



Installing Essentials

This chapter describes how to install and uninstall Essentials, including upgrades and reinstallation. You must install CiscoWorks2000 CD One before you can install Resource Manager Essentials. Refer to *Installing and Setting Up CD One on AIX*.

This chapter consists of:

- [Product Overview](#)
- [Installation Overview](#)
- [Preparing to Install Essentials](#)
- [Installing Essentials](#)
- [Importing Data Manually after Installation](#)
- [Removing Essentials](#)

Product Overview

Resource Manager Essentials, one of the major components of CiscoWorks2000, enables the deployment, monitoring, and configuration of devices across your network. Essentials is a suite of web-based network management tools integrated into a network desktop that includes a web-server component, web-based tools, and web-browser capability. This product is based on a client/server network architecture that connects multiple web-based clients to a network server.

The Essentials CD-ROM contains two installable packages: Essentials and Incremental Device Support (IDS). IDS enables you to download device support from Cisco.com for newly supported devices.

Installation Overview

[Table 1-1](#) is an overview of the Essentials installation. It contains references to more detailed information about each task.

Table 1-1 *Installing Essentials Overview*

Task	Steps	References
1. Prepare to install Essentials.	Verify that server requirements are met.	“Preparing to Install Essentials” section on page 1-3
2. Install Essentials.	<ol style="list-style-type: none"> a. Mount the Essentials CD-ROM. b. Run the installation program. 	<p>The “Performing a New Installation” section on page 1-9</p> <p>or</p> <p>The “Upgrading from a Previous Version” section on page 1-13</p> <p>or</p> <p>“Reinstalling or Upgrading from the Evaluation Version” section on page 1-17</p>
3. Troubleshoot the installation.	Analyze installation error messages.	Appendix A, “Troubleshooting the Installation”
4. Perform post-installation tasks.	Configure the system for Essentials applications and set up Essentials applications.	Chapter 2, “Preparing to Use Essentials Applications”

**Caution**

You can cancel the installation at any time by pressing **Ctrl-C**. However, any changes to your system (for example, installation of new files or changes to system files) will not be undone. Refer to [Appendix A, “Failure to Delete a Package During Uninstallation”](#) for instructions to manually clean up the system.

Preparing to Install Essentials

This section describes prerequisites and other factors you should consider before installing Essentials.

Essentials Upgrade Paths

You can upgrade directly to Essentials 3.3 from Essentials 2.2, 3.1, or 3.2. You cannot upgrade directly to Essentials 3.3 from Cisco Resource Manager 1.0, 1.1, 2.0 or 2.1.

When you install CiscoWorks2000 CD One, the previous version of Essentials is removed but the database is preserved. When you upgrade your server to Essentials 3.3, the preserved database is converted to Essentials 3.3 format.

Server Requirements and Recommendations

This section describes the server requirements and recommendations for CiscoWorks2000 CD One plus Essentials.

Minimum Server Requirements

The minimum system requirements for a CiscoWorks2000 Server running the CD One and Essentials software are shown in [Table 1-2](#).

Table 1-2 Server System Minimum Requirements

Requirement Type	Minimum Requirements
System hardware	<ul style="list-style-type: none"> • RS6000 Power PC Model 604e 233 MHz running AIX 4.3.3 • 17-inch color monitor • CD-ROM drive
Memory (RAM)	256 MB
Available drive space ¹	<ul style="list-style-type: none"> • 4 GB on the partition on which you install the product (the default is /usr)². • Enough space for downloaded Software Management files³. • 1 GB of swap space.
Additional required software	CiscoWorks2000 CD One must be installed before you install Essentials. Refer to <i>Installing and Setting Up CD One on AIX</i> .

1. To verify available disk space, see the instructions in this section.
2. Essentials is installed in the same directory as CiscoWorks2000 CD One.
3. For information about downloaded files, see the “[Setting Up Software Management](#)” section on page 2-21.

Checking Required Disk Space

To verify the amount of available disk space in each of the specified partitions and directories, enter:

```
# df -k directory
```

where *directory* is the partition or the directory for which you want to check the available disk space.

Server Recommendations

To select or configure a server system that best meets your needs, consider:

- The number of managed devices to be polled by the Availability application
- The number of Syslog messages expected daily
- The number of managed devices expected in the Inventory and Configuration Management applications

Availability is the primary consideration. After that, you can consider syslog messages and managed device expectations, and determine your needs accordingly. These factors affect server performance and user report response time. [Table 1-3](#) shows the recommendations for a server running CD One and Essentials. These recommendations produce optimal response time when running user reports.

Table 1-3 Server System Recommendations

Minimum System Configuration	Availability ¹	Syslog ²	Configuration ¹	Inventory ¹
RS6000 Power PC Model 604e 233 MHz running AIX 4.3.3 Memory: 256 MB Swap space: 1024 MB Available disk space: 4 GB	0–100	0–50,000	0–500	0–500
RS6000 Power PC Model 604e 233 MHz running AIX 4.3.3 Memory: 384 MB Swap space: 1024 MB Available disk space: 9 GB	100–500	50,000–150,000	500–2,500	500–2,500
RS6000 Power PC Model 150 375 MHz running AIX 4.3.3 Memory: 512 MB Swap space: 1024 MB Available disk space: 9 GB	500–1,000	150,000	2,500–5,000	2,500–5,000

1. Number of managed devices. The number of managed devices in Availability is the main deciding factor.
2. Number of messages per day.

Client Requirements

The minimum client system requirements for CiscoWorks2000 CD One and Essentials are shown in [Table 1-4](#).

Before you can access Essentials from a client system, the system must be properly configured. For more information about client system requirements and configuring clients, refer to *Installing and Setting Up CD One on AIX*.

Table 1-4 Client System Requirements Summary

Requirement Type	Minimum Requirement
System software and hardware	<ul style="list-style-type: none"> • Client system: <ul style="list-style-type: none"> – IBM PC-compatible computer with 300 MHz Pentium processor running Windows NT 4.0 Workstation or server, Windows 95, Windows 98 or Windows 2000. – Solaris SPARCstation or Sun Ultra 10 running Solaris versions 2.5.1, 2.6 or 2.7. – IBM RS/ 6000 workstation running AIX 4.3.3. – HP-UX workstation running HP-UX 11.0. • Color monitor with video card set to 256 colors
Memory (RAM)	128 MB
Browser	<p>One of the following browsers:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 5.5 with SP1 Java Virtual Machine (JVM) versions 5.0.0.3186 or later (Windows NT, Windows 95 Windows 98, or Windows 2000 Professional and Server) To verify the JVM version, select View > Java Console. • Netscape Navigator 4.75 (Windows NT, Windows 98, or Windows 2000 Professional and Server, Solaris versions, 2.5.1, 2.6, or 2.7, HP-UX 11.0, AIX 4.3.3)

Supported NMS Environments for Device Import

The Essentials Inventory application can import device information from both local and remote network management systems (NMS).

Table 1-5 and Table 1-6 show the NMSs supported for importing device information into the Essentials inventory. You can import devices remotely from a UNIX system only.

Table 1-5 Supported NMS Software for Local Device Import

Software	Version
Campus Manager	3.0 or 3.1(ANI)
Net View	6.0

Table 1-6 Supported NMS Software for Remote Device Import ¹

Software	Version
Campus Manager	3.0 and 3.1(ANI)
CiscoWAN Manager	9.1 or 9.2
CWSI (CiscoWorks for Switched Internetworks)	2.2, 2.3, 2.4
HP OpenView Network Node Manager	5.01, 6.0 or 6.1
NetView	5.1 or 6.0 on AIX

1. You can remotely import device information from UNIX systems only.

For more information, see the [“Adding or Importing Inventory Data”](#) section on page 2-10 or refer to the online help.

Supported Netsys Versions

You can integrate the Configuration Management application with the following versions of Cisco Netsys:

- Version 4.2 for UNIX operating systems
- Version 4.2 for Windows NT or earlier versions



Caution

If you plan to upgrade NetSys Integration, before proceeding with an upgrade installation, see the second procedure in the [“Upgrading Netsys Integration” section on page 2-30](#).

For more information, see the [“Setting Up Netsys Integration” section on page 2-30](#) or refer to the online help.

Supported Devices

The current release of Essentials supports most of the devices supported in previous versions of Essentials as well as new devices. Device adapter packages for all supported devices are installed when you install Essentials. Information about these devices is at:

<http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/index.htm>.

You can download device packages for new devices and find information about new device support at www.cisco.com.

To see a list of the device packages installed on your server, select **Server Configuration > About the Server > Applications and Versions**. Click on the Inventory Manager link to see specific device information.

Installing Essentials

This section describes how to perform:

- A new installation (no previous version of Essentials installed)
- An upgrade on a system that did have a previous version of Essentials installed
- A reinstallation of Essentials 3.3 or upgrade from an evaluation version of Essentials 3.3

**Note**

You must install CiscoWorks2000 CD One before you can install Essentials. Refer to *Installing and Setting Up CD One on AIX*.

Performing a New Installation

This section describes how to perform a new installation. If you are upgrading on a system that had a previous version of Essentials installed, see the [“Upgrading from a Previous Version” section on page 1-13](#). If you are reinstalling Essentials 3.3 or upgrading from an evaluation version of Essentials 3.2, see the [“Reinstalling or Upgrading from the Evaluation Version” section on page 1-17](#).

**Note**

If you want to import data from a previous version of Essentials that resides on a different server, perform the new installation by following the procedure in this section. After installing Essentials, import the data by following the procedure in the [“Importing Data Manually after Installation” section on page 1-20](#).

Running the Installation Program for a New Installation

The Essentials installation takes approximately 1 hour.

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 /usr/CSC0px by default) and starts CiscoWorks2000.

Step 1 As root, mount the Essentials CD-ROM. You can either:

- Mount the CD-ROM on the CiscoWorks2000 Server system.
- or
- Mount the CD-ROM on a remote AIX system, then access the CD-ROM from the CiscoWorks2000 Server system.

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

Step 2 Start the installation program.

- For a local installation, enter:

```
# cd /cdrom
# ./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 new installations of Essentials 3.2. If you try to install only one of the components without the other already on your machine, the installation fails.

- Step 3** Enter **3** and press **Return**. The installation program checks dependencies and system requirements.
- If there is not enough disk space to install Essentials and IDS, the installation program displays an error message and stops.
 - If the minimum requirements are not met, the installation program displays an error message and continues with the installation.

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

- Step 4** Unmount and eject the CD-ROM. For details, see [Appendix B, “Mounting and Unmounting the CD-ROM.”](#)

If you had any errors, check the installation log file `/var/tmp/ciscoinstall.log`. For other troubleshooting information, see [Appendix A, “Troubleshooting the Installation.”](#)

Upgrading Essentials Data from a Remote Machine

If you have installed Essentials 3.3, and you also have Essentials 3.1, or 3.2 on another server, you will have to upgrade the existing data to Essentials 3.3.



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

Upgrading data from a remote machine consists of:

- Exporting RME data from the server that has Essentials 3.1, or 3.2
- Importing this data into the server that has Essentials 3.3

To export Essentials data:

-
- Step 1** Access the server that has Essentials 3.1 or 3.2.
- Step 2** Shut down the daemon manager. Enter:
- ```
/etc/rc.dmgtd stop
```

**Step 3** Mount the Essentials 3.3 CD-ROM. Enter:

```
cd cdrom
```

**Step 4** Enter:

```
perl patch_1x_20.pl
cwjava -cw install directory com.cisco.nm.cmf.jrm.DisableJobs
./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/rc.dmgtd start
```



**Note** You must import CD One data before you can import Essentials data.

To import Essentials data:

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**Step 1** Access the server that has Essentials 3.3.

**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/rc.dmgtd stop
```

**Step 4** Change to the directory, *install\_dir/rigel/scripts*.

**Step 5** Enter:

```
./import_rme.pl
```

The message, “Are you sure you want to import (Y/N)?” appears.

**Step 6** Enter ‘Y’.

**Step 7** Start the daemon manager. Enter:

```
/etc/rc.dmgtd start
```

---

## Upgrading from a Previous Version

This section describes how to install Essentials if you had Essentials versions 3.1 or 3.2 installed on the server and you want to upgrade to Essentials 3.3.

When you install CiscoWorks2000 CD One on a system that has Essentials 2.2, the installation program removes the 2.2 version and saves its database. The default location for the saved database is `/usr/CSCOpX/OldData`. When you install Essentials 3.3, the installation program converts the saved database to Essentials 3.3 format. The original database also remains on the system until you remove it.

When you install CiscoWorks2000 CD One on a system that has Essentials 3.1 or 3.2, the installation program disables the previous version but preserves its database. When you install Essentials 3.3, the installation program converts the preserved database to Essentials 3.3 format.

If you installed CD One on a clean system, follow the installation procedure in the [“Performing a New Installation”](#) section on page 1-9. Then import your existing data into Essentials 3.3 following the procedure in the [“Importing Data Manually after Installation”](#) section on page 1-20.



### Caution

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When performing an upgrade, it is important to install *both* the new IDS and Essentials. Installing Essentials 3.3 without the new IDS might yield unpredictable results.

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Upgrading your CiscoWorks2000 Server to Essentials 3.3 involves:

1. Saving your data to a backup file before you perform the upgrade; if your installation fails, you can retrieve this saved data.

2. Running the Essentials installation program to install the new version and convert the database to Essentials 3.3 format.
3. Backing up the converted database to create a backup compatible with Essentials 3.3.

**Caution**


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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.

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## Backing Up Your Previous Database

To back up your previous database:

- 
- Step 1** Access the CiscoWorks2000 desktop and log in. For information, see the [“Accessing the Server” section on page 2-6](#) and the [“Logging In” section on page 2-6](#).
  - 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.
  - Step 4** To begin the backup, click **Finish**. This process could take some time to complete.
- 

For more information, see the online help.

## Changing Your Database Password

To change the database password:

- 
- Step 1** On the CiscoWorks2000 server, at the command prompt, enter:

```
/etc/rc.dmgtd stop
```

This stops the daemon manager.

- Step 2** Enter:
- ```
# ./dbpasswd.pl dsn=rme
```
- Step 3** Enter the new password.
- Step 4** Enter the password again for verification.
- Step 5** Start the daemon manager. Enter:
- ```
/etc/rc.dmgtd start
```
- 

## Running the Installation Program for an Upgrade

The Essentials installation takes approximately 1 hour .

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 (/usr/CSCOPx by default) and starts CiscoWorks2000.

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- Step 1** Run a backup database of your old data in case the installation fails.
- Step 2** As root, mount the Essentials CD-ROM. You can either:
- Mount the CD-ROM on the CiscoWorks2000 Server system.
  - or
  - Mount the CD-ROM on a remote AIX system, then access the CD-ROM from the CiscoWorks2000 Server system.
- See [Appendix B, “Mounting and Unmounting the CD-ROM”](#) for instructions.
- Step 3** Start the installation program.
- For a local installation, enter:
- ```
# cd /cdrom
# ./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 without the other already on your machine, the installation fails. You would use option 2, IDS alone, only if at a later time you receive a new version of IDS.

- Step 4** Enter an option number and press **Return**. The installation program checks dependencies and system requirements.
- If there is not enough disk space to install Essentials and IDS, 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 [Appendix B, “Mounting and Unmounting the CD-ROM.”](#)
-

If you had any errors, check the installation log file `/var/tmp/ciscoinstall.log`. For other troubleshooting information, see [Appendix A, “Troubleshooting the Installation.”](#)

Backing Up the Converted Database

If the Essentials installation was successful, back up your newly converted database. This creates a backup compatible with Essentials 3.2 in case you have a problem and need to restore your database. This also prevents overwriting your database by restoring a database backup from the previous version of Essentials.

-
- Step 1** Access the CiscoWorks2000 desktop and log in. For information, see the [“Accessing the Server” section on page 2-6](#) and the [“Logging In” section on page 2-6](#).
- 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.
- Step 4** To begin the backup, click **Finish**. This process could take some time to complete.
-

For more information, see the online help.

Reinstalling or Upgrading from the Evaluation Version

This section explains how to reinstall Essentials 3.3 or upgrade from an evaluation version of Essentials 3.3.



Note

If you have installed a version of Incremental Device Support (IDS) that is newer than the version on the Essentials 3.3 CD-ROM, the installation program will not overwrite the newer version.

The installation program detects that you have already installed Essentials 3.3. Your existing database is not affected by the reinstallation; however, you should back up the database before installing to prevent any possible loss of data. Your CiscoWorks2000 Server system configuration is also preserved.

Reinstalling Essentials 3.3 involves:

1. Backing up the database, following the procedure in the next section.
2. Running the installation program, following the procedure in the [“Running the Installation Program to Reinstall”](#) section on page 1-18.

Running the Installation Program to Reinstall

The Essentials installation takes approximately 1 hour .

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 (/usr/CSCOpX by default) and starts CiscoWorks2000.

Step 1 As root, mount the Essentials CD-ROM. You can either:

- Mount the CD-ROM on the CiscoWorks2000 Server system.
or
- Mount the CD-ROM on a remote AIX system, then access the CD-ROM from the CiscoWorks2000 Server system.

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

Step 2 Start the installation program.

- For a local installation, enter:

```
# cd /cdrom
# ./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]
```

Step 3 Enter **3** to reinstall all components, and press **Return**.



Note If you have installed a newer version of IDS since installing Essentials 3.3 the first time, enter **1** instead. The installation program fails if you attempt to overwrite a newer version of IDS with an older version.

The installation program checks dependencies and system requirements and displays:

```
CiscoWorks2000 has been detected on your system, are you sure you want
to reinstall (y/n) [n]
```

Step 4 Enter **y** to continue.

The installation program checks dependencies and system requirements:

- If there is not enough disk space to install Essentials plus IDS, and you have below Service Pack 5, the installation program displays an error message and stops.
- If the minimum recommended requirements are not met, the installation program displays an error message.

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

Step 5 Unmount and eject the CD-ROM. For instructions, see [Appendix B, “Mounting and Unmounting the CD-ROM.”](#)

If you had any errors, check the installation log file `/var/tmp/ciscoininstall.log`. For other troubleshooting information, see [Appendix A, “Troubleshooting the Installation.”](#)

Importing Data Manually after Installation

This section describes how to import data manually from Essentials 2.2 or earlier. If you are upgrading from Essentials 3.1 or 3.2 to version 3.3, you do not need to change the format of your data or import data manually. You might need to import manually if:

- You have installed Essentials 3.3 but have data from Essentials 2.2 or earlier that is installed on a different system.
- You have upgraded from Essentials 2.2 or an earlier version to version 3.3 but there was not enough disk space to convert and import the older version's saved data in the default location.

**Note**

The following procedure does not remove the original database.

- Step 1** Install CiscoWorks2000 CD One and Essentials.
- Step 2** Log in as root on the CiscoWorks2000 Server system on which you installed Essentials 3.3.
- Step 3** To give the CiscoWorks2000 database access to the older Essentials data, either:
- Mount the directory containing the older Essentials data.
 - or
 - Copy the saved older Essentials data to the CiscoWorks2000 Server.
- Step 4** Enter:

```
# cd /usr/CSCOpX/conf/bg2rigel/scripts
# ./bg2rigel.pl -I path rme
```

where *path* is the path name of the directory in which the older Essentials data resides.

If you had any errors during importing the data, check the log file located at `/var/adm/CSCOpX/log/bg2rigel.log`. The Technical Assistance Center (TAC) might ask you to send them the log file.

Removing Essentials

The uninstallation program removes files and settings. Uninstallation allows you to remove only Essentials or remove CiscoWorks2000 CD One as well. To remove CD One, you must remove Essentials as well.

Before removing Essentials, you must first remove any applications that depend on Essentials.

**Caution**

You must use the Essentials uninstall program to remove the product. If you try to remove Essentials manually, you can damage your system. Uninstalling the Essentials software removes IDS and the database as well.

Uninstallation takes about 30 minutes.

**Note**

The Software Management application stores images that are not removed by the Essentials uninstallation procedure. If you want to permanently remove Essentials, you must manually remove these files from `/var/adm/CSCOpX/files/sw_images`.

Step 1

Enter these commands as root to start the uninstall program:

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

where `/usr/CSCOpX` is the default installation directory. If you specified a different directory when you installed CD One, use the name of that directory.

The following appears at command prompt:

```
1) CD One (including Integration Utility)  
2) Resource Manager Essentials  
3) All of the above  
Select one of the items using its number or enter q to quit [q]
```

**Note**

You cannot uninstall CD One without uninstalling Essentials.

Step 2

Enter **2** or **3** and press **Return**. The following prompt appears:

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

Step 3 Press **Return** to remove your selections.

Ignore all messages that ask if you want to remove packages. The installation program does not accept input to these questions.

When the uninstallation program finishes, this message appears:

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

When you remove CD One or Essentials, the uninstallation program removes changes made to the `/etc/services` file. The `/etc` directory *still* contains all system file changes. The uninstallation messages are written to the `/var/tmp/ciscouninstall.log` file.

To reinstall Essentials, follow the instructions in the [“Reinstalling or Upgrading from the Evaluation Version”](#) section on page 1-17.