



Installing Essentials

This chapter describes installing Resource Manager Essentials 3.3 on a Windows system. It consists of:

- Product Overview
- Installation Overview
- Preparing to Install Essentials
- Installing Essentials
- Importing Data Manually After Installation
- Before removing Essentials, you must remove any applications that depend on Essentials. These are the applications for which installing Essentials is a prerequisite.

Product Overview

Resource Manager Essentials (Essentials), one of the major components of CiscoWorks2000, enables the deployment, configuration, and monitoring 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 3.3 CD-ROM contains two installable packages: Essentials and Incremental Device Support (IDS). IDS enables you to download device support from CCO 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 Task Overview*

Task	Steps	References
1. Prepare to install Essentials.	Verify that server requirements are met.	“Server Recommendations” section on page 1-3
2.		or “Upgrading from a Previous Version” section on page 1-11 or “Reinstalling or Upgrading from the Evaluation Version” section on page 1-16
3.		
4. Perform post-installation tasks.	Configure the system and set up Essentials applications.	Chapter 2, “Preparing to Use Essentials Applications”

Preparing to Install Essentials

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



Caution

Do not change the system time after installing Essentials. Such changes may affect the working of some time-dependent features.

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

Server Recommendations

Three major considerations can help you select or configure a system that best meets your needs:

- The number of managed devices to be polled by Availability
- The number of managed devices expected in Inventory and Configuration Management
- The number of syslog messages expected daily

Availability is the primary consideration, after which 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 Ciscoworks2000 CD One and Essentials. These recommendations produce optimal response time when running user reports.

Client Requirements

The minimum client system requirements for CiscoWorks2000 CD One and Essentials are shown in Table 1-2.

Before you access Essentials from a client system, you must configure the system. For more information about client system requirements and configuring clients, refer to *Installing and Setting Up CD One on Windows 2000 and Windows NT*.

Table 1-2 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 (with Service Pack 6a), Windows 95, Windows 98 or Windows 2000 Professional or Server (with Service Pack 1) – Solaris SPARCstation or Sun Ultra 10 running Solaris versions 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 these browsers:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer 5.5 with Service Pack 1. Java Virtual Machine (JVM) versions 5.0.0.3182 or current shipping version. (Windows NT, Windows 95, Windows 98, or Windows 2000) To verify the JVM version, select View > Java Console. • Netscape Navigator 4.75. (Windows NT, Windows 95, Windows 98, or Windows 2000, Solaris versions 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 1-3 and Table 1-4 show the software Essentials supports for importing devices from local and remote systems. You can import devices remotely only from a UNIX system. Essentials does not support remote device imports from Windows NT system. For more information, see the “Adding or Importing Inventory Data” section on page 2-8 or refer to the online help.

Table 1-3 Supported NMS Software for Local Device Import

Software	Version
Campus Manager	3.0 or 3.1(ANI)
HP OpenView Network Node Manager	5.02 or 6.0
NetView	5.1 or 6.0

Table 1-4 Supported NMS Software for Remote Device Import ¹

Software	Version
Campus Manager	3.0 (ANI)
CiscoWorks	4.0
CiscoWorks for Switched Internetworks (CWSI)	2.2, 2.3, 2.4
HP OpenView Network Node Manager	5.01, 6.0, or 6.01
NetView	5.1 or 6.0 on AIX

1. You can remotely import devices from UNIX systems only.

Supported Netsys Versions

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

- Version 4.2 for UNIX operating systems
- Version 4.0.1 for Windows NT



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 2-23.

For more information, see the “Setting Up Netsys Integration” section on page 2-23 or refer to the online help.

Supported Devices

Essentials 3.3 supports all devices supported in previous versions as well as additional devices. Device adapter packages for all supported devices are installed when you install Essentials. Information about devices installed with Essentials is at <http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/index.htm>.

You can download device packages for new devices from CCO and find information about all supported devices from CCO at www.cisco.com.

To find out which device packages are installed on your CiscoWorks2000 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 with a previous version of Essentials installed
- A reinstallation of Essentials 3.3 or upgrade from an evaluation version

**Note**

You must install CiscoWorks2000 CD One before you can install Essentials. Refer to *Installing and Setting Up CD One on Windows 2000 and Windows NT*.

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 1-11. If you are reinstalling Essentials 3.3 or upgrading from an evaluation version of Essentials 3.3, see the “Reinstalling or Upgrading from the Evaluation Version” section on page 1-16.

**Note**

If you want to import data from a previous version of Essentials that resides on a different server, follow the procedure in this section to perform the new installation. After installing Essentials, follow the procedure in the “Importing Data Manually After Installation” section on page 1-18 import the data.

Running the Installation Program for a New Installation

The Essentials installation takes approximately 30 minutes.

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

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.
- Step 2** Insert the Essentials CD-ROM into a CD-ROM drive. The Installer window appears, displaying, "Do you want to install CiscoWorks2000 Resource Manager Essentials?"
- Step 3** Click **Yes** to begin installing. The Unpacking CiscoWorks2000 Resource Manager Essentials screen appears, and the InstallShield Wizard is prepared. The Welcome screen appears.
- Step 4** Click **Next** to continue. The Setup Type dialog box appears.
- Step 5** Select **Typical** to install both Essentials and Incremental Device Support (IDS).



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 checking and informs you whether the installation can continue. Do one of the following:
- If minimum requirements are met, click **OK**. The Setup screen appears, displaying installation progress while files are copied and applications are configured. Then the Setup Complete dialog box appears.
 - If recommended requirements are not met, an error message appears. To continue the installation, click **OK**.
- 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 you had any errors 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 Appendix A, “Troubleshooting the Installation.”

Upgrading Essentials Data from a Remote Machine

If you have installed Essentials 3.3, and you also have Essentials 3.0, 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 3.0, 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 3.0, 3.1, or 3.2.

Step 2 Shut down the daemon manager. Enter:

```
net stop crmdmgt
```

Step 3 Insert the Essentials 3.3 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. 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.

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 crmdmgt
```



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

To import Essentials data:

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 (C:\Program Files\CSCOpX by default).

Step 3 Shut down the daemon manager. Enter:

```
net stop crmdmgt
```

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 3.3 data will be lost and replaced with the imported RME 3.x data. Are you sure you want to import (Y/N)?" appears.

Step 6 Enter 'Y'.

Step 7 Start the daemon manager. Enter:

```
net start crmdmgt
```

Upgrading from a Previous Version

This section describes how to upgrade to Essentials 3.3, if you have Essentials versions 2.2, 3.0, 3.1, or 3.2 installed on the server.

When you install CiscoWorks2000 CD One on a server 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 `c:\CW2000\OldData`. When you install Essentials 3.3, the installation program converts the saved database to 3.3 format. The original database remains on the system until you remove it.

When you install CiscoWorks2000 CD One on a server that has Essentials 3.0, 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 3.3 format.

If you installed CD One on a clean system, follow the procedure in the “Performing a New Installation” section on page 1-7. Then import your existing data to Essentials 3.3, following the procedure in the “Importing Data Manually After Installation” section on page 1-18.

Upgrading your CiscoWorks2000 Server to Essentials 3.3 involves:

1. Saving your previous data to a backup file before you perform the upgrade; if your installation fails, then you can retrieve the saved data.
2. Running the Essentials installation program to install the new version and convert your previous database to Essentials 3.3 format.
3. Backing up the converted database to create a backup compatible with Essentials 3.3.



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.

Backing Up Essentials 2.2 Data Manually

To back up Essentials 2.2 data manually:

-
- Step 1** Begin installing CD One, 4th Edition on the machine on which you have Essentials 2.2.
- Step 2** The system displays the message:
 Setup has detected the following product on the destination server:
 - Resource Manager Essentials (RME) version 2.2
 .
 .
 .
 Do you want to proceed with the backup?
- Step 3** Click **Yes** to archive the 2.2 data.
- Step 4** Specify the directory in which the data should be archived. The default location is C:\CW2000\OldData.
- Step 5** The system saves the existing data in the specified directory and displays the message:
 Existing data from previous versions has been saved.
 Setup will now uninstall:
 - Resource Manager Essentials (RME) version 2.2
 .
 .
 .
 Proceed with installation?
- Step 6** Click **Yes** to uninstall Essentials 2.2 and proceed with installing CD One, or click **No** to quit the install program.
 If you clicked **No** above, the system restarts CiscoWorks2000.
-

Backing Up Your Previous Database

To back up your previous database before upgrading to Essentials 3.3:

-
- Step 1** Access the CiscoWorks2000 desktop and log in. For information, see the “Accessing the Server” section on page 2-5 and the “Logging In” section on page 2-5.
 - 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, C:\rme\backups.
 - Step 4** To begin the backup, click **Finish**. The 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 these commands:

```
net stop crmdmgt  
This stops the daemon manager.  
  
cd install_dir\bin  
where install_dir is the directory in which Essentials is installed (C:\Program  
Files\CSCOPx by default).  
  
perl dbpasswd.pl dsn=rme
```
 - Step 2** Enter the new password.
 - Step 3** Enter the password again for verification.
 - Step 4** Start the daemon manager. Enter:

```
net start crmdmgt
```
-

Running the Installation Program for an Upgrade

The Essentials installation takes approximately 30 minutes.

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

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.
 - Step 2** Insert the Essentials 3.3 CD-ROM into a CD-ROM drive. The Installer window appears.
 - Step 3** Click **Install**. The Welcome screen appears.
 - Step 4** Click **Next** to continue. The Setup Type dialog box appears.
 - Step 5** Select **Typical** to install both Resource Manager Essentials and Incremental Device Support (IDS).



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 screen 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 you had any errors 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 Appendix A, “Troubleshooting the Installation.”

Backing Up the Converted Database

If Essentials was installed successfully, back up your newly converted database. This creates a backup compatible with Essentials 3.3 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. To back up your database:

-
- Step 1** Access the CiscoWorks2000 desktop and log in. For information, see the “Accessing the Server” section on page 2-5 and the “Logging In” section on page 2-5.
- 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 one where Essentials is located, for example, C:\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 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 configuration is also preserved.

Reinstalling Essentials 3.3 involves:

1. Backing up the database.
2. Running the installation program, following the procedure in the “Running the Installation Program to Reinstall” section on page 1-17.

Backing Up Your Previous Database

To back up your database:

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- Step 1** Access the CiscoWorks2000 desktop and log in. For information, see the “Accessing the Server” section on page 2-5 and the “Logging In” section on page 2-5.
- 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, C:\rme\backups.
- Step 4** To begin the backup, click **Finish**. The process could take some time to complete.
-


For more information, see the online help.

Running the Installation Program to Reinstall

The Essentials installation takes approximately 30 minutes.

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

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

-
- Step 1** Log out of CiscoWorks2000 and close the browser.
- Step 2** Insert the Essentials CD-ROM into a CD-ROM drive. The Installer window appears.
- Step 3** Click **Install**. The Welcome screen appears.
- Step 4** Click **Next** to continue. The Setup Type dialog box appears.
- Step 5** Either:
- Select **Typical** to reinstall both Essentials and Incremental Device Support (IDS). Click **Next**.
- or
- Select **Custom** to select a component to install. The Select Components dialog appears.
- Select the component you want to install and deselect the other.
-  **Note** The installation program fails if you try to overwrite IDS with an older version.
-
- 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 screen 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 CD-ROM drive.

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

If you had any errors 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 Appendix A, “Troubleshooting the Installation.”

Importing Data Manually After Installation

This section describes how to import data manually from Essentials 2.2. If you are upgrading from Essentials 3.0, 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 that is installed on a different system.
- You have upgraded from Essentials 2.2 to Essentials 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 the administrator on the CiscoWorks2000 Server on which you performed the installation.
- Step 3** To give the CiscoWorks2000 database access to your older Essentials data, either:
- Map the drive containing the older Essentials data.
- or
- Copy the saved older Essentials data to the CiscoWorks2000 Server.
- Step 4** Open a command prompt window.
- Step 5** Enter:

```
c:\>cd install_dir\conf\bg2rigel\scripts
c:\>\install_dir\bin\perl bg2rigel.pl -I path rme
```

where *install_dir* is the directory in which Essentials is installed (C:\Program Files\CSCOpX by default) and *path* is the pathname of the directory that contains the older Essentials data to be imported.



Caution Any data that you have collected using Essentials 3.3 is lost and replaced with the Essentials 2.2 data.

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

Before removing Essentials, you must remove any applications that depend on Essentials. These are the applications for which installing Essentials is a prerequisite.



Note You cannot uninstall CD One without uninstalling Essentials.

A dialog box listing the components selected for uninstallation appears.

Step 6 Click Next.



Note

The Software Management application stores images that are not removed by the uninstallation program. To permanently remove Essentials, you must remove these files manually from C:\Program Files\CSCOpX\files\sw_images.

■ **Importing Data Manually After Installation**