



## **Cisco Service Path Analyzer Installation Guide**

Release 1.0

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## Preface

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The *Cisco Service Path Analyzer Installation Guide* provides information about the installation of your Cisco Service Path Analyzer (hereafter referred to as Path Analyzer) software as well as initial system configuration tasks.

For information about configuring your Path Analyzer system, managing user accounts, reconfiguring your Listeners and Collectors, and removing components, see the *Cisco Service Path Analyzer System Administration Guide*.

For information on required Path Analyzer Server and Listener hardware and software configurations, consult the following documents:

- *Cisco Application Deployment Engine 1010 and 2120 Appliance Hardware Installation Guide*
- *Cisco Application Deployment Engine 2130 and 2140 Appliance Hardware Installation Guide*

For information about these documents and other supporting documentation, see [Related Documentation, page vi](#).

## Audience

Technical personnel who will be installing the Path Analyzer system.

## Organization

This guide contains:

Chapter Number	Chapter Title	Description
Chapter 1	<a href="#">Installing Cisco Service Path Analyzer Software</a>	<ul style="list-style-type: none"><li>• Prerequisites for Installation</li><li>• Installing Cisco Service Path Analyzer Software</li><li>• Backing Up and Restoring the Path Analyzer Database</li><li>• Diagnostics and Troubleshooting</li></ul>

## Related Documentation

The *Cisco Service Path Analyzer Installation Guide* is accompanied by the following documentation:

- *Cisco Service Path Analyzer System Administration Guide*—Provides detailed information about the following topics:
  - Initial configuration of your Path Analyzer system, including the following configuration tasks:
  - Assigning the Path Analyzer Server IP address, subnet mask, gateway, and other related information using the Server Configuration Tool.
  - Installing the Path Analyzer Management Console.
  - Configuring Listeners and Collectors.
  - Assigning an IP address and subnet mask to each Listener.
  - Administering and maintaining your Path Analyzer system:
    - Adding, removing, and changing Listeners and Collectors.
    - Adding, removing, and modifying user accounts.
    - Upgrading, registering, and licensing your Path Analyzer software.
    - Exporting the Path Analyzer database and system logs.
    - Restarting your Path Analyzer Server.
  - Setting up user accounts or multi-user access to the Management Console.
  - Configuring names for autonomous systems and routing domains, adding static routes, and setting up forwarding resolution.
- *Cisco Service Path Analyzer User Guide*—Provides information about the following topics:
  - Using the Path Analyzer Management Console.
  - Using the Topology Viewer to obtain a visual snapshot of your network.
  - Using the Event Monitor to view statistics about your network.
  - Using the Service Monitor to create and monitor network end users, departments and services, using visual representations.
  - Using the Topology Browser to view data about entities in your network.
  - Using Investigative Querying in the Topology Browser to query for specific BGP or OSPF route advertisements or OSPF interfaces.
  - Using the Event Log to monitor network events.
  - Using the Alarm Monitor to set alarms for network entities, receive notifications when changes occur, and view events that triggered alarms on the network.
  - Using the Chart Manager to create charts that depict routers, routing trends, interfaces, and links that have an impact on activity in your network.
  - Using the Report Manager to generate pre-defined reports that provide a high-level view of data.
  - Using Schedule Manager to schedule charts and reports.
  - Using the Web Schedule Manager to view and manage schedules and completed tasks.
- *Cisco Service Path Analyzer Alarm Reference*—Explains the syntax and significance of alarms in the Alarm Monitor.

- *Cisco Application Deployment Engine 1010 and 2120 Appliance Hardware Installation Guide*—Provides information about the following topics:
  - Product overview
  - Installation preparation
  - Installation instructions
  - Cable specifications
  - Site log
- *Cisco Application Deployment Engine 2130 and 2140 Appliance Hardware Installation Guide*—Provides information about the following topics:
  - Product overview
  - Installation preparation
  - Installation instructions
  - Cable specifications
  - Site log
- *Release Notes for Cisco Service Path Analyzer 1.0*—Provide information about the following topics:
  - Compatible hardware and software platforms.
  - System requirements.
  - Known and fixed software and documentation issues.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>





# CHAPTER 1

## Installing Cisco Service Path Analyzer Software

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The *Cisco Service Path Analyzer Installation Guide* provides information about the installation of your Cisco Service Path Analyzer (hereafter referred to as Path Analyzer) software as well as initial system configuration tasks.

This guide enables you to get the Path Analyzer operational and ready for administration. Consult the *Cisco Service Path Analyzer Administration Guide* for a complete list of administration procedures.

This guide contains:

- [Prerequisites for Installation, page 1-1](#)
- [Installing Cisco Service Path Analyzer Software, page 1-2](#)
- [Backing Up and Restoring the Path Analyzer Database, page 1-11](#)
- [Diagnostics and Troubleshooting, page 1-12](#)

### Prerequisites for Installation

This section describes the software and hardware that is required for installing the Cisco Service Path Analyzer.

### Install CD

- The install CD for the Cisco Service Path Analyzer Server
- The install CD for the Cisco Service Path Analyzer Listeners

### Path Analyzer Management Console

This section describes the software and hardware that is required for installing the Cisco Service Path Analyzer Management Console.

### Software Requirements

- Microsoft Windows XP, NT, or 2000, or
- Unix-based operating system—Please check with your Cisco Technical Support representative for supported distributions.

## Hardware Requirements

- Processor equivalent to 800 megahertz processing power. Recommended minimum: Intel Pentium Celeron processor.
- 256 Megabytes of Random Access Memory (RAM) minimum.
- Graphics card that can achieve 1024 x 768 pixels.

## Path Analyzer Server and Listener

For information on required software and hardware configurations, consult these documents:

- *Cisco Application Deployment Engine 1010 and 2120 Appliance Hardware Installation Guide*
- *Cisco Application Deployment Engine 2130 and 2140 Appliance Hardware Installation Guide*

# Installing Cisco Service Path Analyzer Software

This section describes how to install the Path Analyzer software.

## Install Image on the Server

The Path Analyzer software installation process is automated for your convenience. After the install process completes, the install CD is ejected and the appliance reboots. The monitor displays the Configuration Tool prompt once the boot is complete. (The Configuration Tool is also available via serial connection.)

To install Cisco Service Path Analyzer software, insert the ISO CD into your CD-ROM or CD-RW drive. On many computers, the CD-ROM or CD-RW drive is configured as the D: or E: drive.

The estimated time for installation is one hour and a half.

## Server Installation Using the Configuration Tool

This section describes how to perform initial server configuration using the Configuration Tool.

### The Configuration Tool

The Configuration Tool is a command line interface (CLI) utility tool available from both serial and VGA consoles. It is used for initial system setup and for system troubleshooting and recovery.

Once the Administrator's Console is booted, you see this sequence of events:

- 
- Step 1** The Dell Screen appears.
  - Step 2** Kernel starts and mounts disks, showing boot messages.
  - Step 3** The following text appears (Server version shown) followed by the setup prompt:

```
Server configuration (version R_1-0_0)
superior = 192.168.0.20
```

```
authport = 1050
comport = 1051
poll = 1200
ftphost =
ftpuser =
eth0 = 192.168.0.123/255.255.255.0 gw = 192.168.0.1 speed = auto/auto
speed = auto/auto
eth1 = 0.0.0.0/0.0.0.0 gw = 0.0.0.0 speed = auto/auto

useful commands
show          show configuration
configure    configure network,
configure all configure everything
save         save changes
help         list of commands

setup> save

Wrote /etc/iptables/firewall.cfg (superior = 192.168.0.20) Wrote
/etc/sysconfig/iptables Wrote /etc/iptables/init_script.txt Wrote
/usr/share/iptables/ftp Wrote /etc/sysconfig/network (gw =
192.168.0.1, gwdev = eth0) Wrote
/etc/sysconfig/network-scripts/ifcfg-eth0
(192.168.0.123/255.255.255.0)
Wrote /etc/sysconfig/network-scripts/ifcfg-eth1 (0.0.0.0/0.0.0.0)
Restarting other configtool instances
```

---

You see four Ethernet interfaces (0, 1, 2, and 3).

## Initial Configuration: Network Information

To configure the network information:

---

- Step 1** Start by entering the **configure** command at the setup prompt.
- Step 2** Enter a superior address.
  - For a Server, enter the IP address of the machine running the Path Analyzer user interface.
  - For a Listener, enter the IP address of the associated Path Analyzer Server.
- Step 3** Enter the IP address, netmask, and gateway for the first interface you want to use.

- Step 4** Enter the speed/duplex for the first interface you want to use. You can leave the default if you want [0] auto/auto
  - Step 5** Configure the remaining interfaces you want to use.
  - Step 6** Enter **save** to save your changes.
  - Step 7** Restart the network.
- 

A sample Server configuration is shown below:

```

setup> configure

Admin IP address (GUI access)
superior [0.0.0.0] 192.168.0.20

eth0 interface
Address [0.0.0.0] 192.168.0.123
Netmask [0.0.0.0] 255.255.255.0
Gateway [0.0.0.0] 192.168.0.1
    0 auto/auto
    1 10/half
    2 10/full
    3 100/half
    4 100/full
    5 1000/full

Speed/duplex [0]

eth1 interface
Address [0.0.0.0]

```

use 'save' to save changes

You also need to restart the network.

```
setup(save)>
```

In this example, only eth0 was configured.

At this point, no changes have been made to the system files. To save your changes, use the **save** command.

Notice that the prompt changes to `setup(save)>` to remind you that you have unsaved changes.

Next, save your changes.

```

setup(save)> save
Wrote /etc/iptivia/firewall.cfg (superior = 192.168.0.20)

```

```
Wrote /etc/sysconfig/iptables
Wrote /etc/iptivia/init_script.txt
Wrote /etc/sysconfig/network (gw = 192.168.0.1, gwdev = eth0)
Wrote /etc/sysconfig/network-scripts/ifcfg-eth0
(192.168.0.123/255.255.255.0)
Wrote /etc/sysconfig/network-scripts/ifcfg-eth1 (0.0.0.0/0.0.0.0)
```

You need to restart the network to take changes into account:

```
setup(network restart)>
```

You see where each file is saved, and its corresponding values.

The final step is to restart the network and the Path Analyzer Server.

```
setup(network restart)>network restart
Shutting down interface eth0: [ OK ]
Shutting down interface eth1: [ OK ]
Shutting down loopback interface: [ OK ]
Setting network parameters: [ OK ]
Bringing up loopback interface: [ OK ]
Bringing up interface eth0: [ OK ]
Bringing up interface eth1: [ OK ]
setup> service restart

setup(service restart)>
Sending KILL signal to 27263
Stopping server (pid 27263.
Starting MySQL SUCCESS!
Starting server
setup>
```

Now you should be able to access your Path Analyzer appliance through the network.

## Initial Configuration: Setting the Date and Time

The **date** command displays the current system date and time. You can set the date and time manually or with Network Time Protocol (NTP).

### Setting the Date and Time Manually

Enter a new date and/or time as arguments to the **date** command:

```
setup> help date
date [MM/DD/YYYY] [hh:mm[:ss]]
setup> date 12:34
Current date: Jan 17 11:05:28 2007
```

```

New date: Jan 17 12:34:00 2007
setup> date 12:34:56
Current date: Jan 17 12:34:09 2007
New date: Jan 17 12:34:56 2007
setup> date 12/31/2011
Current date: Jan 17 12:36:40 2007
New date: Dec 31 12:36:40 2011
setup> date 12/31/2006 18:00
Current date: Dec 31 12:36:25 2011
New date: Dec 31 18:00:00 2006

```

### Setting the Date and Time Using NTP

If you have access to an NTP server, you can use it to set the correct date and time:

```

setup> ntpdate 192.168.1.11
17 Jan 11:28:50 ntpdate[8515]: step time server 192.168.1.11 offset
144.252415 sec

```



#### Note

The **ntpdate** command calls the ntpdate system command, it does not configure the NTP server. To configure an NTP server, use the Path Analyzer GUI client.

If you have configured a DNS server on your Path Analyzer appliance, you can use host name with the ntpdate command. Otherwise, you must use an IP address. To configure a DNS server, use the Path Analyzer GUI client.

After completing these configuration tasks, refer to the Initial Configuration Checklist provided in [Preparing for Initial Configuration, page 2-1](#) before completing the next task, [Downloading and Installing the Management Console \(GUI\), page 4-3](#).

## Configuration Tool Commands

[Table 1-1](#) describes the Configuration Tool commands.

**Table 1-1 Configuration Tool Commands**

Command	Usage and Description
configure	<b>Usage:</b> configure [all] Without argument, only the network is configured. With configure all, you can modify additional parameters, such as port numbers. Only use configure all if instructed by the Cisco support team.
date	<b>Usage:</b> date [MM/DD/YYYY] [hh:mm[:ss]] Without argument, shows the current date and time You can specify a date or time to set the clock to the desired value.

**Table 1-1 Configuration Tool Commands (continued)**

<b>Command</b>	<b>Usage and Description</b>
diag	<p><b>Usage:</b> <code>diag [all hard sys proc rpm]</code></p> <p>The <code>diag</code> command calls the <code>diagtool</code> utility.</p> <p>Perform diagnostics:</p> <p><code>all</code> Perform all diagnostic checks (default).</p> <p><code>hard</code> Perform some hardware tests: machine type and CPU, temperature, voltages, power redundancy and RAID checks (if applicable).</p> <p><code>sys</code> Current system check: Only memory occupation is tested at present.</p> <p><code>proc</code> Verify that critical processes and services are running.</p> <p><code>rpm</code> Verify files against RPM (Redhat Packet Maintenance) database.</p>
firewall	<p><b>Usage:</b> <code>firewall [off reset status host]</code></p> <p>Controls the firewall rules.</p> <p><code>off</code> Disable all rules; the firewall will be restarted if you restart the Path Analyzer service or reboot.</p> <p><code>reset</code> Re-initialize rules as set by the Path Analyzer Server or Listener.</p> <p><code>status</code> Display current rules.</p> <p><code>address</code> Allow all connections from the given address; can be a host address (e.g.: 192.168.12.34), network address (e.g.: 192.168.0.0/16 or 192.168.0.0/255.255.0.0), or host name (if DNS is configured).</p>
help	<p><b>Usage:</b> <code>help [command]</code></p> <p>Display help messages. When no command is given, displays the list of all commands.</p> <p>With a command, shows the usage.</p>

**Table 1-1 Configuration Tool Commands (continued)**

Command	Usage and Description
ifconfig	<b>Usage:</b> ifconfig [interface] Displays the output from the ifconfig system command. For display only; to configure network and other parameters, use configure.
ifdown	<b>Usage:</b> ifdown interface Brings a network interface down, using the ifdown system command.
ifup	<b>Usage:</b> ifup interface Brings a network interface up, using the ifup system command.
service	<b>Usage:</b> service start stop restart status Controls the Path Analyzer service.
log	<b>Usage:</b> log service syslog Displays Path Analyzer log and syslog.
network	<b>Usage:</b> network restart status Controls the network.
ntpdate	<b>Usage:</b> ntpdate host Ntpdate command synchronizes with an NTP server. If DNS is configured, you can specify a host name; otherwise, use an IP address.
ping	<b>Usage:</b> ping host Used to troubleshoot network connectivity problems. Ping command: sends 5 ICMP packets to the specified host. If DNS is configured, you can specify a host name; otherwise, use an IP address.
quit, exit, bye	Quit the configtool utility. If there are unsaved changes, a confirmation is required.  On the serial and VGA connections, configtool is executed by init, so quitting will result in configtool being restarted on the terminal. This is helpful if you wish to see the initial banner which shows the version information, or if you made changes that you do not want to save.  When started from a shell session, quit returns the user to the shell.
reboot, halt	<b>Usage:</b> reboot, halt Reboot or halt the system.  The Path Analyzer service is stopped during the system shutdown. A confirmation is requested before proceeding.

**Table 1-1 Configuration Tool Commands (continued)**

Command	Usage and Description
resetpass	<b>Usage:</b> resetpass Only available on a Server. Instructs the Path Analyzer Server to re-initialize the admin password. You need to save your changes and then restart the Path Analyzer service to reset the password.
resetssh	<b>Usage:</b> resetssh Disable AllowUsers in the sshd configuration. When combined with the firewall command, this command is used to access your machine when GUI access does not work.
save	<b>Usage:</b> save [force] Save changes to the system files. You may need to reboot or restart the network or Path Analyzer services to have the system take them into account. Use save force to force an update of the system files even if the configtool reports no changed variables.
show	<b>Usage:</b> show Shows the current configuration.
upgrade	<b>Usage:</b> upgrade URL Upgrades the machine from a Web server. The URL <u>must</u> start with <i>http://</i> and end with <b>iub</b> .
user	<b>Usage:</b> user add del list [user] Facilitates user management.
version	<b>Usage:</b> version Displays the version of Path Analyzer components.

## Downloading and Installing the Graphical User Interface

To download and install the user interface:

- 
- Step 1** Select the Microsoft Windows or Unix-based client on which you want to install the Path Analyzer Management Console., and start your web browser.
- Step 2** Enter: **http://<IP\_Address>** in the **Locator** or **Address** field of your browser, where <IP\_Address> is the IP address, or hostname as a URL, of your Path Analyzer Server.  
The Path Analyzer System Management Panel, Management main menu page is displayed in your web browser.
- Step 3** Click **Download Management Console** on the main menu.  
The User Login screen appears.

- Step 4** Log in to authenticate yourself as the system administrator:
- In the User Name field, enter the Path Analyzer administrator user name.
  - In the Password field, enter the Path Analyzer administrator password.




---

**Note** User names and passwords are case sensitive.

---

- Step 5** Click **Login**.

The Manage Console Application screen appears.

- Step 6** Follow the numbered instructions on the screen and click on the Windows or Unix-based version of the Management Console application. The GuiInstall.exe screen appears.

- Step 7** Click **Save File**.

The file is downloaded to your machine.

- Step 8** Click on the downloaded **GuiInstall.exe** icon.

The Zero-G<sup>®</sup> InstallAnywhere wizard begins installation of the Path Analyzer GUI. The wizard instructs you to perform these procedures:

- Introduction
  - Choose Install Folder
  - Choose Shortcut Folder
  - Pre-Installation Summary
  - Installing
  - Install Complete
- 



**Note**

Cisco recommends that you use the default settings of the installation wizard when you install the Path Analyzer Management Console. Using the default settings ensures that you can readily identify the location of your program folders and icons after the installation is completed. However, the wizard also provides optional settings for you to select if you decide not to accept the default settings.

If you decide to cancel the installation at any point, click the **Cancel** button in the Introduction, Choose Install Folder, Choose Shortcut Folder, or Installing Path Analyzer pages of the installation wizard, then click **Quit** in the confirmation box, to stop the installation. If you click **Cancel**, then decide not to stop the installation, click **Resume** to continue the installation.

To revisit a previous page of the installation wizard, click **Previous** at any point during the installation prior to clicking **Install** in the Pre-Installation Summary page. Once you click **Install** in the Pre-Installation Summary page, the installation begins using your previous selections.

---

## Starting Path Analyzer

When the installation completes, the Path Analyzer icons appear in the locations you selected during the installation process.

After installing Path Analyzer, verify your connection to the Path Analyzer Server by starting and logging into the Management Console.

For detailed information about starting Path Analyzer in the operating system environments, see Chapter 1, Getting Started, in the *Cisco Service Path Analyzer User Guide*. For information about starting and using Management Console modules, see Working in the Management Console in Chapter 1 of the *Cisco Service Path Analyzer User Guide*.

## Backing Up and Restoring the Path Analyzer Database

This section describes how to purge, backup, and restore the Path Analyzer database.

### Purging the Database

You may want to purge your database to reduce its size before you back it up. Periodic maintenance of your Cisco Path Analyzer database frees space for new data and allows you to store historical data in a safe location where you can restore it when you need it. If you do not configure periodic purges of data, your Path Analyzer system automatically notifies you when you have used 80% of the total disk space available.

For instructions on purging your Cisco Path Analyzer database, see Chapter 10: Managing Your Path Analyzer Database in the *Cisco Service Path Analyzer System Administration Guide*.

### Backing Up the Database

To backup the database from the GUI client:

- 
- Step 1** Type **CLI driver**.
- Step 2** Type **ps runtime export all/<pathname>/<databasename>.tar**.

Where:

- *<pathname>* = complete path where you want the database .tar file to be stored.
- *<databasename>* = the name you assign to the Path Analyzer database .tar file.

You will receive an export complete message when the process is completed. The amount of time the backup takes will depend on the size of your database.

---

### Restoring the Database

To restore the database from the GUI client:

- 
- Step 1** Type **CLI driver**.
- Step 2** Type **ps runtime export all/<pathname>/<databasename>.tar**.
- Step 3** Where:

- *<pathname>* = complete path where you want the database .tar file to be stored.

- `<dbname>` = the name you assign to the Path Analyzer database .tar file.

Progress messages appear. The amount of time the process takes depends on the size of your database.

**Step 4** When the database is restored, type **network restart** to restart the Path Analyzer.

---

## Replacing or Removing the Software

To replace or remove Path Analyzer software:

### If you are downgrading to an earlier version:

Insert the appropriate ISO CD into your CD-ROM or CD-RW drive. On many computers, the CD-ROM or CD-RW drive is configured as the D: or E: drive.

The file system is removed; the OS is installed; the Path Analyzer version is installed.

### If you want to reuse the computer for another purpose:

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**Step 1** Insert Knoppix or any other operating system CD into your CD-ROM or CD-RW drive. On many computers, the CD-ROM or CD-RW drive is configured as the D: or E: drive.

**Step 2** Then, either:

- Mount the file system and delete all the Path Analyzer files or
  - Install the operating system by reformatting the hard drive.
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## Diagnostics and Troubleshooting

See Chapter 11: System Diagnostics and Troubleshooting in the *Cisco Service Path Analyzer System Administration Guide*.