorks LMS 2.6 Update.
- Step 6** Click **Accept** to continue.
The Install Update window appears with the updates that will be installed.
- Step 7** Click **Next**.
The installation program checks dependencies and system requirements. The System Requirements window appears, displaying the system requirements, available space on the disk drive, available memory and swap in megabytes, and CPU speed in megahertz.
- Step 8** Click **Next**.
The Summary window appears with the updates that will be installed and the settings for the installation.
- Step 9** Click **Next**.
The Setup screen appears, displaying installation progress while files are copied and applications are configured.
The following message appears only if you have installed the update for RME:

To ensure that you retain the latest device support, please install the latest Device Packages from CCO @<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme>
Please refer to the Installation and Setup Guide for details.
- Step 10** Click **OK**.
The following message appears only if you have installed the update for Campus Manager:

To ensure that you retain the latest device support and bug fixes, please install the latest Service Pack (SP) for Campus Manager 4.0.6
You can download the latest SP from
<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus>.
Please refer to the Installation and Setup Guide for details.

User Tracking Utility 1.0 is not compatible with Campus Manager 4.0.3
User Tracking Utility 1.1.1 is available for Campus Manager 4.0.3
You can download the latest UTU from
<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus-crypto>.
- Step 11** Click **OK**.
The following message appears:

If you plan to install any of the LMS 2.5 applications later, you must reinstall CiscoWorks LMS 2.5 Dec 2005 Update after installing these applications.

Step 12 Click **OK**.

The Restart dialog box appears after the installation is complete.



Note You need to restart your machine only if you have installed the update for the DFM application.

Step 13 Select **Yes, I want to restart my computer now**.

Step 14 Click **Finish**.

Installing the Multiple Small Files Update

To install the Multiple Small Files update:

Step 1 Mount the LMS 2.6 Update CD-ROM.

Step 2 Run the Windows batch file at the command prompt:

```
lms26_win_installer.bat
```

- If you have not downloaded all of the Multiple Small Files, an error message appears:

```
ERROR: You have not downloaded all the above files
ERROR: Please download all the above files and
ERROR: then run this script
```

Download all of the Multiple Small Files.

- If you have downloaded all of the Multiple Small Files, a message appears:

```
INFO: You have downloaded all the necessary files
INFO: creating the zip file from the downloaded files
```

A popup appears.

Step 3 Click **Yes** to continue with the installation.

The update installation starts by displaying the Welcome screen.

Step 4 Click **Next** to continue.

The Software License Agreement window appears. You must accept this agreement to install the CiscoWorks LMS 2.6 Update.

Step 5 Click **Accept** to continue.

The Install Update window appears with the updates that will be installed.

Step 6 Click **Next**.

The installation program checks dependencies and system requirements. The System Requirements window appears, displaying the system requirements, available space on the disk drive, available memory and swap in megabytes, and CPU speed in megahertz.

Step 7 Click **Next**.

The Summary window appears with the updates that will be installed and the settings for the installation.

Step 8 Click **Next**.

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

The following message appears only if you have installed the update for RME:

```
To ensure that you retain the latest device support, please install the latest Device
Packages from CCO @http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme
Please refer to the Installation and Setup Guide for details.
```

Step 9 Click **OK**.

The following message appears only if you have installed the update for Campus Manager:

```
To ensure that you retain the latest device support and bug fixes, please install
the latest Service Pack (SP) for Campus Manager 4.0.6
You can download the latest SP from
http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus.
Please refer to the Installation and Setup Guide for details.
```

```
User Tracking Utility 1.0 is not compatible with Campus Manager 4.0.3
User Tracking Utility 1.1.1 is available for Campus Manager 4.0.3
You can download the latest UTU from
http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-campus-crypto.
```

Step 10 Click **OK**.

The following message appears:

```
If you plan to install any of the LMS 2.5 applications later, you must reinstall
CiscoWorks LMS 2.5 Dec 2005 Update after installing these applications.
```

Step 11 Click **OK**.

The Restart dialog box appears after installation completes.



Note You need to restart your machine only if you have installed the update for the DFM application.

Step 12 Select **Yes, I want to restart my computer now**.

Step 13 Click **Finish**.

When the Installation Is Complete

When the installation is complete you should complete the following tasks.

Step 1 Specify the clients that are allowed to connect to the DFM server. (DFM provides this fine-grain control as an additional security feature.)

a. Unregister the daemons with the daemon manager:

- For DfmServer:


```
# NMSROOT\bin\pdcmd -u DfmServer
```
- For DfmBroker:


```
# NMSROOT\bin\pdcmd -u DfmBroker
```

b. Decide which hosts you want to specify, using the `--accept` option with arguments shown in [Table 2-3](#).

Table 2-3 Arguments to the --accept Option

Argument	Description
<i>host1,host2,...</i>	Allow only <i>host1,host2,...</i> to connect to the server. If the hostname is registered with DNS, you can specify the client by hostname. Otherwise, specify explicit IP addresses in a comma-separated list. Hostnames are resolved to one or more IP addresses, which are then used (the server does not use reverse lookups to determine the name of a connecting host). Note If you specify the clients as hostnames, be sure the hostnames are registered with DNS, especially if you are using DHCP.
=any	Allow all incoming connections (default).

For example, this command fragment would allow connections only from hosts lucy and ethel:

```
--accept=lucy,ethel
```



Note To allow connections from processes running on the same host, specify the host's name—do not use “localhost.” This is because connections made using the DFM Broker will appear to come from the DFM Broker's host. Only connections that explicitly specify “localhost” as the target address will appear to come from localhost. Such target addresses might result in configurations that forward incoming connections (such as through software that provides an encrypted tunnel).

- c. Re-register the daemons with the daemon manager, specifying the clients that can connect to the broker and server (in this example, the DFM broker port is 9002, and lucy and ethel are the clients):

- For DfmBroker (the following command is one line):

```
# NMSROOT\bin\pdcmd -r DfmBroker -e NMSROOT\objects\smarts\bin\brstart -f "--output --port=9002  
--accept=lucy,ethel --restore=NMSROOT\objects\smarts\conf\broker.rps"
```

- For DFMServer (the following command is one line):

```
# NMSROOT\bin\pdcmd -r DfmServer -e NMSROOT\objects\smarts\bin\sm_server -d DfmBroker -f  
"--bootstrap=DFM_bootstrap.conf --accept=lucy,ethel --output --name=DFM"
```

- d. Make sure that the client names and current IP addresses are registered with DNS if one or both of the following apply:

- You are running DHCP
- You specified the clients with hostnames

Step 2 To verify that the DfmServer process is running, log in to the CiscoWorks home page as the administrator and select **Common Services > Server > Admin > Processes**.

Step 3 If you purchased an upgrade license of DFM 2.0.6 (because you were formerly using DFM 1.2.x), and were prompted to validate the upgrade in [Step 10](#), run the following command:

```
NMSROOT\bin\dfmValidateUpgrade.bat
```

where *NMSROOT* is the default installation directory, normally C:\Progra~1\CSCOPx. The following prompt is displayed:

```
This utility will validate your proof of purchase of the product and allows you to obtain  
an upgrade license.
```

```
Please select the source for upgrade validation:
```

1. Validate from a CD (old version).
 2. Validate from a remote server (old version).
- Please enter option [1 / 2]:

Enter 1 or 2 and follow the instructions provided by the prompts. For example, if you enter 1:

Please insert the previous versions of DFM CD into the CDROM drive and provide the absolute path to the CD drive:

D:
Validation succeeded.

For example, if you enter 2:

Please enter the remote CiscoWorks server host name or the IP address: *dfm-host*
Please enter the remote CiscoWorks server http port number: *1741*
Please enter the remote CiscoWorks server login name: *admin*
Please enter the remote CiscoWorks server login password: *******
Please be patient. Upgrade validation is in progress from a remote server.
Validation succeeded.



Note

If validation does not succeed, you can continue with the upgrade; however:

- DFM is licensed for evaluation only and operates in *nag* mode for no more than 90 days before ceasing operation. (See [Evaluation Version: Before Expiry, page A-3](#).)
- You must contact your Cisco representative to purchase a fully licensed version of DFM. (See [Upgrading Your Evaluation License, page A-3](#).)

- Step 4** If you plan to use the HPOV-NetView adapters with Device Fault Manager 2.0.6, make sure the machine running DFM is registered with DNS.
- Step 5** To use DFM, select **Device Fault Manager** from the CiscoWorks home page. A Device Fault Manager window opens.

If you had any errors during installation, check the installation log in the root directory on the drive. (For example, the CiscoWorks CD One installation might create C:\Ciscoworks_setup001.log, the DFM installation might create C:\Ciscoworks_setup002.log, and so forth.) The Cisco Technical Assistance Center (TAC) might ask you to send them the installation log.

If you install HP OpenView or NetView later, you will have to either configure DFM SNMP trap receiving to use another port (as described in [Configuring SNMP Trap Receiving and Forwarding, page 4-10](#)), or reinstall DFM.

To integrate DFM with remote versions of HP OpenView and NetView, you must install the HPOV-NetView adapters as described in [Installing and Upgrading HPOV-NetView Adapters, page 2-13](#).

Reinstalling DFM

You can use this procedure to reinstall DFM or to reinstall the HPOV-NetView adapters.

- Step 1** If HP OpenView is installed and operational, make sure it has been stopped (or the installation will take significantly longer).
- Step 2** Close all open or active programs. Do not run other programs during the reinstallation process.

Step 3 As the local administrator, log in to the machine on which you will install the DFM software, and insert the DFM CD-ROM into the CD-ROM drive. The installer window appears, asking you if you want to reinstall DFM.



Note If the CD-ROM is already in the CD-ROM drive and you stopped the reinstallation process to close programs or if Autostart is disabled, click **Setup.exe** from the top directory of your CD-ROM to restart the process.

Step 4 Click **Install**. The Welcome window appears.

Step 5 In the Setup Type dialog box, select **Custom** to select the components to reinstall. The Select Components dialog box appears.

The system displays these options (the choices may vary, depending on your configuration):

Reinstall Device Fault Manager 2.0.6
Reinstall HPOV-NetView adapters

Select the component you want to reinstall and click **Next**. The Start Copying Files window appears.

Step 6 Click **Next**.

Step 7 If you reinstalled *only* the HPOV-NetView adapters, you are prompted to enter the name of the machine running DFM. Enter the name of the host (the default is localhost).



Note Make sure the machine running DFM is registered with DNS.

The System Requirements dialog box displays the results of the requirements check and advises whether the reinstallation can continue. One of the following might occur:

- If there is not enough disk space for the installation, the installation program displays an error message and stops.



Note Do not be alarmed if you see the following message:

INFO: total size (MB) required = 87

This message applies to disk space required by the current set of individual packages being installed.

- If the minimum recommended requirements are not met, the installation program displays an error message and continues installing.

The Summary dialog box appears, displaying the current settings.

Step 8 Click **Next**. The reinstallation proceeds.

Step 9 Remove the DFM CD-ROM from the drive.



Note Store the CD-ROM in a secure, climate-controlled area for safekeeping.

Step 10 Reboot the machine.

- Step 11** To verify that the DfmServer process is running, log in to the CiscoWorks home page as the administrator and select **Common Services > Server > Admin > Processes**.
- Step 12** To use DFM, select **Device Fault Manager** from the CiscoWorks navigation tree.

If you had any errors during reinstallation, check the installation log in the root directory on the drive. (For example, the CiscoWorks CD One installation might create C:\Ciscoworks_setup001.log, the DFM installation might create C:\Ciscoworks_setup002.log, and so forth.) The Cisco Technical Assistance Center (TAC) might ask you to send them the installation log.

Uninstalling DFM



Caution

You must use the CiscoWorks uninstallation program to remove DFM from your system. If you try to remove the files and programs manually, you can seriously damage your system.

- Step 1** As the local administrator, log in to the system on which DFM is installed, and select **Start > Programs > CiscoWorks > Uninstall CiscoWorks** to start the uninstallation process.

A dialog box appears, listing the components selected for uninstallation.

- Step 2** Click **Next**.

Messages showing the progress of the uninstallation appear.

The following message appears:

```
Uninstallation is complete. Click OK to finish.
```

- Step 3** Click **OK**.

Installing and Upgrading HPOV-NetView Adapters

When you install DFM on a system with HP OpenView or NetView, the DFM installation script installs the HPOV-NetView adapters. These adapters take the traps that managed devices send to HP OpenView (or NetView) and forward them to DFM. For information on supported HP OpenView and NetView versions, see [Supported NMS Integration, page 1-8](#).

This section explains how to install or upgrade the HPOV-NetView adapters on a remote host on which Common Services is installed, so the adapters can exchange information with DFM on a local host. You can also use these procedures to reinstall the HPOV-NetView adapters.



Note

The HPOV-NetView adapter installation software is not supplied with LMS 2.6. You can install or upgrade the adapters from the DFM 2.0.3 CD-ROM.

If you upgrade a local version of DFM, you must also upgrade any remote adapters.

**Note**

To upgrade remote HPOV-NetView adapters, you must first remove the old adapters and then install the new version.

**Note**

If you move DFM to a different machine, or you want to use a different instance of DFM, you must reinstall the HPOV-NetView adapters.

Reinstalling the HPOV-NetView Adapters on a Local Host

If you install NetView or HP OpenView on the local host *after* you have installed DFM, you should reinstall the HPOV-NetView adapters to configure them appropriately. See [Reinstalling DFM, page 2-11](#).

Installing or Upgrading the HPOV-NetView Adapter on a Remote Host

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- Step 1** To upgrade a previous version of the HPOV-NetView adapters, remove the adapters as described in [Uninstalling the HPOV-NetView Adapters, page 2-15](#).
- Step 2** Make sure the following are installed on the remote host:
- HP OpenView or NetView
 - Common Services 3.0.3
- Step 3** If you are using HP OpenView, disable the IIS services. HP OpenView requires that the IIS service be enabled so that HP OpenView can install and run. However, the IIS service runs on SSL port 443, which is also the default port for the LMS HTTP server in SSL mode. Because of this port conflict, CiscoWorks will not run. You must disable the IIS services, and restart them later.
- Step 4** As the local administrator, log in to the machine on which you will install the HPOV-NetView adapters, and insert the DFM 2.0.3 CD-ROM into the CD-ROM drive. The installer window appears, asking you if you want to install DFM.

**Note**

Be sure to install the adapter on the same drive as HP OpenView or NetView.

**Note**

If the CD-ROM is already in the CD-ROM drive and you stopped the installation process to close programs or if Autostart is disabled, click **Setup.exe** to restart the process.

The Welcome window appears.

- Step 5** Click **Next**. The Setup Type dialog box appears.
- Step 6** Select **Custom** to select a component to install and click **Next**. The Select Components dialog box appears.
- Step 7** Select **Device Fault Manager HPOV-NetView adapters** and click **Next**.

Step 8 When prompted, enter the machine name or IP address of the machine on which DFM is running.



Note Do not use the default, localhost. Also, make sure the machine running DFM is registered with DNS.

Step 9 Click **Next**. HP OpenView and NetView are stopped. The System Requirements dialog box displays the results of the requirements check and advises whether installation can continue.

Step 10 Click **OK**. The installation program copies the files to the directory in which Common Services was installed.

Step 11 Remove the DFM CD-ROM from the drive.

Step 12 Click **OK** to reboot the machine.

Step 13 Change the SSL port number of the LMS HTTP server from 443 to another available port number.

Step 14 Enable the IIS services.

Step 15 Restart HP OpenView or NetView to activate the adapters (using the **ovstart** or **nvstart** command).

If you had any errors during installation (or upgrade), check the installation log in the root directory on the drive. (For example, the Common Services installation might create C:\Ciscoverks_setup001.log, the DFM installation might create C:\Ciscoverks_setup002.log, and so forth.) The Cisco Technical Assistance Center (TAC) might ask you to send them the installation log.

Uninstalling the HPOV-NetView Adapters

When you remove a local version of DFM, the HPOV-NetView adapters are also removed. To remove remote adapters, follow the instructions in this section.



Caution

You must use the CiscoWorks uninstallation program to remove the adapters from your system. If you try to remove the files and programs manually, you can seriously damage your system.

Step 1 As the local administrator, log in to the system on which the remote HPOV-NetView adapters are installed, and select **Start > Programs > CiscoWorks > Uninstall CiscoWorks** to start the uninstallation process. The Uninstall window appears, displaying a list of the installed applications.

Step 2 Deselect everything except **Device Fault Manager HPOV-NetView adapters**.

Step 3 Click **Next**. A dialog box listing the components selected for removal appears.

Step 4 Click **Next** to begin removing the HPOV-NetView adapters. Messages showing the progress of the uninstallation appear, and the uninstallation completes.

Step 5 Click **OK**.

If you had any errors during uninstallation, check the installation log in the root directory on the drive. (For example, the CiscoWorks CD One installation might create C:\Ciscoverks_setup001.log, the DFM installation might create C:\Ciscoverks_setup002.log, and so forth.) The Cisco Technical Assistance Center (TAC) might ask you to send them the installation log.

