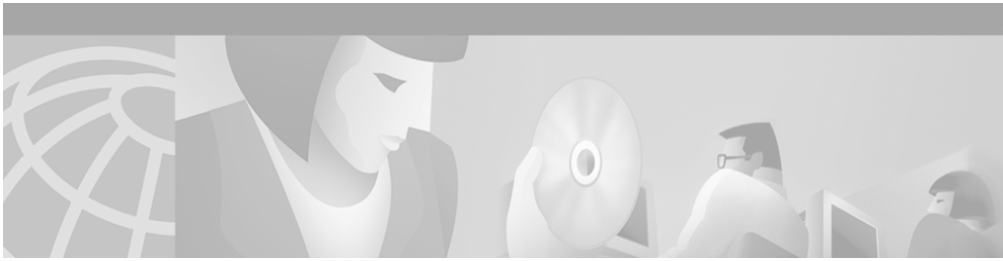

LAN Management Solution 1.2 Bundle Update

LAN Management Solution (LMS) 1.2 Bundle Update provides updates for the LMS component applications on Windows and Solaris platforms.

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SUPPLEMENTAL LICENSE AGREEMENT

SUPPLEMENTAL LICENSE AGREEMENT FOR CISCO SYSTEMS NETWORK MANAGEMENT SOFTWARE: CiscoWorks LAN MANAGEMENT SOLUTION

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1. **ADDITIONAL LICENSE RESTRICTIONS.**

- **Installation and Use**. The Software components are provided to Customer solely to install, update, supplement, or replace existing functionality of the applicable Network Management Software product. Customer may install and use following Software components:
  - Resource Manager Essentials (RME): May be installed on one (1) server in Customer's network management environment.
  - nGenius Real Time Monitor (RTM): May be installed on one (1) server in Customer's network management environment.
  - Campus Manager (CM): May be installed on one (1) server in Customer's network management environment.
  - CiscoView/ CD One: Contains shared resources used by other components in this bundle. In many cases, all components in this bundle can be installed on a single server. If some components of this bundle are installed on separate servers, a copy of CD One can be installed with each component in Customer's network management environment.
- **Reproduction and Distributio**n. Customer may not reproduce nor distribute software.

2. **DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.**

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What the Bundle Contains

LMS Bundle Update contains:

- CD One, 5th Edition (CD One) and CiscoView 5.4 (CV) provide common web services and support for third-party network management solutions as well as real-time views of networked Cisco Systems devices.
- Resource Management Essentials 3.4 (Essentials)—Web-enabled administration tool for simplifying the device software and configuration management of Cisco routers and switches.
- Campus Manager 3.2 (Campus Manager)—Web-based suite of network management tools that enables administrators to obtain graphical views of network topology and end-user information.
- NetScout nGenius Real-Time Monitor 1.4 (RTM)—Web-based system designed to manage and monitor the packets, application and protocol traffic in the network. It provides tools for troubleshooting and monitoring traffic thresholds. This client-server network management solution is offered to Cisco Systems customers in cooperation with NetScout Systems, Inc.

Note In addition to the enclosed paper documents, PDF versions of product documentation are available on the product CDs. See the installation instructions for individual products and print out the relevant documentation before proceeding with the installation. You can also order printed copies of documentation using the sources in the"Ordering Documentation" section on page 57.

New Features

This section highlights updates for each component of this Bundle Update release.

All LMS applications are now supported on Windows 2000 Server, Windows 2000 Professional, and Solaris 2.7 and 2.8.

Note For more detailed information on the new features and for the latest list of supported devices, see the accompanying release notes.

CD One, 5th Edition

CD One provides these new features:

- Secure Socket Layer (SSL) encryption to provide secure access between the client browser and management server, and Secure Shell (SSH) to provide secure access between the management server and devices.
- Enhanced installation and runtime system security. To improve the security of the product, you can change your login (Admin or Guest user) and database passwords during installation. You can provide your own casuser password to support Windows 2000 strong enhanced passwords.
- Export/Import user information from one CD One server to another server. You can create users in one server and import them to all the other servers.
- Provides link to Cisco Feature Navigator (CFN), a tool available on www.cisco.com/go/fn. It enables you to select the device images based on the features you would like to run on your networks.
- Support for several new Cisco devices, Cisco IOS extended features, and selected Cisco voice applications.
- Device support for several Cisco products, including: AP340, AP350, AS5350, AS5400, Router 12000 Series, IAD2400, Metro 1500, and URM (1.0).
- New five-year certificates used to sign jar files.

Resource Manager Essentials 3.4

Essentials provides these new features:

- Support for downloading and uploading of device configurations via Secure Shell (SSH) protocol.
- Secure communication between the client browser and the Resource Manager Essentials server via Secure Socket Layer (SSL) protocol.
- Support for configuration and software management for devices across Network Address Translation (NAT) boundaries.
- Support for Interactive IOS, CatOS and FastSwitch commands in the NetConfig applications.
- Up-to-date inventory of all Cisco devices in the network, including support for Cisco Call Manager and VPN Concentrator 3000 (VPN c3000).
- Copy command enhancement of Network Show Commands facility.
- Ability to isolate and view PIX firewall configuration statements.
- Users can select devices from a CSV file and delete them from the inventory database.
- Enhanced installation and runtime system security. To improve the security of the product, you can change database passwords during install.
- Inventory management and software image management support for devices managed using the Auto Update Server.
- New five-year certificates used to sign jar files.
- Support for new devices (for a complete list of supported devices, see "Supported Devices" in the Release Notes) including the following:
  - Cisco Router 7400 Series (7401 ASR-BB, 7401 ASR-CP)
  - Cisco 7600 Series (7603, 7606, 7609)
  - Cisco Router 7304
  - PIX Firewall (506, 515, 520, 525, 535, 501, 506E, 515E)
  - Cisco ONS Series (ONS 15540 ESP)
  - Cisco 1700 Series (1710, 1760)
  - Integrated Access Device (IAD 2420)

- Catalyst 6000 Series (6513)
- Gigabit Switch Router (GSR) 12400 Series (12404, 12406, 12410, 12416)
- Cisco RPM-PR
- Cisco Aironet AP Series (340, 350)
- Cisco 4000 Series (C4224)
- Cisco Content Service Switch (CSS) 11000 Series (11050, 11080, 11150)
- Network Analysis Module (Catalyst 6000 module).

Campus Manager 3.2

Campus Manager provides these new features:

- Support for new devices (for a list of supported devices, see "Supported Devices" in the Release Notes).
- Path Analysis supports Layer 2 traces of devices configured with HSRP.
- User Tracking supports multiple sorting of table columns.

nGenius Real-Time Monitor 1.4

nGenius Real Time Monitor provides these new features:

- Support for Differentiated Services—DSMON allows different classes of traffic to be accorded prioritized Quality of Service (QoS) treatment while flowing through the network. DSMON data is displayed in Traffic Monitor.
- Asynchronous Device Configuration—Provides the ability to perform concurrent device processing; for example, adding, deleting, or configuring devices. When you initiate a task, a Task Progress Report provides asynchronous device status feedback such as warnings and errors.

- Server Load Detection—nGenius Real-Time Monitor proactively monitors the nGenius Server to prevent poor performance or abnormal shutdowns. If disk space, memory usage, or server overload thresholds are exceeded, an alarm is triggered and the nGenius Server executes a script to notify you by e-mail.
- Bulk Device Add — Allows you to add multiple devices using a comma separated values (.csv) file.

Hardware and Software Requirements

Server Requirements

This section provides server requirements for installing all of the LMS bundle CDs on one server.

Table 1 provides the minimum server requirements for the LMS bundle.

The requirements listed are based on managing 500 devices, with all applications hosted on a single server. If your LMS applications are distributed on multiple servers or you have chosen not to install some of them, the minimum requirements might be less than those given in Table 1. If you are managing more than 500 devices or you are running additional Cisco or third-party applications on the servers, the requirements might be higher.

See the individual LMS application Installation Guides for specific product requirements and detailed install instructions.

A warning message appears if obsolete Solaris patches are present on your system. Before running CD One, 5th Edition, download and install the latest recommended patches from the Sun website.

You can upgrade the product before or after you upgrade the operating system. However, if you upgrade the product first, you will not see operating system patch-related or Service Pack-related warnings provided as part of the LMS installer. If you are upgrading on Windows NT or on Solaris 2.6, you *must* first upgrade the operating system.

Table 1 Server Requirements for the LMS Bundle

Requirement	Solaris	Windows 2000
Hardware	• Sun UltraSPARC 60 MP with 440 MHz or faster processor (dual processor required for hosting multiple management solutions) • Sun UltraSPARCIII (Sun Blade 1000 Workstation or Sun Fire 280R Workgroup Server) (dual processor required for hosting multiple management solutions) • CD-ROM drive	• IBM PC-compatible computer with 550 MHz or faster Pentium III (dual processor required for hosting multiple management solutions) • CD-ROM drive
Available memory (RAM)	• 1 GB RAM (UltraSPARCIII Workstation or UltraSPARC 60 MP) • 2 GB RAM (UltraSPARCIII Server) • 8 MB E-Cache (both)	1 GB
Available disk space	• 9 GB, with 2 GB swap space (UltraSPARC 60 MP) • 36 GB internal FC-AL disk drive (UltraSPARCIII Workstation) • Dual 36 GB internal FC-AL disk drives (UltraSPARCIII Server)	• 9 GB • 2 GB virtual memory
Software[1]	• Solaris 2.7 or 2.8[2]	One of the following[3]: • Windows 2000 Server • Windows 2000 Professional with Service Pack 2[4]

1. CD One supports US English and Japanese versions of these operating systems. Set the default locale to US English.
2. See "Solaris Patches" for a list of required and recommended Solaris patches for the LMS bundle.
3. Do not install on a FAT file system.
4. To verify the version of service pack, select **Start > Run**, then enter **winver**.

Solaris Patches

Table 2 lists the Solaris patches for the LMS 1.2 bundle.

Table 2 Solaris Patches for LMS Bundle

Operating System	Required	Recommended
Solaris 2.7	106327, 106980, 107081, 107636	112300, 108376
Solaris 2.8	111626, 111327, 110945, 110934, 110898, 110700, 110670[1], 109326, 108827, 108652, 108528	110951, 110662, 110615, 110286 109324, 111085

1. This patch requires the presence of base patch, SUNWsutl.

Client Requirements

Table 3 provides the minimum server requirements for the LMS bundle.

Table 3 Client Requirements for LMS Bundle

Requirement Type	Minimum Requirement
System software and hardware	Any one of these systems: • Sun UltraSPARC 10 with 333 MHz processor, 256 MB RAM, and 512 MB swap space running Solaris 2.7 or 2.8. • IBM RS/6000 workstation with 256 MB RAM and 512 MB swap space, running AIX 4.3.3. • HP9000 series with 256 MB RAM and 512 MB swap space, running HP-UX 11.0. • IBM PC-compatible computer with 300 MHz Pentium processor, 256 MB RAM, and 512 MB virtual memory running Windows NT 4.0 (Workstation or Server) with Service Pack 6a, Windows 98, or Windows 2000 Server or Professional edition with Service Pack 2. Color monitor with video card set to 256 colors.
Browser	Any one of these browsers: • Solaris—Netscape Navigator 4.76. • HPUX and AIX—Netscape Navigator 4.77, 4.78, or 4.79. • Windows 98/NT/2000—Netscape Navigator 4.77, 4.78, or 4.79; Microsoft Internet Explorer 5.5 (with Service Pack 2), or 6.0
	Java Virtual Machine (JVM) version: • 5.0.0.3802 or later (for Microsoft Internet Explorer 5.5 with Service Pack 2). • 5.0.0.3805 or later (for Microsoft Internet Explorer 6.0).

Installing the Bundle

To install an application, log in as the local administrator (on Windows) or root (on UNIX) on the system on which you want to install an application. Table 4 describes recommended order in which you should install LMS software.

Note You must install CD One before installing any other applications, except RTM 1.4. For more information on installing RTM 1.4, see the"Upgrading nGenius Real-Time Monitor" section on page 52.

While it is strongly recommended that you follow the order of installation described in this section, you can install the remaining LMS applications in any order.

Table 4 Installation Tasks for LMS Bundle

Task Sequence/ Approximate Time	For Detailed and Custom Installation, See	Prerequisites
1. Install CD One, 5th Edition. 40 minutes	• *Installation and Setup Guide for CD One, 5th Edition* • *Release Notes for CD One, 5th Edition*[1]	• Required (or desired) operating system upgrades have been performed, and required service packs are installed. • All installed applications are supported by CD One, 5th Edition. Applications not supported by CD One, 5th Edition will be disabled when you upgrade CD One.

Table 4 Installation Tasks for LMS Bundle (continued)

Task Sequence/ Approximate Time	For Detailed and Custom Installation, See	Prerequisites
2. Install Resource Manager Essentials 3.4. 30 minutes	• *Installation and Setup for Guide for Resource Manager Essentials* • *Release Notes for Resource Manager Essentials 3.4*[1]	Required: • CD One, 5th Edition • All installed applications are supported by CD One, 5th Edition • All (or desired) operating system upgrades and service packs Optional: If HP OpenView is installed and operational: • Stop all HP OpenView services • If HP OpenView is installed on a Windows NTFS partition, create an account with full NTFS privileges
3. Install Campus Manager 3.2. 10 minutes	• *Installation and Setup Guide for Campus Manager* • *Release Notes for Campus Manager 3.2*[1]	

1. See Release Notes for any last-minute updates.

Installing RTM 1.4

Note You must install nGenius Real-Time Monitor 1.4 on a dedicated system. Failing to install nGenius Real-Time Monitor on a dedicated system will severely impact performance.

Table 5 Installation Sequence for RTM 1.4

Task Sequence/Approximate Time	For Detailed and Custom Installation, See	Prerequisites
Install nGenius Real-Time Monitor 1.4. 05-15 minutes	• *NetScout nGenius Real-Time Monitor 1.4 Installation Guide* • *Supplement and Release Notes for NetScout nGenius Real-Time Monitor Release 1.4* (Cisco document)[1] • *nGenius Real-Time Monitor 1.4 Release Notes* (NetScout Systems document)[1]	None

1. See Release Notes for any last-minute updates

Notes on Installing the Bundle

- If you want to use secure access between the client browser and the management server, you can enable or disable SSL from the CiscoWorks2000 desktop. For more information, see *User Guide for CiscoWorks2000 Server*. You cannot enable SSL if there is a non SSL-compliant application installed on CiscoWorks2000 server.
- Campus Manager 3.2 is not SSL-compliant. If your CiscoWorks2000 Server is integrated with any Network Management Station (NMS) in your network using the integration utility (Network Management Integration Module), you must perform the integration every time you enable or disable SSL in the CiscoWorks2000 Server.
  You must do this to update the application registration in the NMS. For more information, see the "Integrating with Third-Party Vendors" section in CiscoView online help.
- CiscoWorks2000 applications are installed in the default directory /opt/CSCOpx (on Solaris) or c:\Program Files\CSCOpx (on Windows). If you select another directory during installation, the application is installed in that directory.

On Solaris, if you select an installation directory different from the default, the /opt/CSCOpx directory is created as link to the directory you selected. If you remove the link after installation, the product might malfunction.

- Close all open or active programs. Do not run other programs during the installation process.
- Network inconsistencies might cause installation errors while installing from a remote mount point.
- You can press **Ctrl-C** (on Solaris) or click **Cancel** (on Windows) at any time to end the installation. However, any changes to your system (for example, installation of new files or changes to system files) will not be undone.
- If errors occurred during installation, check the installation log in the root directory on the drive where the operating system is installed. Each installation creates a new log file. For example, the CD One installation creates c:\cw2000_in001.log. The Essentials installation creates c:\cw2000_in002.log.

  On Solaris, check the installation log file /var/tmp/ciscoinstall.log.
- On Windows:
  - Do not use a cloned version of the Administrator account.
  - When prompted to replace a newer file with an older file, you should always keep the newer file.
  - When prompted to do so by an installation, you should always reboot your system.
  - Do not select an encrypted directory for installation. CiscoWorks2000 does not support directory encryption.
- For nGenius Real-Time Monitor:
  - Do not install RTM on a Windows system that has the server name nGenius.
  - Before installing RTM, it is recommended that you have 300 MB of space available in the /tmp or Temp directory.

For troubleshooting information, see the Troubleshooting appendixes in the product-specific documentation.

For mounting and unmounting instructions, see the Mounting and Unmounting appendixes in the product-specific documentation.

Upgrading CD One

CD One, 5th Edition supports upgrade from only CD One, 4th edition. Upgrading from earlier releases is not supported. The data is preserved when you perform an upgrade.

You can upgrade to the new version of CD One using either of two methods. You can perform a local upgrade by installing the new version on the system currently running a previous version. To perform a local upgrade, see the "Upgrading CD One—Local Upgrade" section on page 15.

As an alternative, you can perform a remote upgrade by installing CD One, 5th Edition, on a new system, and exporting essential data from the system running the CD One, 4th edition to the new system. To perform a remote upgrade, see the "Upgrading CD One—Remote Upgrade" section on page 21.

Upgrade Paths

Table 6 describes the different local upgrade paths and results. See the product installation guides for detailed installation instructions.

Table 6 Upgrade Paths for CD One

Existing Software	Results
Clean system	CD One, 5th Edition is installed in the specified directory.
CD One, 5th Edition	Reinstallation of CD One, 5th Edition overwrites the previously installed CD One components. All data is preserved.
CD One, 4th Edition	CD One, 5th Edition overwrites the previously installed CD One components. All data is preserved.

Upgrading on Solaris

Upgrading CD One—Local Upgrade

You can upgrade from CD One, 4th Edition only. Upgrading from earlier versions of CD One is not supported.

To perform a local upgrade:

- Back up your data—This is optional. You can save your data to a backup file before you perform the local upgrade. If your installation fails, you can retrieve this saved data. See the "Backing Up Your Data" section on page 16.
- Install a patch—You must install a patch on the old system before you can begin installing CD One, 5th Edition. This patch suspends all currently scheduled job data. Necessary data can then be exported during upgrade to the new version. See the "Installing the Patch" section on page 16.
- Run the installation program. See the "Running the Installation Program on Solaris" section on page 17.

Backing Up Your Data

Step 1 Access the CiscoWorks2000 desktop and log in. For information, see the *User Guide for CiscoWorks2000 Server.*

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.

It is recommended that you use a different directory from the directory where CiscoWorks2000 is located, for example, /cw2000/backups on Solaris and c:\cw2000\backups.

Step 4 To begin the backup, click **Finish**.

This process might take some time to complete.

Installing the Patch

To install the patch:

Step 1 As root, mount the CD One CD-ROM using either of the following methods:

- Mount the CD-ROM on the CD One server system.
- Mount the CD-ROM on a remote Solaris system, then access the CD-ROM from the CD One server system.

See the product installation guide for detailed mounting instructions.

Step 2 At the command line, enter:

```
perl patch_1x_20.pl
```

The patch copies the file DisableJobs.class to the runtime installation directory.

Step 3 Make sure that the daemon manager and the jrm process is up and running on the server.

For information on process management, see the product installation guide.

Step 4 At the command line, enter:

```
setenv LD_LIBRARY_PATH  /opt/CSCOpx/objects/db/lib:/opt/CSCOpx/lib
```

Step 5 At the command line, enter:

cwjava -cw *install_directory* **com.cisco.nm.cmf.jrm.DisableJobs**

where *install_directory* is the directory where CD One, 4th edition was installed. The default is /opt/CSCOpx.

The class file suspends all the jobs and creates a list of job IDs for the suspended jobs and other job information in a file called joblist.jrm. The file joblist.jrm is saved in *$NMSROOT*/setup. Jobs are reenabled as part of the upgrade process for individual applications.

When the patch installation is complete, you can install CD One, 5th Edition.

Running the Installation Program on Solaris

To run the installation program:

Step 1 Install the required patches as described in the "Solaris Patches" section on page 9.

Step 2 As root, mount the CD One CD-ROM using either of the following methods:

- Mount the CD-ROM on the CD One server system.
- Mount the CD-ROM on a remote Solaris system, then access the CD-ROM from the CD One server system.

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

See the product installation guide for detailed mounting instructions.

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.

The following message might appear:

```
Warning: User casuser already exists, the installation process will
overwrite its privilege.
```

This message will not appear if this is the first time CD One is installed on this system.

Press **Enter** if you receive the casuser message.

The installation program adds the new user *casuser* and the new group *casusers* to the system.

Step 4 Select one of the following:

Note If CD One has previously installed on this system, the list of components will be different.

1. NMS Integration Utility to install only the Integration Utility—For information about the Integration Utility and third-party NMS integration, see *Using CiscoView.*
2. Common Management Foundation (CMF) Base Desktop to install a subset of CMF—Select this option only if the application you'll be installing next requires the CMF Base Desktop and you do not want to install CiscoView or NMS Integration Utility.

3. CiscoView to install CiscoView.
4. CiscoView, NMS Integration Utility and CMF to install all CD One components (recommended for most systems).

Note If CD One has previously been installed on this system, the product will automatically be installed in the same location at which CD One was previously installed.

Step 5 Enter the number corresponding to the option you have chosen or enter **q** to quit.

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. These preinstallation checks cause some text to appear on the window.

The installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for Admin user. Do you want to change it now? (y/n)
```

If you enter **Y**, the installation program allows you to change the password.

The installation displays prompts allowing you to change the default passwords for Admin user, Guest user, and the CMF and ANI database.

Step 6 Enter a new password, and confirm it.

The installation program continues and information about the Integration Utility appears.

If your previous version of CD One is already integrated with a third-party NMS, go to Step 8. If your previous version of CD One is not already integrated with a third-party NMS, a message appears:

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

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

Note For information about the Integration Utility, see *Using CiscoView.*

Step 7 Select one of the following:

- **n** to integrate with a third-party NMS after installation (this is the recommended choice to complete the installation more quickly, and to avoid installation failure due to errors in the third-party integration).
  If you select **n**, go to Step 8.
- **y** to integrate with a third-party NMS during installation
  If you select **y**, continue with steps a through c.

a. Select the adapter from the list of available adapters, select **other** to select 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.

Note If you are installing only the Integration Utility, enter the CiscoWorks2000 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 options from the Cisco Systems web site (CCO).

c. Select one of the following:

- **n** to disallow future upgrades from the Cisco Systems web site.
- **y** to enable future upgrades from the Cisco Systems web site.
  Enter your CCO user ID and password.

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

Step 8 After installation is complete, unmount the CD-ROM. See the product installation guide for details.

Note A warning message is displayed if obsolete Solaris patches are present on your system. Before running CD One, 5th Edition, download and install the latest recommended patches from the Sun website.

If errors occurred during installation, check the installation log file /var/tmp/ciscoinstall.log. Each installation appends to this file. For troubleshooting information or to verify the directories installed on your system, see the product installation guide.

Step 9 Prepare the client system for use. For more information, see the product installation guide.

Upgrading CD One—Remote Upgrade

If you do not want to overwrite your current application you can perform a remote upgrade.

During a remote upgrade, you must:

- Install CD One, 5th Edition. See the "Installing CD One" section on page 22.
- Install the patch—Before you upgrade from a previous edition of CD One, data from all jobs must be exported to the new system.

  To make this possible, you must first install a patch on the old system. The patch is shipped with CD One, 5th Edition. See the "Installing the Patch" section on page 22.
- Export data from the system running the CD One, 4th edition to the new system. See the "Exporting the Data" section on page 22.

Installing CD One

To install Cd One, 5th Edition:

Step 1 Install CD One, 5th Edition on the new system. See the "Running the Installation Program on Solaris" section on page 17.

Step 2 Remove the CD One CD-ROM from the new system.

Installing the Patch

To install the patch:

Step 1 Insert the CD One CD-ROM into the CD-ROM drive of the system running the previous version of CD One.

Step 2 At the command line, enter:

```
perl patch_1x_20.pl
```

Step 3 Make sure that the daemon manager and the jrm process is up and running on the server. For information on process management, see the product installation guide.

Step 4 At the command line, enter:

```
setenv LD_LIBRARY_PATH  /opt/CSCOpx/objects/db/lib:/opt/CSCOpx/lib
```

Exporting the Data

To export the data:

Step 1 Insert the CD One, 5th Edition CD-ROM in the CD-ROM drive of the system running the previous version of CD One.

Step 2 From the root directory, run the script **`export_cdone.pl`**.

Step 3 Copy the directories *$NMSROOT*/rigel/cmf and *$NMSROOT*/rigel/manifest from the system running the old version of CD One into the corresponding directories on the system running the new version.

Step 4 On the new system, go to the directory *$NMSROOT*/rigel/scripts, and run the script import_cdone.pl.

The upgrade is now complete, and all necessary job data from the previous version of CD One has been exported.

Note All passwords will be reset to the corresponding passwords of CD One, 4th Edition.

Upgrading on Windows

Upgrading CD One—Local Upgrade

You can upgrade from CD One, 4th Edition only. Upgrade from other lower versions of CD One is not supported.

To perform a local upgrade, you must:

- Back up your data — You can save your data to a backup file before you perform the local upgrade. If your installation fails, you can retrieve this saved data. See the "Backing Up Your Data" section on page 16.
- Install a patch — You must install a patch on the old system before you can begin installing CD One, 5th Edition.

  This patch suspends all currently scheduled job data. Necessary data can then be exported during upgrade to the new version. See the "Installing the Patch" section on page 24.
- Run the installation program. See the "Running the Installation Program on Windows" section on page 24.

Installing the Patch

To install the patch:

Step 1 Insert the CD One, 5th Edition CD-ROM into a CD-ROM drive.

Step 2 At the command line, enter:

```
perl patch_1x_20.pl
```

The patch copies the file DisableJobs.class to the runtime installation directory.

Step 3 At the command line, enter:

```
cwjava -cw install_directory com.cisco.nm.cmf.jrm.DisableJobs
```

The class file suspends all the jobs and creates a list of job IDs for the suspended jobs and other job information in a file called joblist.jrm. The file joblist.jrm is saved in *$NMSROOT*/setup. Jobs are reenabled as part of the upgrade process for individual applications.

When the patch installation is complete, you can install CD One, 5th Edition.

Running the Installation Program on Windows

To run the installation program:

Step 1 Install the required software as described in the "Hardware and Software Requirements" section on page 7.

Caution If you are running Windows 2000, make sure Service Pack 2 is installed. Without the appropriate service pack installed, CD One installer will display a warning to proceed at your own risk.

Step 2 Insert the CD One CD-ROM into a CD-ROM drive.

The Installer window appears.

Step 3 Click **Install** to continue.

The Welcome window appears.

Step 4 Click **Next** to continue.

The Setup Type dialog box appears.

Step 5 Select one of the following:

- **Typical** to install all CD One components in the default location (See the "Local Upgrade from CD One, 4th Edition—Typical" section on page 25.)
- **Custom** to select optional components and to specify the location (See the "Local Upgrade from CD One, 4th Edition—Custom" section on page 28.)

Local Upgrade from CD One, 4th Edition—Typical

If you select the typical option:

Step 1 Click **Next** to continue.

The Start Copying Files dialog box appears, verifying current settings.

Step 2 Click **Next** to continue.

The installation program checks dependencies and system requirements. The Requirements Verification dialog box appears.

Step 3 Click **OK**.

The installation of CD One progresses.

A message appears:

```
User casuser already exists. Casuser is the user who administers and
maintains CW2000 server without having root privileges. Installation
will reset the password for security reasons.
Do you want to proceed with the installation?
```

Step 4 Click **Yes** if you receive the casuser message.

The installation program adds the new user *casuser* and the new group *casusers* to the system.

A messages displays:

```
By default install will select random password for casuser. Do you
want to change password for casuser?
```

Step 5 Click **Yes** to change the password.

The CiscoWorks2000 change password dialog box appears.

Step 6 Enter the password, and confirm it.

The installation program adds the new user *casuser* and the new group *casusers* to the system.

The installation program displays:

```
For security reasons, Cisco recommends that you change the default
password for Admin user. Do you want to change it now?
```

Step 7 Click **Yes** to change the password.

The CiscoWorks2000 change password dialog box appears.

Step 8 Enter the password, and confirm it.

The installation displays prompts allowing you to change the default passwords for Admin user, Guest user, and the CMF and ANI database.

Step 9 Enter a new password, and confirm it.

The installation script checks dependencies, and the Integration Utility dialog box appears.

Step 10 Select one of the following:

- **Later** to integrate with a third-party NMS after installation. This is the recommended choice to complete the installation more quickly, and to avoid installation failure due to errors in the third-party integration.
  If you select **Later**, and click **Next** to continue.
- **Now** to integrate with a third-party NMS during installation.
  If you select **Now**, continue with steps **a** through **c**.

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, select **other** to select 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 11.

The Integration Utility dialog box appears, asking if you want to enable download options from the Cisco Systems web site (CCO).

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

c. Select one of the following:

- **No** to disallow future upgrades from the Cisco Systems web site.
- **Yes** to enable future upgrades from the Cisco Systems web site. Enter your CCO user ID and password.

A dialog box might display the services that are running. To stop the services and continue the installation, click **Yes**.

When the installation is complete, the Restart dialog box appears, asking if you want to restart your system.

Step 11 Select **Yes**, then click **Finish**.

CD One software is installed in the default directory, c:\Program Files\CSCOpx, or the directory specified.

After the upgrade is complete, all jobs are in a suspended state. Jobs are reenabled as part of the upgrade process for individual applications.

Step 12 Prepare the client system for use. See the product installation guide.

Caution You must restart your system when installation is complete to restart the processes.

Note If you cannot install CD One, see the product installation guide.

Local Upgrade from CD One, 4th Edition—Custom

If you select the custom option:

Step 1 Click **Next** to continue.

The Select Destination dialog box appears.

Note If CD One has previously been installed on this system, the Select Destination dialog box will not appear and the product will automatically be installed in the same location as the previous version of CD One.

Step 2 Click **Next** to accept the default location, or select a different location, click **OK,** then click **Next**.

Note Do not select an encrypted directory. CiscoWorks2000 does not support directory encryption.

The Select Components dialog box appears.

Step 3 Select one of the following:

Note If CD One has previously been installed on this system, the list of components will be different.

1. NMS Integration Utility to install only the Integration Utility—For information about the Integration Utility and third-party NMS integration, see *Using CiscoView.*
2. Common Management Foundation (CMF) Base Desktop to install a subset of CMF—Select this option only if the application you'll be installing next requires the CMF Base Desktop and you do not want to install CiscoView or NMS Integration Utility.
3. CiscoView to install CiscoView
4. CiscoView, NMS Integration Utility and CMF to install all CD One components (Recommended for most systems)

Step 4 Click **Next** to continue.

The Start Copying Files dialog box appears, verifying current settings and selected components.

Note If you selected the **Cisco View** or the **CMF Base Desktop** option, go to Step 7.

Step 5 Click **Next** to continue.

The Requirements Verification dialog is displayed. The installation checks dependencies, and the Integration Utility dialog box appears.

Step 6 Select one of the following:

- **Later** to integrate with a third-party NMS after installation. This is the recommended choice to complete the installation more quickly, and to avoid installation failure due to errors in the third-party integration.
  If you select **Later**, go to Step 7.
- **Now** to integrate with a third-party NMS during installation.
  If you select **Now**, continue with steps a through c.

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 select 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.

The Integration Utility dialog box appears, asking if you want to enable download options from the Cisco Systems web site (CCO).

Note If you are installing only the Integration Utility, enter the CiscoWorks2000 server name, protocol type (HTTP, HTTPS) and port number.

c. Select one of the following:

- **No** to not enable future upgrades from the Cisco Systems web site.
- **Yes** to enable future upgrades from the Cisco Systems web site. Enter your CCO user ID and password.

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

A dialog box might display the services that are running. To stop the services and continue the installation, click **Yes**.

When the installation is complete, the Restart dialog box appears, asking if you want to restart your system.

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

CD One software is installed in the default directory, c:\Program Files\CSCOpx, or the directory specified.

After the upgrade is complete, all jobs are in a suspended state. Jobs are reenabled as part of the upgrade process for individual applications.

Step 8 Prepare the client system for use. For more information, see the product installation guide.

Caution You must restart your system when installation is complete to restart the processes.

Note For troubleshooting information, see the product installation guide.

Upgrading from CD One, 4th Edition—Remote Upgrade

If you do not want to overwrite your current application you can perform a remote upgrade. During a remote upgrade, you must:

- Install CD One, 5th Edition. See the "Installing CD One" section on page 31.
- Install the patch—Before starting an upgrade to CD One, 5th Edition, relevant data from all jobs must be exported to the new system. To make this possible, you must first install a patch on the old system. The patch is shipped with CD One, 5th Edition. See the "Installing the Patch" section on page 31.
- Export data from the system running the CD One, 4th Edition to the new system.See the "Exporting the Data" section on page 32.

Caution The database backup and restore options for one version of Essentials are not supported by other versions. When upgrading your server, follow the installation procedures in this section to convert and import your database.

Installing CD One

To install Cd One, 5th Edition:

Step 1 Install CD One, 5th Edition on the new system. See the "Running the Installation Program on Windows" section on page 24.

Step 2 Remove the CD One CD-ROM from the new system.

Installing the Patch

To install the patch:

Step 1 Insert the CD One CD-ROM into the CD-ROM drive of the system running the previous version of CD One.

Step 2 At the command line, enter:

```
perl patch_1x_20.pl
```

Now that you have installed the patch, you can export the necessary job data from the old system to the new one.

Exporting the Data

To export the data:

Step 1 The CD One CD-ROM should be in the CD-ROM drive of the system running the old version of CD One. Go to the root directory on the CD One CD-ROM.

Step 2 Execute **`perl export_cdone.pl`**.

Step 3 Copy the directories *`$NMSROOT`*/rigel/cmf and *`$NMSROOT`*/rigel/manifest from the system running the old version of CD One into the corresponding directories on the system running the new version of CD One.

Step 4 On the new system, go to the directory *`$NMSROOT`*/rigel/scripts, and execute **`perl import_cdone.pl`**.

The upgrade is now complete, and all necessary job data from the previous version of CD One has been exported.

Note All passwords will be reset to the corresponding passwords of CD One, 4th Edition.

Upgrading Resource Manager Essentials

This section describes how to upgrade to Resource Manager Essentials 3.4.

Upgrade Paths

You can upgrade directly from Essentials 3.3 and Essentials 3.3 (Incremental Device Support [IDS] patch only) to Essentials 3.4.

Table 7 describes the different local upgrade paths and results. See the product installation guides for detailed installation instructions.

Table 7 Upgrade Paths for Essentials

Existing Software	Results
CD One exists in clean system	Resource Manager Essentials 3.4 is installed in the specified directory. If you installed CD One on a clean system, follow the installation procedure in the *Installation and Setup Guide for Resource Manager Essentials*.
Essentials 3.3	Reinstallation of Resource Manager Essentials disables the previously installed Essentials components. All data is preserved. When you install Essentials 3.4, the installation program converts the preserved database to Essentials 3.4 format.

Caution The database backup and restore options for one version of Essentials are not supported by other versions. When upgrading your server, follow the installation procedures in this section to convert and import your database.

Upgrading Essentials on Solaris

To upgrade your server to Essentials 3.4, you must:

1. Save your data to a backup file before you perform the upgrade; if your installation fails, you can retrieve this saved data. See the "Backing Up Your Previous Database" section on page 34.
2. Run the Essentials installation program to install the new version and convert the database to Essentials 3.4 format. See the "Running the Installation Program on Solaris" section on page 34.
3. Back up the converted database to create a backup compatible with Essentials 3.4. See the "Backing Up the Converted Database" section on page 36.

If you have installed Essentials 3.4, and you also have Essentials 3.3 on another server, you will have to upgrade the existing data to Essentials 3.4. See the "Upgrading Essentials Data from a Remote System" section on page 40.

Backing Up Your Previous Database

To back up your database:

Step 1 Access the CiscoWorks2000 desktop and log in. For information, see the *Installation and Setup Guide for Resource Manager Essentials*.

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 Essentials is located, for example, /rme/backups on Solaris and c:\rme\backups in Windows.

Step 4 To begin the backup, click **Finish**. This process could take some time to complete.

Running the Installation Program on Solaris

The Essentials installation takes approximately 30 minutes.

You can press **Ctrl-C** at any time to end the installation. However, any changes to your system (for example, installation of new files or changes to system files) will not be undone.

The installation program installs Essentials in the same location as CD One (/opt/CSCOpx by default) and starts CiscoWorks2000.

Step 1 Run a backup database of your old data in case the installation fails.

Step 2 As root, mount the Essentials CD-ROM using either of the following methods:

- Mount the CD-ROM on the CD One system.
- Mount the CD-ROM on a remote Solaris system, then access the CD-ROM from the CD One server system.

For details on mounting and unmounting the CD-ROM, see the *Installation and Setup Guide for Resource Manager Essentials*.

Step 3 Start 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.

The installation program checks for required patches and other dependencies and displays:

```
1) Resource Manager Essentials
2) Resource Manager Essentials Incremental Device Support
3) All of the above
Select one of the items using its number or enter q to quit [q]
```

Note Option **3** is the most likely choice for an upgrade. If you try to install only one of the components when the others are not present on your system, the installation fails.

Step 4 Enter an option number and press **Enter**.

The installation program checks dependencies and system requirements.

- If there is not enough disk space to install Essentials and Incremental Device Support, the installation program displays an error message and stops.
- If the minimum recommended requirements are not met, the installation program displays an error message and continues installing.

The installation proceeds without displaying more questions and the system prompt appears.

Step 5 Unmount and eject the CD-ROM. For instructions, see the *Installation and Setup Guide for Resource Manager Essentials*.

If errors occurred during installation, check the installation log file /var/tmp/ciscoinstall.log. For other troubleshooting information, see the *Installation and Setup Guide for Resource Manager Essentials*.

Backing Up the Converted Database

If the Essentials installation was successful, back up your newly converted database. This creates a backup compatible with Essentials 3.4 in case you have a problem and need to restore your database. This also prevents overwriting of your database by restoring a database backup from the previous version of Essentials.

For instructions on backing up your newly converted database, see the "Backing Up Your Previous Database" section on page 34.

Upgrading Essentials Data from a Remote System

If you have installed Essentials 3.4, and you also have Essentials 3.3 on another server, you will have to upgrade the existing data to Essentials 3.4.

Note You must upgrade CD One data before you can upgrade Essentials data.

To upgrade data from a remote system, you must:

- Export Essentials data from the server that has Essentials 3.3
- Import this data into the server that has Essentials 3.4

Exporting Data

To export Essentials data:

Step 1 Access the server that has Essentials 3.3.

Step 2 Shut down the daemon manager. Enter:

```
# /etc/init.d/dmgtd stop
```

Step 3 Mount the Essentials 3.4 CD-ROM.
Enter:

```
# cd cdrom
```

Step 4 Enter:

```
# cd disk1
# ./export_rme.pl
```

The message `"Do you want to export RME jobs (Y/N)?"` appears.

Step 5 Enter **Y** to export jobs or enter **N** if you do not wish to export jobs.

The NetConfig, Config Editor, and Netshow jobs, if any, will be exported.

The system copies the required files to *install_dir*/rigel/manifest/rme and *install_dir*/rigel/rme directories, where *install_dir* is the directory in which CiscoWorks2000 is installed (/opt/CSCOpx by default).

Step 6 Change to the directory, *install_dir*/rigel.

Step 7 Copy the contents of this directory to a backup location.

Step 8 Start the daemon manager. Enter:

```
# /etc/init.d/dmgtd start
```

Importing Data

To import Essentials data:

Step 1 Access the server that has Essentials 3.4.

Step 2 Copy the exported Essentials data from your backup location into *install_dir*/rigel, where *install_dir* is the directory in which CiscoWorks2000 is installed (/opt/CSCOpx by default).

Step 3 Shut down the daemon manager. Enter:

```
# /etc/init.d/dmgtd stop
```

Step 4 Change to the directory, *install_dir*/rigel/scripts.

Step 5 Enter:

```
# ./import_rme.pl
```

The message, `"Existing RME 3.4 data will be lost and replaced with the imported RME 3.3 data. Are you sure you want to import (Y/N)?"` appears.

Step 6 Enter **Y**.

Step 7 Start the daemon manager. Enter:

```
# /etc/init.d/dmgtd start
```

Upgrading Essentials on Windows

To upgrade your server to Essentials 3.4, you must:

1. Save your previous data to a backup file before you perform the upgrade; if your installation fails, then you can retrieve the saved data.See the "Backing Up Your Previous Database" section on page 34.
2. Run the Essentials installation program to install the new version and convert your previous database to Essentials 3.4 format. See the "Running the Installation Program on Windows" section on page 38.
3. Back up the converted database to create a backup compatible with Essentials 3.4. See the "Backing Up the Converted Database" section on page 36.

If you have installed Essentials 3.4, and you also have Essentials 3.3 on another server, you will have to upgrade the existing data to Essentials 3.4. See the "Upgrading Essentials Data from a Remote System" section on page 40.

Caution The database backup and restore options for one version of Essentials are not supported by other versions. When upgrading your server, follow the installation procedures in this section to convert and import your database.

Running the Installation Program on Windows

The Essentials installation takes approximately 30 minutes.

You can cancel the installation at any time by clicking **Cancel** at the bottom of any installation window.

Note Install CD One 5th Edition before you begin installation of Essentials 3.4

The installation program installs Essentials in the same location as CD One (c:\Program Files\ CSCOpx by default) and starts CiscoWorks2000.

Step 1 Log in as the local administrator on the system on which you installed CD One, 5th Edition.

Step 2 Insert the Essentials 3.4 CD-ROM into a CD-ROM drive.

The Installer window appears.

Step 3 Click **Install**.

The Welcome window appears.

Step 4 Click **Next** to continue.

The Setup Type dialog box appears.

Step 5 Select one of the following:

- **Typical** to reinstall both Essentials and Incremental Device Support (IDS).
- **Custom** to select a component to install. The Select Components dialog appears.

Note You must install *both* Essentials and IDS. If you try to install Essentials only, the installation will fail.

Step 6 Click **Next** to continue.

The Start Copying Files dialog box appears.

Step 7 Click **Next**.

The installation program checks dependencies and system requirements.

The Requirements Verification dialog box displays the results of the requirements check and informs you whether the installation can continue. Do one of the following:

- If minimum requirements are met, click **OK**. The Setup window appears, displaying installation progress while files are copied and applications are configured. Then the Setup Complete dialog box appears.
- If requirements are not met, click **OK**. The installation stops. Reconfigure the server and run the installation program again or install on a different server.

Step 8 Click **Finish**. You have completed the Essentials installation.

Step 9 Remove the CD-ROM from the drive.

Step 10 If you did not restart the computer after installing CiscoWorks2000 CD One, restart it now.

If errors occurred during installation, check the installation log in the root directory on the drive where the operating system is installed. Each installation creates a new log file. For example, the CiscoWorks2000 CD One installation creates c:\cw2000_in001.log. The Essentials installation creates c:\cw2000_in002.log. The Technical Assistance Center (TAC) might ask you to send them the installation log.

For other troubleshooting information, see the *Installation and Setup Guide for Resource Manager Essentials*.

Upgrading Essentials Data from a Remote System

If you have installed Essentials 3.4, and you also have Essentials 3.3 on another server, you will have to upgrade the existing data to Essentials 3.4.

Note You must export CD One data before you can upgrade Essentials data.

Upgrading data from a remote system consists of:

- Exporting RME data from the server that has Essentials 3.3
- Importing this data into the server that has Essentials 3.4

Exporting Data

To export Essentials 3.3 data:

Step 1 Access the server that has Essentials 3.3

Step 2 Shut down the daemon manager. Enter:

```
net stop crmdmgtd
```

Step 3 Insert the Essentials 3.4 CD-ROM.

Step 4 Change to the directory, disk1.

Step 5 Enter:

install_dir\bin\perl export_rme.pl

where *install_dir* is the directory in which CiscoWorks2000 is installed (c:\Program Files\CSCOpx by default).

The message "Do you want to export RME jobs(Y/N)?" appears.

Step 6 Enter **Y** to export jobs or enter **N** if you do not wish to export jobs.

If you entered **N** the NetConfig, Config Editor, and Netshow jobs, if any, will be exported. The software management jobs will not be exported.

The system copies the required files to *install_dir* \rigel\manifest\rme and *install_dir* \rigel\rme directories, where *install_dir* is the directory in which CiscoWorks2000 is installed.

Step 7 Change to the directory, *install_dir* \rigel.

Step 8 Copy the contents of this directory to a backup location.

Step 9 Start the daemon manager. Enter:

```
net start crmdmgtd
```

Importing Data

To import Essentials 3.3 data:

Step 1 Access the server that has Essentials 3.4.

Step 2 Copy the exported Essentials data from your backup location into *install_dir* \rigel where *install_dir* is the directory in which CiscoWorks2000 is installed (c:\Program Files\CSCOpx by default).

Step 3 Shut down the daemon manager. Enter:

```
net stop crmdmgtd
```

Step 4 Change to the directory, *install_dir*\rigel.

Step 5 Enter:

install_dir\bin\perl *install_dir*\rigel\scripts\import_rme.pl

where *install_dir* is the directory in which CiscoWorks2000 is installed.

The message, "`Existing RME 3.4 data will be lost and replaced with the imported RME 3.3 data. Are you sure you want to import (Y/N)?`" appears.

Step 6 Enter **Y**.

Step 7 Start the daemon manager. Enter:

```
net start crmdmgtd
```

Upgrading Campus Manager

You can upgrade to Campus Manager 3.2 from Campus Manager 3.1.

Campus requires CD One, 5th Edition, which includes the CiscoWorks2000 Server and the ANI Server.

For more information about the ANI database, see the *Installation and Setup Guide for Campus Manager*.

Upgrade Paths

When you install CD One,5th Edition, the previous version of Campus Manager is removed and only its database is preserved. When you install Campus Manager 3.2, certain data from the preserved database is converted to Campus Manager 3.2 format. This data includes:

- SNMP community strings
- User Tracking manually entered fields
- Seed devices

For an understanding of data conversion, see the "Understanding the Data Conversion" section on page 43.

If you are upgrading from Campus Manager 3.1, Topology Services saves certain views during installation. These views include the following:

- Layer 2 View
- Unconnected Device View
- LAN Edge View

You must upgrade to CiscoWorks2000 CD One, 5th Edition before installing or upgrading to Campus Manager 3.2.

You can upgrade to Campus Manager 3.2 from Campus Manager 3.1. For versions earlier than 3.1, upgrade to Campus Manager 3.1 before upgrading to Campus Manager 3.2.

Caution Uninstalling Campus deletes the ANI database.

Understanding the Data Conversion

Data must be converted from Campus Manager 3.1 format to Campus Manager 3.2 format.

Converting Campus Data

Campus Manager accesses the ANI database for critical network information. The database from Campus Manager 3.1 is saved, and data from the database can be converted to Campus Manager 3.2 format for immediate use.

The CiscoWorks2000 CD One installation, which is required for the Campus Manager installation, automatically saves your old database. When you install Campus Manager, the saved database is imported into the new file, ani.db. After you import your database into Campus Manager 3.2, the old ANI database, called ani.db, remains in the directory you indicated during the CD One install until you remove it.

For more information about the ANI database, see the ANI online help or *User Guide for CiscoWorks2000 Server.*

Converting Campus 3.1 Data

The community strings are upgraded from the old anisnmp.conf file to the updated anisnmp.conf file. Some critical properties from the old ANIServer.properties file are updated in the new ANIServer.properties file.

The User Tracking data is extracted from the old ani.db file and saved as rigel_ut.txt. This data is found and processed during the first User Tracking discovery.

Topology Services saves topology views from Campus Manager 3.1. The following views are saved:

- Layer 2 View
- Unconnected Device View
- LAN Edge View

After Campus is installed, Topology Services allows you to either convert the saved views into the new Campus Manager 3.2 format or directly use the default views generated by Campus Manager 3.2.

Installation Notes

You must install CD One, 5th Edition before installing Campus Manager. See *Installation and Setup Guide for CD One.*

You must disable SSL (Secure Socket Layer) from CD One before installing Campus Manager 3.2.

Campus Manager is installed in the default directory /opt/CSCOpx in Solaris, and c:\Program Files\CSCOpx in Windows. If you selected another directory during the CD One installation, Campus Manager is installed in that directory.

On Windows, you might see warnings that the target system is running out of disk space. You can chose to free space on the system and click **Yes** to continue, or click **No** to exit the installation.

Performing an Upgrade Installation

To upgrade to Campus Manager 3.2, you must:

- Run the installation program. For instructions on running the installation program in Solaris, see the "Running the Installation Program on Solaris" section on page 34. For instructions on running the instruction program in Windows, see the "Running the Installation Program on Windows" section on page 48.

- If you installed Campus on a different system and have data to import, you can manually import your existing database to the system on which CiscoWorks2000 is installed if it was not automatically imported during installation. For more information, see the "Importing Data After Installation" section on page 46.
- If your data is already converted or you do not want to import the old data, see the *Installation and Setup Guide for Campus Manager* for instructions on preparing Campus Manager for use.
- After Campus is installed, Topology Services allows you to either convert the saved views in the new Campus Manager 3.2 format or directly use the default views generated by Campus Manager 3.2. For more information, see the "Importing Data After Installation" section on page 46 section.

Running the Installation Program on Solaris

Use this installation procedure if you allowed the CD One installation program to save the previous data and remove the previous software.

If you installed CD One on a clean system, follow the procedure for a new installation given in the *Installation and Setup Guide for Campus Manager.*

To run the installation program for an upgrade:

Step 1 As root, mount the Campus Manager CD-ROM, using either of the following methods:

- Mount the CD-ROM on the CD One server system.
- Mount the CD-ROM on a remote Solaris system, then access the CD-ROM from the CD One server system.

For detailed mounting instructions, *Installation and Setup Guide for Campus Manager.*

Step 2 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.

Note Campus is installed in the same location as CD One. The default is /opt/CSCOpx.

Step 3 Answer any questions that result from the pre-installation checks.

The installation program displays many messages about the various packages being installed and the services being started. The packages include application software and device adapter packages. The packages for all devices that can be managed with Campus applications are installed. The database is converted.

If errors occurred during installation, check the installation log file /var/tmp/ciscoinstall.log. For troubleshooting information, see *Installation and Setup Guide for Campus Manager*

Importing Data After Installation

This section describes how to manually import data from previous versions of Campus. You might need to import manually if you performed a new installation of Campus but have data from previous versions of the software on a different system.

Importing Data Manually from Campus Manager 3.1

Follow this procedure to remotely import saved data from Campus Manager 3.1.

Step 1 Stop the daemon manager on the local system on which the previous version of Campus Manager is installed. For more information on stopping the daemon manager, see the *Installation and Setup Guide for Campus Manager.*

Step 2 Mount CD One, 5th Edition, on the local system.

Step 3 To save CiscoWorks2000 data, enter:

```
# cd /cdrom/cdrom0/
#./export_cdone.pl
```

Step 4 Mount Campus Manager 3.2 on the local system.

Step 5 To save Campus data, enter:

```
# cd /cdrom/cdrom0/
# ./export_cm.pl
```

Step 6 Copy all subdirectories except the scripts directory under /opt/CSCOpx/rigel/ from the local system to /opt/CSCOpx/rigel on the remote system.

Step 7 Start the daemon manager on the local system. For more information, see *Installation and Setup Guide for Campus Manager.*

Step 8 Stop the daemon manager on the remote system. For more information on stopping the daemon manager, see *Installation and Setup Guide for Campus Manager.*

Step 9 To copy CiscoWorks2000 data to corresponding CD One, 5th Edition, directories on the remote system, enter:

```
# cd /opt/CSCOpx/rigel/scripts
# ./import_cdone.pl
```

Step 10 To copy Campus data to corresponding Campus Manager 3.2 directories, enter:

```
# cd /opt/CSCOpx/rigel/scripts
# ./import_cm.pl
```

Step 11 Start the daemon manager on the remote system. For more information, see *Installation and Setup Guide for Campus Manager* .

After the data is imported, Topology Services allows you to either convert the saved views into the new Campus Manager 3.2 format or directly use the default views generated by Campus Manager 3.2. See the "Upgrading Saved Views From Topology Services" section for more information.

Upgrading Saved Views From Topology Services

Use the following procedure to upgrade saved topology views to the new Campus Manager 3.2 format.

If you do *not* want to upgrade to the new format but want to use the default views generated by Campus Manager 3.2, select Layer 2 View, LAN Edge View, or Unconnected Devices View from the side panel in Topology Services.

Step 1 Start Topology Services from the desktop.

Step 2 Select **File > Upgrade View Layouts.**

Step 3 Select the view you want to upgrade.

Step 4 Click **Upgrade** to upgrade the selected view.

Topology Services upgrades the selected view to the Campus Manager 3.2 format.

Step 5 To display this view, select the corresponding view from the side panel in Topology Services.

Note The upgraded view might not be formatted exactly the same as the previous version of the view because of the new features in Campus Manager 3.2.

Running the Installation Program on Windows

Use this procedure if you allowed the CD One installation program to save the previous data and remove the previous software.

If you installed CD One on a clean system, follow the procedure for a new installation as given in the *Installation and Setup Guide for Campus Manager.*

To run the installation program for an upgrade:

Step 1 Insert the Campus Manager CD-ROM into a CD-ROM drive.

The Installer window opens. Continue to Step 4.

Step 2 If the Installer window does not open, select **Start > Run**.

The Run dialog box opens. Continue to Step 3.

Step 3 In the Open field, enter:

drive`:\setup.exe`

where *drive* is the CD-ROM drive letter.

Note Campus is installed in the same location as CiscoWorks2000 CD One. The default is c:\Program Files\CSCOpx.

The Installer window opens.

Step 4 Click **Install** to continue or **Cancel** to stop.

If you click **Install**, the Welcome window opens.

Step 5 Click **Next** to continue.

The Start Copying Files dialog box opens, displaying the target directory and program folder. The target directory is the directory in which you installed Campus Manager.

Step 6 Click **Next** to continue.

The installation program converts your database but does not remove the original database. The original database is preserved and remains until you manually remove it.

If there is not enough disk space in the location to convert and import the archived database, an information message appears. If you have data you want to save and upgrade but not enough disk space, do one of the following:

- Free up enough disk space to be able to save and upgrade data, then continue with the installation process.
- Install CD One, 5th Edition, and Campus on a different system, then remotely import data. See the "Importing Data After Installation" section on page 46.

When the installation is complete, the Setup Complete dialog box opens.

Step 7 Click **Finish**.

Campus Manager is upgraded.

If errors occurred during installation, check the installation log file in the root directory on the drive where the operating system is installed. The default is c:\cw2000_in002.log. Each installation creates a new installation log that is saved as a different file.

For example, the second time you install Campus Manager, the installation log is saved as c:\cw2000_in003.log. The default installation log from the CD One installation is c:\cw2000_in001.log. For other troubleshooting information, see *Installation and Setup Guide for Campus Manager*

Importing Data After Installation

This section describes how to manually import data from previous versions of Campus. You might need to import manually if you performed a new installation of Campus but have data from previous versions of the software on a different system.

Importing Data Manually from Campus Manager 3.1

Follow this procedure to remotely import saved data from Campus Manager 3.1.

Step 1 Stop the daemon manager on the local system on which the previous version of Campus Manager is installed. For more information on stopping the daemon manager, see the *Installation and Setup Guide for Campus Manager.*

Step 2 Insert the CD One CD-ROM into a CD-ROM drive.

The Installer window opens.

Step 3 Click **Cancel**.

Step 4 Select **Start > Run**.

The Run dialog box opens.

Step 5 To save CiscoWorks200 data, run:

```
drive:\perl export_cdone.pl
```

where *drive* is the CD-ROM drive letter.

Step 6 Insert the Campus CD-ROM into the CD-ROM drive.

Step 7 To save Campus data, run:

```
drive:\perl export_cm.pl
```

where *drive* is the CD-ROM drive letter.

Step 8 Copy all subdirectories except the scripts directory under c:\Program Files\CSCOpx\rigel\ from the local system to c:\Program Files\CSCOpx\rigel\ on the remote system.

Step 9 Start the daemon manager on the local system. For more information, see the *Installation and Setup Guide for Campus Manager.*

Step 10 Stop the daemon manager on the remote system. For more information on stopping the daemon manager, see *Installation and Setup Guide for Campus Manager.*

Step 11 To copy CiscoWorks2000 data to corresponding CD One, 5th Edition, directories on the remote system, enter:

```
c: cd \Program Files\CSCOpx\rigel\scripts
c:\Program Files\CSCOpx\bin\perl import_cdone.pl.
```

A prompt appears:

```
Are you sure you want to import CiscoWorks2000 data (y/n)? [n]
```

Step 12 Enter **y** to import and **n** to cancel.

Step 13 To copy Campus data to corresponding Campus Manager 3.2 directories on the remote system, enter:

```
c: cd \Program Files\CSCOpx\rigel\scripts
c:\Program Files\CSCOpx\bin\perl import_cm.pl
```

A prompt appears:

```
Are you sure you want to import Campus data (y/n)? [n]
```

Step 14 Enter **y** to import and **n** to cancel.

Step 15 Start the daemon manager on the remote system. See *Installation and Setup Guide for Campus Manager* for more information.

After the data is imported, Topology Services allows you to either convert the saved views into the new Campus Manager 3.2 format or directly use the default views generated by Campus Manager 3.2. See the "Upgrading Saved Views From Topology Services" section for more information.

Upgrading nGenius Real-Time Monitor

You can upgrade to nGenius Real-Time Monitor 1.4 from RTM version 1.2 or 1.3 only. Upgrades from other nGenius products are not supported.

Prerequisites

If you are upgrading, you must comply with the following:

- Stop the nGenius Real-Time Monitor Server.
- If you have placed your database on other than the default nGenius Real-Time Monitor database directory, it will not be automatically moved to the new default database directory.

  To install your database to the new default directory, manually move the stealth.db file to the new database location. For example, move stealth.db from *old database location* to the nGenius\rtm\database directory.

Note (Solaris only) Ensure that you are logged in as ngenius user before upgrading your database or starting the nGenius Server.

For more details on the prerequisites, see the *NetScout nGenius Real-Time Monitor 1.4 Installation Guide*.

Upgrading to nGenius Real-Time Monitor 1.4

The nGenius Real-Time Monitor software supports upgrades from nGenius Real-Time Monitor 1.2 or 1.3 only. Upgrades from other nGenius products are not supported.

When you upgrade to nGenius Real-Time Monitor 1.4 from versions 1.2 or 1.3, all existing device configurations and logged data, such as login and password information, are preserved.

The following summarizes the files and settings that the upgrade process automatically moves or copies to the nGenius Real-Time Monitor home directory:

- Moves the stealth.db file from nGenius Real-Time Monitor 1.3
- Copies the db.properties file
- Copies the .license.properties file
- Copies the loaduser.sql file
- Copies the NS Web Port setting

Upgrading from nGenius Real-Time Monitor 1.3

To upgrade to nGenius Real-Time Monitor 1.4 from version 1.3:

Step 1 Stop the nGenius Real-Time Monitor server. Do not uninstall the nGenius Real-Time Monitor software.

Step 2 Back up your existing database (stealth.db) on a tape or a separate disk partition. See the online Help for specific instructions on how to back up your database.

Step 3 Install the nGenius Real-Time Monitor software on your Windows or Solaris server. See installation instructions provided in the *NetScout nGenius Real-Time Monitor 1.4 Installation Guide*.

During the upgrade, a message appears indicating that an upgrade will occur and the nGenius Real-Time Monitor installation directory is renamed with a _BAK extension.

For example: Windows — c:\ProgramFiles\nGenius_BAK and Solaris platform — /opt/nGenius_BAK

A message appears indicating that the previous database password will be assigned automatically. You do not need to enter a new database password. The old database (stealth.db) is moved to the new nGenius Real-Time Monitor installation directory.

Step 4 When the nGenius Real-Time Monitor installation is complete, but before you start the server, upgrade your database.

Caution Ensure you have sufficient disk space before upgrading your database.

- (Solaris only) Log in as ngenius user before upgrading your database.
- There will be a slight increase (approximately 15 percent) in the size of the database.
- Do not interrupt the upgrade process. Doing so might result in database corruption. Expect the upgrade process to take approximately one hour per gigabyte of data.

In the NetScout/rtm/bin directory, execute the following files from the command line:

- Windows systems: **`dbupgrade13_14.bat`**
- Solaris systems: **`dbupgrade13_14.sh`**

Step 5 After you complete the upgrade, you can manually delete the old nGenius Real-Time Monitor installation directory to free up disk space.

Caution Do not use the nGenius Real-Time Monitor uninstall program to delete the old nGenius Real-Time Monitor installation directory. Doing so might remove necessary files.

Upgrading from nGenius Real-Time Monitor 1.2

To upgrade to nGenius Real-Time Monitor 1.4 from version 1.2:

Step 1 Stop the nGenius Real-Time Monitor server. Do not uninstall the nGenius Real-Time Monitor software.

Step 2 Back up your existing database (stealth.db) on a tape or a separate disk partition. See the online Help for specific instructions on how to back up your database.

Step 3 Install the nGenius Real-Time Monitor software on your Windows or UNIX server. See installation instructions provided in the *NetScout nGenius Real-Time Monitor 1.4 Installation Guide*.

During the upgrade, a message appears, indicating that an upgrade will occur and the nGenius Real-Time Monitor installation directory is renamed with a _BAK extension.

For example: Windows — c:\ProgramFiles\nGenius_BAK and Solaris platform — /opt/nGenius_BAK

A message appears indicating that the previous database password will be assigned automatically. You do not need to enter a new database password. The old database (stealth.db) is moved to the new nGenius Real-Time Monitor installation directory.

Step 4 When the installation is complete, but before you start the server, upgrade your database.

Caution Ensure you have sufficient disk space before upgrading your database.

- (Solaris only) Log in as ngenius user before upgrading your database.
- There will be a slight increase (approximately 15 percent) in the size of the database.
- Do not interrupt the upgrade process. Doing so might result in database corruption. Expect the upgrade process to take approximately one hour per gigabyte of data.

In the NetScout/rtm/bin directory, execute the following files from the command line:

- Windows platforms: **`dbupgrade12_14.bat`**
- Solaris platforms: **`dbupgrade12_14.sh`**

Step 5 After you complete the upgrade, you can manually delete the old nGenius Real-Time Monitor installation directory to free-up disk space.

Caution Do not use the nGenius Real-Time Monitor uninstall program to delete the old nGenius Real-Time Monitor installation directory. Doing so might remove necessary files.

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

http://www.cisco.com

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and might be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

  http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click the **Fax** or **Email** option under the "Leave Feedback" at the bottom of the Cisco Documentation home page.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise

- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

http://www.cisco.com

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you select is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

http://www.cisco.com/register/

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.
