



## Installing Collection Manager

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This chapter describes how to install Collection Manager and the connected database. The chapter also explains how to run Collection Manager.



**Note**

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For a typical installation and configuration, see the *Collection Manager Quick Start Guide*.

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This chapter includes the following sections:

- [System Requirements, page 3-2](#)
- [How to Install Collection Manager, page 3-8](#)
- [Configuring the External MySQL Server, page 3-16](#)
- [Uninstalling the Sybase Database and Collection Manager Software, page 3-17](#)
- [Upgrading Collection Manager to Version 4.0.x, page 3-18](#)

# System Requirements

The Collection Manager has the following system requirements:

- [Supported Platforms](#), page 3-2
- [Checking System Prerequisites](#), page 3-2
- [Hardware Requirements](#), page 3-3
- [Solaris Requirements](#), page 3-3
- [Red Hat Linux Requirements](#), page 3-6
- [CentOS Linux Requirements](#), page 3-7
- [Distribution Content](#), page 3-7
- [Default Configuration Settings](#), page 3-7

## Supported Platforms

You can install Collection Manager on any of the following platforms:

- Sun SPARC machine (64-bit) running 64-bit versions of Solaris 10. (See the [“Solaris Requirements”](#) section on page 3-3.)
- Intel machine (64-bit) running 64-bit versions of Red Hat Enterprise Linux 5.x, Red Hat Enterprise Linux 6.0, Red Hat Enterprise Linux 6.1, and Red Hat Enterprise Linux 6.2. (See the [“Red Hat Linux Requirements”](#) section on page 3-6.)
- Intel machine (64-bit) running 64-bit versions of CentOS 5.x. (See the [“CentOS Linux Requirements”](#) section on page 3-7.)
- Intel machine (64-bit) running VMware Server or VMware ESX  
VMware-VMvisor-Installer-4.0.0-164009.x86\_64.iso.
- Any Cisco Unified Computing System
- All the configurations use a 32-bit Java Virtual Machine (JVM).



### Caution

Collection Manager must run on a dedicated server. The local database for Collection Manager is also located on that server. You cannot run the Cisco Subscriber Manager or other software applications on the same server that contains the database.



### Note

When using the bundled Sybase database, the server on which you install Collection Manager can have a maximum of 4 CPU cores.

## Checking System Prerequisites

The Collection Manager distribution contains a script, **check\_prerequisites.sh**, located in the `install_scripts` directory. The script helps to determine if a system meets the requirements for installing a Collection Manager and the bundled Sybase database.

```
check_prerequisites.sh [ --sybhome=SYBHOME ] [ --cmhome=CMHOME ] [ --datadir=DATADIR ]
```

Table 3-1 provides a list of the `check_prerequisites.sh` script options.

**Table 3-1** *check\_prerequisites.sh* Script Options

<code>--sybhome=SYBHOME</code>	Intended home directory for Sybase installation
<code>--datadir=DATADIR</code>	Intended data directory for Sybase data files (for the Datadir installation method)
<code>--cmhome=CMHOME</code>	Intended home directory for Collection Manager installation

The main prerequisites checked are:

- CPU speed
- Amount of RAM
- Operating System version (Solaris 10, Red Hat Enterprise Linux 5 or 6)
- Additional required and optional packages
- Free space for the Collection Manager and the Sybase database
- Names for all network interface cards (NICs)
- Sybase kernel parameters
- Locale and time zone formats
- Number of huge pages required by Sybase on Red Hat Enterprise Linux.

## Hardware Requirements

The minimum hardware requirements for Collection Manager are:

- 500-MHz CPU
- One GB RAM per CPU
- Hard disk:
  - One hard disk (18 GB minimum)
  - For bundled installations, a second hard disk of at least 30 GB is recommended to store Sybase data.
- 100BASE-T network interface



**Note**

The minimum hardware requirements apply only to small deployments. Medium or large deployments have higher hardware requirements. Your network design expert is the best source of information on the required hardware for a particular deployment.

## Solaris Requirements

Install Collection Manager Release 3.1.0 or later on Sun SPARC Machines:

- [Software and Environment, page 3-4](#)

- [Setting the Locale and Time Zone, page 3-5](#)

## Software and Environment

Collection Manager requires the following software version when running on Solaris:

- Solaris 10—Patch level 10 is recommended
- Solaris Core Installation.
- Install the additional packages, as shown in [Table 3-2](#).

**Table 3-2 Additional Packages**

system	SUNWbash	GNU Bourne-Again shell (bash)
system	SUNWgzip	The GNU Zip (gzip) compression utility
system	SUNWzip	The Info-Zip (zip) compression utility
system	SUNWlibC	Sun Workshop Compilers Bundled libC
system	SUNWlibCx	Sun WorkShop Bundled 64-bit libC

- If you are installing Collection Manager in bundled mode with the Sybase database, install the package shown in [Table 3-3](#).

**Table 3-3 SUNWipc Package**

system	SUNWipc	Interprocess Communication
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- (Optional) You can install the packages listed in [Table 3-4](#) (for sysadmin applications such as sys-unconfig).

**Table 3-4 Optional Packages**

system	SUNWadmap	System administration applications
system	SUNWadmc	System administration core libraries

- You can download these packages from <http://www.sunfreeware.com/>  
The root (/) partition must have at least 104 MB of free space to install these packages.
- At least 8 GB free on the partition for Collection Manager. (This memory is used for CSV storage and persistent buffers.)
- At least 3 GB free on one partition for the Sybase home directory (for installations with bundled Sybase).
- For bundled installations, a second hard disk of at least 30 GB is recommended to store Sybase data.

- Free space on one partition to hold the desired size of the Sybase data and logs (for installations with bundled Sybase). You can configure memory size during installation.
- The FTP server requires listening to port 21 so that the SCA Reporter can authenticate the server.
- All the IP addresses configured for the machine NICs require hostnames associated with them in the `/etc/hosts` or in another active naming service. The requirement is for installations with the bundled Sybase database. Verification is required for an installation due to a limitation of the Sybase Adaptive Server Enterprise.
- Use the `set_shmmax.sh` script to configure the kernel memory for installations with the bundled Sybase. The script is located under `install-scripts/`.
- At startup ,you must load the IPC module by inserting the following lines in the file `/etc/system`:  

```
forceload: sys/shmsys
```
- If you are using database periodic delete, enable the `scmscm` user to schedule and run cron jobs.

## Setting the Locale and Time Zone

- For correct Collection Manager and Sybase operation, use the locale U.S. English.  
Add the following line in the `/etc/TIMEZONE` configuration file to set the locale:

```
LANG=en_US
```




---

**Note** Restart Collection Manager to change to this configuration.

---

To use the U.S. English locale, Collection Manager must be running on the Solaris operating system. Verify that the locale is installed by ensuring that the directory `/usr/lib/locale/en_US` exists. If the directory does not exist, install the locale files from the Solaris CDs.

- Setting the OS time zone as an offset from GMT in POSIX format is not recommended, and can lead to problems. Set the time zone in the `/etc/TIMEZONE` configuration file by country (supported) name, as in the following example.

```
TZ=Japan
```

Verify that the country name is supported as a time zone setting by ensuring that it is listed in the directory `/usr/share/lib/zoneinfo`.

If you must use GMT offset, use the zoneinfo format by prepending the prefix `:Etc/`, as in the following example:

```
TZ=:Etc/GMT+5
```

## Red Hat Linux Requirements

The following information applies to running the Collection Manager using Red Hat Linux.

- [Software and Environment, page 3-6](#)
- [Setting the Locale and Time Zone, page 3-7](#)

### Software and Environment

Collection Manager Version 4.0.0 requires the following software when running on Red Hat Linux:

- Red Hat Linux 5.x:
  - kernel-2.6.18-8.el5
  - glibc-2.5-12
  - compat-libstdc++-33-3.2-61
  - Minimum patch level required—Update 5.8 and earlier.
- Red Hat Enterprise Linux 6.x

### Installing Red Hat Linux

For Red Hat Linux installations, perform the following steps:

- Apply the latest recommended patches from Red Hat.
- Reserve at least 8 GB on the partition where you want to install Collection Manager.  
Collection Manager uses this disk space for CSV storage and persistent buffers.
- If you are using database periodic delete, enable the scm scm user to schedule and run cron jobs.
- If you use Red Hat Enterprise Linux 6.x, confirm that the desired database is compatible with Red Hat Enterprise Linux 6.x.



#### Note

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Red Hat Enterprise Linux 6.x does not support the Collection Manager bundled Sybase database.

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### Installing Red Hat Linux and the Sybase Database Bundled with the Collection Manager



#### Note

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Red Hat Enterprise Linux 6.x does not support the Sybase database bundled with the Collection Manager.

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For installations with the Sybase database bundled with the Collection Manager, perform the following steps:

- Install the compat-libstdc++ package. This package is available on the Red Hat installation CD.
- Install the current Sybase patches.
- Reserve at least 1 GB on one of the partitions for the Sybase home directory.
- Verify that all the configured IP addresses for the machine NICs have hostnames associated with them in the **/etc/hosts** or in another active naming service. This action is required due to a limitation of Sybase Adaptive Server Enterprise.
- Use the set\_shmmax.sh script (located under the install-scripts/) to configure the kernel memory.

## Setting the Locale and Time Zone

For correct Collection Manager and Sybase operation, use the locale U.S. English (en\_US).

## CentOS Linux Requirements

Install Collection Manager Version 4.0.0 on a 64 bit machine. Collection Manager requires the following software version when running on CentOS:

- CentOS Linux 5.x:
  - kernel-2.6.18-8.el5
  - glibc-2.5-12
  - compat-libstdc++-33-3.2.3-61

**Note**

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CentOS is supported only on Collection Manager software Release 3.6.5 and later.

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## Distribution Content

Collection Manager installation kit contains scripts for installing Collection Manager and the Sybase database.

It also contains:

- Scripts to support file gathering
- Scripts for periodic Sybase maintenance

## Default Configuration Settings

Configure the settings for Collection Manager during installation.

These settings include:

- Adapters to enable and their locations
- Priority Queue parameters
- Target adapters for each type of RDR (by RDR tag value)
- Various logging policies

**Note**

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Permit only qualified personnel to change these settings.

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# How to Install Collection Manager

This section describes how to install Collection Manager Version 3.1.0 or later and the Sybase database:

- [Getting Collection Manager Software, page 3-8](#)
- [Collection Manager Software Ports, page 3-9](#)
- [Installing the Bundled Sybase Database, page 3-9](#)
- [Installing the Collection Manager Software, page 3-12](#)



**Note**

You can install the Collection Manager on Solaris, Red Hat Linux, or CentOS Linux.

## Getting Collection Manager Software

To download Collection Manager software:

- Step 1** Go to the Cisco Product/Technology Support Download Software page for the Cisco Service Control Collection Manager at:

<http://www.cisco.com/cisco/software/release.html?mdfid=279573187&flowid=7155&softwareid=282767641&release=4.0.0&relind=AVAILABLE&rellifecycle=&reltype=latest>



**Note**

Optionally, you can go to the same Cisco Service Control Collection Manager software download page from Cisco.com by navigating to **Cisco Product/Technology Support > Download Software > Service Exchange > Cisco Service Control > Cisco Service Control Management Suite > Cisco Service Control Collection Manager**.

- Step 2** Enter your Cisco CCO password when prompted.
- Step 3** Download the SCMS-CM Installation software package for your specific operating system. Specific software packages may consist of a single download or consecutive multiple downloads. If there is a single file package, go to [Step 5](#).
- Step 4** If there are consecutive multiple downloads, move the downloaded files to the target machine and join them into a single .tar file.

For example:

```
# cat cm_part1 cm_part2 >/usr/tmp/cm_full_package.tar
```

- Step 5** Extract the complete package into a temporary directory.

For example:

```
# mkdir /usr/tmp/cm_install_temp
# cd /usr/tmp/cm_install_temp
# tar xvf ../cm_full_package.tar
```



## Collection Manager Software Ports

Table 3-5 describes the TCP/UDP ports on which Collection Manager software and associated components (such as the Sybase database) listen. This table helps a network administrator to understand the behavior of the software and its adherence to security policies.

**Table 3-5** Ports on Which Collection Manager Listens Constantly

Port Number	Description
33000	The SCE devices use this port to send RDRs for data collection.
33001	Internal collection manager. <b>Note</b> Access is required only from the local machine; external access can be blocked.
9092	HTTP technician interface.
4100	Sybase database connectivity through ODBC or JDBC. Required for access to the database (for installations with bundled Sybase).
1099—1120	RMI. Used as the management interface between the data collector and the Service Control management server.
22000	FTP server of Collection Manager. <b>Note</b> FTP transactions can listen on other ports (22001 to 22100) for data transfer. The protocol negotiates the port number.
7787	Internal logging of the management user log. <b>Note</b> Access is required only from the local machine; external access can be blocked.
14375	The Cisco SCA BB console uses this port to send symbol definitions (values.ini) to Collection Manager.

The device listens constantly on the ports in the table. If you cannot enable access on these port numbers, certain operations can fail. Some operations (such as file transfer) cause a device to temporarily open ports other than the listed ports. However, these ports close automatically when the operation that opens additional ports ends.

## Installing the Bundled Sybase Database

If you do not want to install Sybase (for example, when working in unbundled mode), see the [“Installing the Collection Manager Software”](#) section on page 3-12.



**Note**

Sybase is supported only on Red Hat Enterprise Linux 5.x, CentOS 5.x, and Solaris 10.



**Note**

The maximum size for the bundled Sybase database is 50 GB. Use an external database for databases over 50 GB.




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**Note** Installing the Sybase database can take as many as 3 hours.

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**Note** You can install Collection Manager with the bundled Sybase database on a server with a maximum of four CPU cores. This is a limitation of the Sybase license.

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During installation, if you want to reverse the Sybase installation actions (for example, if an installation is interrupted because of a power failure), do the following:

1. Log in as the root user.
2. Run the `/install-scripts/uninstall.sh --sybase [datadir]` script.

The optional `[datadir]` option removes the sybase data files.

## Actions the `installsyb.sh` Script Performs During Installation

The `installsyb.sh` script installs the Sybase database. The script performs the following actions:

- Verifies the **shm** setting for Sybase in the `/etc/system` (for Solaris) or the `/etc/sysctl.conf` file (for Red Hat Linux). If the setting is not there, the script inserts it and reboots (after prompting you).
- Adds a user Sybase and group Sybase.
- Runs the Sybase installer for your platform.
- Builds a Sybase server that includes Sybase users and passwords.
- Starts Sybase.
- Runs SQL scripts to create Collection Manager database structure. This process is lengthy and requires restarting Sybase several times.

## Prerequisites

Log in as the root user and make the distribution kit contents available on your system or local network.

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**Step 1** Change directory to **Sybase** in the distribution kit root.




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**Note** Before starting the upgrade, make sure 1 GB of free memory is available for the Sybase.

---

**Step 2** Run the `installsyb.sh` script.

```
installsyb.sh --sybhome=SYBHOME {-datadir=DATADIR}
```

- SYBHOME is the home directory of the Sybase user (have 4 GB free for Solaris and 3 GB free for Linux)
- Select one of the following data location options:
  - Specify `--datadir=DATADIR`, where DATADIR is a directory in which to store all Sybase data. Use a location in a partition in which at least 15 GB is free.

- If you specify a DATADIR, all Sybase data is stored as normal files in that directory. The default sizes are 10 GB for data, 3 GB for logs, and 2 GB for the temporary storage of Sybase. During the installation process, ownership of the directory changes to the Sybase user.
- A fresh install requires an empty "DATADIR" directory.

**Note**

Upgrade option upgrades the installed Sybase version 15.0.2 to Sybase 15.0.3 in the same directory. System JRE should be version 1.6 or later while using Sybase version 15.0.3.

**Note**

Using an external database, such as MySQL or Oracle, requires creating a schema and DB USER with the required privileges. Reconfigure Collection Manager to the database using the `~scmscm/scripts/dbconf.sh` script option.

## Upgrading the Bundled Sybase Database

Starting from SCE Release 4.0.0, you can upgrade the bundled Sybase database.

**Note**

Sybase is supported only on Red Hat Enterprise Linux 5.x, CentOS 5.x, and Solaris 10.

### Actions the `installsyb.sh` Script Performs During an Upgrade

The `installsyb.sh` script upgrades the Sybase database. The script performs the following actions:

- Checks the existence of user Sybase and group Sybase.
- If the User exists, and the Sybase is running as the existing user, the script stops the Sybase server.
- Runs the Sybase installer for the platform.
- Starts Sybase.

### Prerequisites

Log in as the root user and make the distribution kit contents available on your system or local network. To upgrade the existing bundled Sybase database to version 15.0.3:

**Step 1** Change directory to **Sybase** in the distribution kit root.

**Note**

Before starting the upgrade, make sure 1 GB of free memory is available for the Sybase.

**Step 2** Run the `installsyb.sh` script.

```
installsyb.sh --upgrade
```

- The upgrade option upgrades the installed Sybase version 15.0.2 to Sybase version 15.0.3 in the same directory.

**Note**


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System JRE should be version 1.6 or later while using Sybase version 15.0.3.

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## Installing the Collection Manager Software

This section describes how to install Collection Manager.

### Information About the `install-cm.sh` Script

To install Collection Manager server, use the `install-cm.sh` script.

#### `install-cm.sh` Options

The usage message for the `install-cm.sh` script is:

```
Usage: install-cm.sh [-h] (-d CMDIR | -o)
```

```
Options: -d CMDIR  select directory for ~scmscm
              (must not exist and must be on 8 GB free partition)
        -o  upgrade the existing installation
              while preserving the current configuration
              (can't be used with -d)
        -h  print this help and exit
```

Description of the options:

`-d CMDIR`

```
Used to designate the directory of the newly created
scmscm user's home. Should be the name of a
non-existing directory, whose parent resides on a
partition where at least 8 GB is free.
As an alternate to this option, you can specify -o :
```

`-o`

```
Use this option when you wish to upgrade the existing
installation while preserving the current configuration.
(can't be used with -d)
```

#### Actions `install-cm.sh` Performs

The `install-cm.sh` script performs the following actions:

- If needed, creates an `scmscm` user and a `scmscm` group.
- Optionally, creates the home for this user
- Populates the home of `scmscm` with Collection Manager files and scripts
- Installs the extra component private JRE in the `~scmscm/cm/lib` library.
- Creates boot script symbolic links for the Sybase and `scmscm` users in `/etc/init.d` and `/etc/rcX.d`

**Note**


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All Collection Manager scripts run in the Bash shell environment. No other shells are supported.

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- 
- Step 1** Change the directory to install-scripts under the distribution kit root.
- Step 2** Run the install-cm.sh script.
- After running the script, a user-driven configuration manager presents options for the basic configuration of Collection Manager.
- Step 3** Choose whether to enable the verbose mode. If enabled, verbose mode displays a detailed installation log on the console. The default value is **no**.
- ```
Do you want to enable verbose mode (for detailed installation) (yes/no)[no]:
```
- Step 4** You can choose to set up the Collection Manager database at the time of installation or configure it at a later time. The default value is **yes**.
- ```
Would you like to configure the database? (yes/no)[yes]:
```
- Step 5** If you choose to configure Collection Manager database:
- Select the number corresponding to the relational database management system of the connecting database:
 

```
Enter the DB type:
1 - Oracle
2 - MySQL
3 - Sybase
4 - exit
Enter your choice:
```
  - Enter the following server information or press **enter** to leave at the default shown.
 

```
Enter DB server host (default localhost):
Enter DB server listening port (default port no) :
Enter DB server instance id (default schema) :
Enter DB schema user name (default user_id) :
Enter DB schema user password (default password):
Do you want to test the DB connection? (yes/no):
Please answer using "yes" or "no"
```
- If you chose **yes**, the following text appears:
- ```
Testing the DB connection...
PASS:db is up
DB connection succeeded.
Updating the time zone...
```
- NOTE: The user name created for SCMS-CM is scmscm. You may want to set a password for this account now.
- Step 6** Restart Collection Manager for the database configuration to take effect.
- Step 7** To start Collection Manager, choose **yes**:
- ```
Would you like to start CM now? (yes/no)[yes]:
```
- The most basic installation of Collection Manager software is done.
- Step 8** (Optional) Set a password.
- Run the following command to set the password for the scmscm user:
- ```
passwd scmscm
```




---

**Note** Be sure to record the password that you choose.

---

**Step 9** (Optional) Increase the amount of memory allocated to the TA adapter.

An application that uses the TA adapter may require an increase in the amount of allocated memory. The need to increase memory depends on the number of subscribers Collection Manager manages. To increase the memory allocation:

- a. Open the file `~scmscm/cm/config/cm.conf`.
- b. Locate the setting containing **TAAdapter** in the `[adapter_mem]` section.
- c. Change the default value (512 MB) to a larger value.  
For example, to allocate 1024 MB of memory, set the value to **-Xmx1024M**.
- d. Save and close the file.

**Note**

For information about calculating the TA Adapter memory, see the [“TA Adapter Memory Requirements” section on page 2-9](#).

**Step 10** (Optional) Increase the amount of memory allocated to the RAG adapter.

An application that uses the RAG adapter can require an increase in the amount of allocated memory. The need to increase memory depends on the number of subscribers Collection Manager manages and on the RAG Adapter configuration. To change the setting:

- a. Open the file `~scmscm/cm/config/cm.conf`.
- b. Locate the setting containing **RAGAdapter** in the `[adapter_mem]` section.
- c. Change the default value (512 MB) to a larger value.  
For example, to allocate 1024 MB of memory, set the value to **-Xmx1024M**.
- d. Save and close the file.

**Note**

To use an external database, configure a *dbpack* to connect Collection Manager to the database. See [Chapter 5, “Managing Databases and the Comma-Separated Value Repository”](#) for instructions.

**Note**

The `app_conf_dir` values of the JDBC (`jdbcadapter.conf`) and TA (`taadapter.conf`) adapter configuration files point to the most recent directory of the desired applications by default.

**Note**

On Red Hat Enterprise Linux, make sure that `scmscm` user has read permission to generate the Cisco Service Control Collection Manager support files along with the `/var/log/messages*` files.

**Step 11** (Optional) Increase the amount of memory allocated to the Custom adapter. The default value is 512 MB.

Applications that use Custom adapter may require more memory allocated, depending on the number of subscribers the Cisco Service Control Collection Manager manages and on the Custom Adapter configuration.

To change the allocated memory:

- a. Open the file `~scmscm/cm/config/cm.conf`.
- b. Locate the setting containing **CustomAdapter** in the `[adapter_mem]` section.

- c. Change the default value to a higher value. For example, to allocate 1024 MB of memory, set the value to `-Xmx1024M`.
- d. Save and close the file.

**Step 12** (Optional) Install and activate the periodic delete procedures for the database tables.

(For information about configuring the behavior of periodic delete, see the [“Managing the Periodic Deletion of Old Records”](#) section on page 5-3.)



**Note**

---

If reports are sent to the database, and you do not install and activate the periodic delete procedures, the second disk might overflow.

---

- a. Install the periodic delete procedures.

Log in as the `scmscm` user, start Collection Manager. Wait 1 - 2 minutes for the creation of the database tables. Run the script:

```
~scmscm/db_maint/create_periodic_del_procs.sh
```

- b. Activate the automatic invocation of the periodic delete procedures by running the following command:

```
~scmscm/scripts/dbperiodic.sh --load
```

**Step 13** Start Collection Manager by running the `~scmscm/cm/bin/cm start`.

The script performs the following actions:

- Starts all the adapters enabled in Collection Manager.
  - Populates the `IMEI_DEVICETYPE` table with default values. This occurs when the table is not created and no records exist in the table.
  - Populates the `OSFP_TYPES` table with default values upon starting or restarting Collection Manager if the OSFP detection is enabled.
-

## Configuring the External MySQL Server

You can configure Collection Manager to operate with an external server operating the MySQL Server 4.1 software or the MySQL Server 5.0 software. To do this, log in to the MySQL Server and manually create a schema and a user with necessary privileges before configuring Collection Manager.

Log in to the server using root privileges and execute the following MySQL commands to create `pqb_admin` with root privileges:

```
create database apricot;

create user 'pqb_admin' identified by 'pqb_admin';

grant all privileges on *.* to 'pqb_admin'@'localhost' identified by 'pqb_admin' with
grant option;

grant all privileges on *.* to 'pqb_admin'@'<CM_server_IP>' identified by 'pqb_admin' with
grant option;

grant all privileges on *.* to 'pqb_admin'@'%' identified by 'pqb_admin' with grant
option;
```

This set of privileges will grant root privilege to the `pqb_admin` user. Redefine user privileges to restrict user access.



# Uninstalling the Sybase Database and Collection Manager Software

The following sections describe how to uninstall the Sybase database and Collection Manager:

- [Uninstalling Sybase, page 3-17](#)
- [Uninstalling Collection Manager Software, page 3-17](#)

## Uninstalling Sybase

To uninstall the Sybase database, perform the following steps:

- 
- Step 1** Log in to the Collection Manager as the root user.
- Step 2** Uninstall Sybase.
- Change the directory to install-scripts under the distribution kit root directory, and enter:
- ```
./uninstall.sh --sybase [datadir]
```
- [datadir] value is optional. If the [datadir] option is entered, the Sybase data files are removed.
- Step 3** Edit the /etc/system file for Solaris or the /etc/sysctl.conf file for Red Hat Linux and remove the Sybase shmем setting.
- 

## Uninstalling Collection Manager Software

To uninstall Collection Manager software, perform the following steps:

- 
- Step 1** Log in as the root user.
- Step 2** Uninstall Collection Manager software.
- Change the directory to install-scripts under the distribution kit root directory, and enter:
- ```
./uninstall.sh --cm
```
-

# Upgrading Collection Manager to Version 4.0.x

You can upgrade to Cisco Service Control Collection Manager Release 4.0.x from Cisco Service Control Collection Manager Release 3.7.2 and later. To upgrade to Release 4.0.x from a version earlier than 3.7.2, you must first upgrade to version 3.7.2.

To upgrade the CM:RDR database with 4.0.x compatibility, perform the following steps:

---

**Step 1** Download the Collection Manager software, as described in the [Getting Collection Manager Software](#), page 3-8.

**Step 2** Change directory to install-scripts under the distribution kit root.

**Step 3** Log in as the scmscm user, stop the Collection Manager server:

```
$ ~scmscm/cm/bin/cm stop
```

**Step 4** Log in as **root** user, run the **install-cm.sh** script:

```
# ./install-cm.sh -o
```

After running the script, a user-driven configuration manager presents options to configure the Cisco Service Control Collection Manager.

**Step 5** Choose whether to enable the verbose mode. If enabled, verbose mode displays a detailed installation log on the console. The default value is *no*.

```
Do you want to enable verbose mode (for detailed installation) (yes/no) [no]: no
```

**Step 6** Choose whether you want to upgrade the Cisco Service Control Collection Manager tables to the latest schema. The default value is *yes*.

```
Do you want to upgrade the CM Tables to latest Schema? (It will take time if the table have huge data) (yes/no) [yes]: yes
```



**Note**

You must upgrade the tables to the latest schema before starting the Collection Manager process. If the **no** option is selected, you must run the `~scmscm/scripts/upgradeRDRTTables.sh` script as a `scmscm` user manually. After the upgrade, when the Collection Manager comes up for the first time, the database tables that are new in Version 4.0.x are created automatically.

**Step 7** (Optional) Choose whether to start the Cisco Service Control Collection Manager. The default value is *yes*. If you do not want to start the Cisco Service Control Collection Manager, choose *no*.

```
Would you like to start CM now? (yes/no) [yes]: yes
```



**Note**

If you enter *no*, manually start the Cisco Service Control Collection Manager using the `~scmscm/cm/bin/cm start` command.

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