



CHAPTER 2

Installing and Uninstalling QPM

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Ports Used by QPM

QPM on Solaris uses the following ports, in addition to the ports used by CiscoWorks Common Services:

- 51099—JNDI lookup port
- 51199—JRMP lookup port
- 51299—Admin page port
- 43460—Database port
- 49156—EMS database port
- 51399—PDP port

- 61162—SNMP port for RMON traps
- 47001—RMI port for EMS
- 47002—RMI port for Collector Services

For information about the ports used by CiscoWorks Common Services, see the Installation and Setup Guide for Common Services 3.0.5 (Includes CiscoView) on Solaris.

You can also go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html

Order of Installation on Solaris

The CiscoWorks Common Services and QPM applications must be installed in the following order:

1. CiscoWorks Common Services 3.0.5
2. Common Services DST patch for Solaris
3. QoS Policy Manager 4.0

Installing Common Services on Solaris

For information regarding the prerequisites for installing Common Services 3.0.5, see [Installation Prerequisites, page 1-6](#)

Installation Notes for Common Services 3.0.5

You can note the following points before you install Common Services 3.0.5:

- When there is a prompt during the installation, the values in square bracket are default values. If you press Enter when the installation program prompts you to enter a value, the program takes the default value.
- You must have root privileges to install Common Services.
- Do not run any other program when the installation is in progress.

- Do not install Common Services on a system that does not have Name Lookup.
- If you are running HP OpenView Network Node Manager (HPOVNNM) or NetView, the installation might take significantly longer to complete. Stop all HP OpenView Network Node Manager (HPOVNNM) or NetView services before installing Common Services.
- If your system does not have enough disk space, you might see an error message that the installation system is running out of disk space. You can either free up disk space on the system and continue the installation, or stop and exit the installation.

Installing Common Services 3.0.5

To install Common Services 3.0.5:

Step 1 Mount the QPM 4.0 DVD as root.

Step 2 Enter the following at the prompt:

```
# cd /dvd/qpm4_0/CS_3_0_5_installation/Solaris_K9
# ./setup.sh
```

where *dvd* is the mount point for your DVD drive.

A message appears:

Press **ENTER** to read/browse the following License Agreement

Step 3 Press **Enter** to read the license agreement.

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

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

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

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

Step 4 Enter either:

- **Y** and press **Enter** to accept the license and proceed with the installation.

Or

- **N** and press **Enter** to deny and stop the installation.

Step 5 Press **Y** to continue.

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

We recommend you download and install the latest required and recommended patches from www.sunsolve.sun.com, before you run Common Services.

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

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

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

Step 6 If you enter **Y** and proceed with the installation, the following message appears:

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

```
1) Typical installation.
```

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

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

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

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

```
Recommended for most users.
```

```
2) Custom installation.
```

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

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

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

```
Recommended for advanced users.
```

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

Step 7 Press either:

- **E**nter to proceed with the installation after you select the Typical mode as given in Prerequisites for Installing Common Services 3.0.5.

Or

- **Q** to quit the installation.

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

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

```
Enter location or q to quit [/opt/CSCOpX]:
```

The Custom path or location you specify cannot be the sub-directory of /opt/CSCOpX.

**Caution**

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

Step 8 Press **Enter** to accept the default directory for product installation, or enter a different directory.

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

If the disk space is sufficient, the following message appears:

```
Sufficient disk space
```

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

Step 9 Enter the CiscoWorks admin password and confirm it.

Step 10 Enter the guest password and confirm it.

Step 11 Enter the System Identity Account password and confirm it.

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

Step 12 Enter the CiscoWorks Common Services database password and confirm it.

While entering the CiscoWorks user passwords, use a minimum of eight characters.

Step 13 Enter the SMTP server name.

Step 14 Enter the following information to generate a Self-signed certificate and key files for HTTPS:

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

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

The installation program checks dependencies and system requirements and copies the files to the run time and the installation proceeds.

A message appears:

```
Do you want to see the passwords that were entered/randomly generated?  
(y/n) [y]
```

Step 15 Enter **Y** or press **Enter** to display randomly generated and manually entered passwords.

A message appears:

```
Exiting installation beyond this point might result in system  
instability.
```

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

Step 16 Enter **Y** to continue the installation.

If you stop the installation after this point, the installation may become unstable and problems may occur when you try to install again.

It takes a while to complete the installation.

The following messages appear at the end of the installation:

```
Software Installation Tool Completed
```

```
Possible Warnings/Errors Encountered
```

Any warning and error messages appear after these messages.

Step 17 Unmount the DVD.

For more information on installing Common Services 3.0.5. on Solaris, see the Installation and Setup Guide for Common Services 3.0.5 (Includes CiscoView) on Solaris.

You can also go to:

http://www.cisco.com/en/US/products/sw/cscowork/ps3996/prod_installation_guides_list.html

Installing the CS DST Patch on Solaris

The Common Services Daylight Saving Time (DST) patch will update the JRE and JPI that are shipped with Common Services. The DST patch can be installed on a server that has CS 3.0.5 already installed.

QPM 4.0 product DVD contains the CS DST patch as **setup.sh**, in the folder *qpm4_0/US_DST_Patch/cwdst3_0_x_sol_K9*. You can directly run this installation program, without the need to download and unzip the CS DST patch from Cisco.com.

Please refer the pdf file *cwdst3_0_x_sol.readme.pdf* in the same folder, to know more about performing the DST patch installation on Solaris.

Installing QPM on Solaris

QPM is automatically installed in the CiscoWorks Common Services installation directory. The default location is */opt/CSCOPx*.

The installation process also copies the QPM export and import utilities to the QPM server. For more information about these utilities, see [Chapter 4, “Migrating QPM.”](#)

Before You Begin

- Ensure that CiscoWorks Common Services 3.0.5 is installed on your computer before you install QPM.

- Verify TCP ports that QPM uses and check for conflicts with existing applications. See [Ports Used by QPM, page 2-1](#).
- Verify that you have superuser permissions.

To install QPM 4.0 on Solaris:

Step 1 Go to the root directory and mount the QPM DVD on the CiscoWorks Common Services server.

We recommend that you do not install QPM from a network DVD drive.

Step 2 Enter the following at the prompt:

```
# cd /dvd/qpm4_0/QPM_4_0_installation/Solaris_K9
# ./setup.sh
```

where *dvd* is the mount point for your DVD drive.

A message appears prompting you to read the license agreement.

Step 3 Press **Enter**. Continue to press **Enter** until the prompt to accept the license agreement ends.

Step 4 Enter either:

- **Y** to accept the license and proceed with the installation,

Or

- **N** to deny and stop the installation.

The installation proceeds if you have selected **Y**.

Step 5 Enter the mode of license to be installed (Purchased Version or Evaluation Version).

The installation proceeds based on the mode of license you selected.

Step 6 Unmount the DVD after installation is complete. You do not need to restart the computer before running QPM for the first time.

Notes:

- Before you begin to work with QPM, ensure you have the correct user permissions. If you intend to work with ACS device groups and user permissions, configure settings in ACS and CiscoWorks as described in [Chapter 3, “Setting Up the QPM Server.”](#)

- After setup is complete, verify the QPM installation. See [Verifying QPM Installation](#), page 2-10 for details.
- If you encounter problems while installing QPM, stop the installation and reinstall the product using the QPM 4.0 installation DVD. Also see [Appendix A, “Troubleshooting QPM Installation.”](#)
- For information on exporting QPM application data on Solaris, see [Exporting QPM Application Data](#), page 4-3.
- For information on importing QPM application data on Solaris, see [Importing QPM Application Data](#), page 4-3.

Uninstalling QPM on Solaris

Use the CiscoWorks Common Services `uninstall` script to remove QoS Policy Manager files and settings.

Uninstalling QPM does not remove your deployed policies from the network devices.

The license details will get deleted during QPM 4.0 uninstallation. You should add the license file again during the subsequent installation.

If you want the current QPM 4.0 application data to be used after uninstallation, you should run the `export.pl` utility before you proceed with the uninstallation. See [Exporting QPM Application Data](#), page 4-3 for details.



Caution

You must use the `uninstall` script to remove the product. If you try to remove QPM or its components manually, you might damage your system.

To uninstall QPM 4.0:

Step 1

Go to the root directory in Common Services and start the `uninstall` script, by entering the following commands:

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

where `/opt/CSCOpX` is the default installation directory of Common Services.

A list of CiscoWorks components appears.

- Step 2** Enter the number corresponding to the option you have chosen or **q** to quit.
You can select more than one component. Enter the number corresponding to the components, separated by commas.
- Step 3** Press **Enter** to continue.
When you remove CiscoWorks Common Services, the uninstall script removes changes made to the `/etc/services` file. The `/etc` directory still contains all system file changes. The uninstall messages are written to the `/var/tmp/ciscouninstall.log` file.
After the uninstallation is complete, a message appears:
`All files were deleted successfully.`
- Step 4** Check the following files:
- `/etc/syslog.conf` for syslog changes.
 - `/etc/services` to ensure that port assignments for the QPM applications have been removed.
-

Verifying QPM Installation

QoS Policy Manager is accessed from the CiscoWorks Homepage.

To verify QPM installation:

-
- Step 1** Go to your web browser and start CiscoWorks.
The default URL is `http://QPMinstall:1741`, where *QPMinstall* is the name of the computer with the QPM installation.
The CiscoWorks Homepage is displayed.
- Step 2** Verify that the browser you are using is a supported version, and that JavaScript and cookies are enabled.
If they are not enabled, change your browser preferences to enable them, then continue to the next step.
- Step 3** Log into CiscoWorks with your username and password.
The CiscoWorks homepage appears.

Step 4 Click the **QoS Policy Manager** link in the QoS Policy Management panel. QPM opens in a separate browser window.

If you encounter problems starting QPM, see [Appendix A, “Troubleshooting QPM Installation”](#) for possible causes and solutions.

Re-installing QPM

QPM 4.0 supports re-installation. This allows you to troubleshoot any accidental corruption of files during installation.

Please make note of the following points before you perform re-installation:

- No additional license is required to perform re-installation of QPM 4.0
- The already existing license will get restored during re-installation
- QPM data gets backed up automatically (at the location `/opt/CSCOPx/MDC/qpm/install`) during re-installation. You should run the `import.pl` utility to import this data back to QPM 4.0. See [Importing QPM Application Data, page 4-3](#) for details.

