



CHAPTER 2

Installing and Uninstalling QPM

This chapter contains the following topics:

- [Ports Used by QPM, page 2-1](#)
- [Order of Installation on Windows, page 2-2](#)
- [Installing Common Services on Windows, page 2-2](#)
- [Installing QPM on Windows, page 2-4](#)
- [Uninstalling QPM on Windows, page 2-6](#)
- [Verifying QPM Installation, page 2-7](#)
- [Re-installing QPM, page 2-7](#)

Ports Used by QPM

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

- 51099—JNDI lookup port
- 51199—JRMP lookup port
- 51299—Admin page port
- 43460—Database port
- 49156—EMS database port
- 51399—PDP port
- 61162—SNMP port for RMON traps

For information about the ports used by CiscoWorks Common Services, see the *Installing and Getting Started With CiscoWorks LAN Management Solution 3.1*.

You can also go to:

http://www.cisco.com/en/US/docs/net_mgmt/cisoworks_lan_management_solution/3.1/install/guide/IGSG31.html

Order of Installation on Windows

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

1. CiscoWorks Common Services 3.2
2. QoS Policy Manager 4.1

Installing Common Services on Windows

For information regarding the prerequisites for installing Common Services 3.2, see [Installation Prerequisites, page 1-4](#).

Installation Notes for Common Services 3.2

Note the following before you install Common Services 3.2:

- Close all applications before running Common Services installation.
- Run the installation from a local DVD or a local hard drive to avoid errors due to slow network performance.
- Install Common Services on a system that has a static IP address.
- Ensure that Windows Management Instrumentation (WMI) services are not running. If they are running they may lock some CiscoWorks processes and may terminate the installation.
- Ensure that the IIS services are disabled. If IIS services are enabled, the application cannot be installed.
- Do not install Common Services and CiscoSecure Access Control Server (ACS) on the same machine. This is because ACS mandates CiscoWorks to be configured as an AAA client in it for CiscoWorks to avail AAA service.

You cannot configure ACS as an AAA client as required when ACS and CiscoWorks co-exist. Hence the configuration required for ACS integration will fail.

- Disable the virus scan software on your system. You can restart it after installation is complete.
- Disinfect your system and end any Internet Explorer processes that are not responding. If you run the Common Services installer or uninstaller on a system that is infected with a virus or has an Internet Explorer process that has stopped responding, the installation or uninstallation process might stop unexpectedly.
- If you are running HP OpenView Network Node Manager or NetView, the installation might take significantly longer to complete.

Stop all HP OpenView Network Node Manager or NetView services before installing Common Services.

- If your system does not have enough disk space, you will see an error message that the installation system is running out of disk space.

You can either free up the disk space on the system and restart the installation, or click **Cancel** and exit the installation.

- Do not select an encrypted directory. Common Services does not support directory encryption.
- Do not install from a network drive as this will take a longer time to install CiscoWorks applications.

Installing Common Services 3.2.

To install Common Services 3.2 on Windows:

-
- Step 1** Insert the QPM DVD into the DVD drive.
- Step 2** Select **Start > Run**, and enter `d:\cs_3_2_installation\Windows_K9\CS_3_2_K9.exe`, where *d* is your DVD drive.
- The Installer window appears.
- Step 3** Click **Install** to continue.
- The Welcome screen appears.
- Step 4** Click **Next** to continue.
- The Software License Agreement dialog box appears.
- Step 5** Click **Accept** to accept the license agreement and proceed with the installation or
- Click **Do Not Accept** to deny the agreement and stop the installation,
- If you select **Accept**, and continue with the installation, the installation program checks the name lookup and Dynamic Host Configuration Protocol (DHCP).
 - If static IP address is not configured on your system, the DHCP-Enabled Network Adapters dialog box appears. Click **Yes** to continue installation.
- The Setup Type dialog box appears.
- Step 6** Click **Next** to continue after you select the desired installation mode as Typical.
- The installation program checks dependencies and component requirements.
- The System Requirements dialog box appears with the system requirements, available space in the drive and Temp Directory (*%TEMP%*), and available memory.
- If your system does not meet the requirements, a warning appears:
System memory is less than the minimum requirement, which may affect performance.
 - If the drive does not have enough space, an error message appears:
There is not enough space in drive drive name.
Please free some space on drive name.
 - If your system does not have the minimum CPU speed, a warning appears:
Warning: Current CPU speed is less than the minimum requirement, which may affect performance.
 - If your system does not have the minimum swap space, a warning appears:
Warning: Current swap space is less than the minimum requirement, which may affect performance.
- Step 7** Click **Next** to continue installation.
- The Change Admin Password dialog box appears.
- Step 8** Enter the user admin password and confirm it.
- Step 9** Click **Next** to continue installation.
- The Change System Identity Account Password dialog box appears.

Step 10 Enter the System Identity Account password and confirm it.

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

Step 11 Click **Next** to continue installation.

If you are installing Common Services 3.2 on a system for the first time, the Create casuser dialog box appears after you enter the System Identity Account password.

- Click **No** to exit the installation and create casuser yourself and rerun the installation. Casuser is the user who administers and maintains CiscoWorks Server, without having administrative privileges.
- Click **Yes** to allow the installation program to create the local user casuser.

If you select **Yes** and continue with the installation, the Summary dialog box appears, displaying the summary of settings for the installation.

- If you want to view passwords and other security sensitive data, click **Show Details**. The Show Details button is visible only if Common Services has been installed as one of the options.

If you click Show Details, the Security Alert dialog box appears.

- Click **Yes** in the Security Alert dialog box to view the Summary page with the passwords and other security sensitive data.

You can select and copy the data from the Summary page.

- Click **Hide Details** to hide the details.

If you want to change any settings, click **Back**.

Step 12 Click **Next** to continue.

The installation proceeds.

If you are installing from a network drive, the installation might take longer to complete. This happens especially for CiscoView device packages.

The Restart dialog box appears after installation completes.

Step 13 Select **Yes** and click **Finish**.

Your Windows machine has CS 3.2 installed successfully.

For more information on installing Common Services 3.2 on Windows, see the *Installation and Setup Guide for Common Services 3.2 on Windows*.

Installing QPM on Windows

QPM is automatically installed in the CiscoWorks Common Services installation folder. The default location is *SystemDrive*:\Program Files\CSCOpX, where *SystemDrive* is the Windows operating system installed directory.

Before You Begin

- Ensure that CiscoWorks Common Services 3.2 is installed on your computer before you begin to install QPM.
- Verify the TCP ports that QPM uses and check for conflicts with existing applications. See [Ports Used by QPM, page 2-1](#).
- If you are upgrading from QPM 4.0 or 4.0.x, see [Chapter 4, “Upgrading and Migrating QPM.”](#)

To install QPM 4.1 on Windows:

-
- Step 1** Insert the QPM DVD into your DVD drive.
We recommend that you do not install QPM from a network DVD drive.
- Step 2** Select **Start > Run**, and enter `d:\QPM_4_1_installation\Windows_K9\QPM_4_1_K9.exe`, where *d* is your DVD drive.
The Installer window appears.
- Step 3** Click **Install** to continue.
The Welcome window appears.
- Step 4** Click **Next** to continue.
The Software License Agreement window appears.
- Step 5** Click either:
- **Yes** to accept the license agreement and proceed with the installation,
- Or
- **No** to deny and stop the installation.
- The System Requirements window appears.
- Step 6** Check whether your system meets the requirements and click **Next** to continue.
The Summary window appears with the summary of settings for the installation.
- Step 7** Click **Next** to continue.
The Licensing Information dialog box appears (Please minimize all other windows if you do not find this dialog box).
- If you have a license for QPM, click **License File Location** and specify the location of the license file.
 - If you want to evaluate the product before purchasing a license, click **Evaluation Only**.
- Step 8** Click **Next** to continue.
The Details of Licenses Installed popup appears.
- Step 9** Click either:
- **Yes** if you want to add incremental license packs,
- Or
- **No** if you have completed adding licenses.
- The Setup Complete window appears.
- Step 10** Click **Finish** to complete the installation.
You must restart your computer before you begin to work with QPM. The QPM services start automatically whenever you start your computer.



Note Remove the QPM DVD before you restart your computer.

Notes

- Before you begin to work with QPM, ensure you have the correct user permissions. If you intend to work with ACS device groups and user permissions, configure settings in ACS and CiscoWorks as described in [Chapter 3, “Setting Up the QPM Server.”](#)
- After setup is complete, verify the QPM installation. See [Verifying QPM Installation, page 2-7](#) for details.
- If you encounter problems while installing QPM, stop the installation and reinstall the product using the QPM 4.1 installation DVD. Also see [Appendix A, “Troubleshooting QPM Installation.”](#)

Uninstalling QPM on Windows

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

**Note**

The license details will get deleted during QPM 4.1 uninstallation. You should add the license file again during the subsequent installation.

If you want the current QPM 4.1 application data to be used after uninstallation, you should backup the QPM application data before you proceed with the uninstallation. See [Backing Up CS and QPM Application Data, page 4-4](#) for details.

To uninstall QPM you can use either of these two methods:

Method 1

-
- Step 1** Select **Start > Programs > Cisco QoS Policy Manager> Uninstall CiscoQoS Policy Manager**.
The Uninstalling **Cisco QoS Policy Manager** window appears.
- Step 2** Deselect all check boxes except QoS Policy Manager, in the list of applications
- Step 3** Click **Change/Remove**.
The QPM uninstallation process starts, and QPM is removed from your computer.
- Step 4** Restart your computer.
- Step 5** Ensure that the QPM directory under the CiscoWorks Common Services install directory, that is, *Common Services-install-directory\MDC\qpm*, has been completely deleted.
-

Method 2

-
- Step 1** Select **Start > Settings > Control Panel > Add/Remove Programs**.
The Add/Remove Programs window opens.
- Step 2** Select **Cisco QoS Policy Manager** and click **Change/Remove**.
- Step 3** Go to the Uninstallation dialog box and deselect the check boxes for the applications you do not want to uninstall. Leave **QoS Policy Manager** selected.
- Step 4** Click **Next**.
The QPM uninstallation process starts, and QPM is removed from your computer.

- Step 5** Restart your computer.
- Step 6** Ensure that the QPM directory under the CiscoWorks Common Services install directory, that is, *Common Services-install-directory\MDC\qpm*, has been completely deleted.
-

Verifying QPM Installation

QoS Policy Manager is accessed from the CiscoWorks Homepage.

To verify QPM installation:

-
- Step 1** Go to your web browser and start CiscoWorks.
- The default URL is *http://QPMinstall:1741*, where *QPMinstall* is the name of the computer with the QPM installation.
- The CiscoWorks Homepage appears.
- Step 2** Verify that the browser you are using is a supported version, and that JavaScript and cookies are enabled. If they are not enabled, change your browser preferences to enable them.
- Step 3** Log into CiscoWorks with your username and password.
- The CiscoWorks Homepage appears.
- Step 4** Click **QoS Policy Manager** in the QoS Policy Management panel.
- QPM opens in a separate browser window.
- If you encounter problems starting QPM, see [Appendix A, “Troubleshooting QPM Installation”](#) for possible causes and solutions.
-

Re-installing QPM

QPM 4.1 supports re-installation. This allows you to troubleshoot any accidental corruption of files during installation.

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

- No additional license is required to perform re-installation of QPM 4.1
- The already existing license will get restored during re-installation
- QPM data gets backed up automatically (at the location *NMSROOT\temp\QPM4.1.0_reinstallbackup*) during re-installation. You should run the **restorebackup.pl** utility to import this data back to QPM 4.1. See [Restoring CS and QPM Application Data, page 4-4](#) for details.

