



Preparing for the Installation

This chapter covers any tasks that you have to perform before installing Cisco Prime IP Express.

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Installation Checklist

This section explains the procedures you must follow to install Cisco Prime IP Express.

Before you perform the installation or upgrade, ensure that you are prepared by reviewing this checklist:

Table 1: Installation Checklist

Task	Checkoff
Does my operating system meet the minimum requirements to support Cisco Prime IP Express 8.3.7? (See the System Requirements section.)	<input type="checkbox"/>
Does my hardware meet the minimum requirements? (See the System Requirements section.)	<input type="checkbox"/>
If necessary, have I excluded Cisco Prime IP Express directories and subdirectories from virus scanning? (See the Backup Software and Virus Scanning Guidelines, on page 3 section.)	<input type="checkbox"/>
On Windows, are other applications closed, including any virus-scanning or automatic-backup software programs? Is the Debugger Users group included in the Local Users and Groups?	<input type="checkbox"/>
Do I have the proper software license? (See the License Files section.)	<input type="checkbox"/>
Am I authorized for the administrative privileges needed to install the software?	<input type="checkbox"/>
Does the target installation server have enough disk space?	<input type="checkbox"/>
Is this a new installation or an upgrade?	<input type="checkbox"/>

Task	Checkoff
Is the cluster mode of operation regional or local?	<input type="checkbox"/>
Is this a full or client-only installation?	<input type="checkbox"/>
Is the Java Runtime Environment (JRE) 1.6 or later, or the equivalent Java Development Kit (JDK), installed on the system? If so, where?	<input type="checkbox"/>
Should the web UI use an HTTP or HTTPS connection, or both?	<input type="checkbox"/>
Am I upgrading from an earlier version of Cisco Prime IP Express? If so:	<input type="checkbox"/>
<ul style="list-style-type: none"> • Are there any active user interface sessions? 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Is my database backed up? 	<input type="checkbox"/>
<ul style="list-style-type: none"> • Am I upgrading from a supported version (Cisco Prime IP Express 8.2 and later)? 	<input type="checkbox"/>

Before You Begin

Verify that you are running a supported operating system and that your environment meets all other current system requirements (see [System Requirements](#)).

To upgrade the operating system:

1. Use the currently installed Cisco Prime IP Express release to complete any configuration changes in progress, so that the existing database is consistent before you perform the upgrade.
2. Back up your database. The installation program tries to detect configuration data from an earlier installation and will upgrade the data.
3. Upgrade your operating system.

Obtaining Cisco Prime IP Express License Files

When you purchase Cisco Prime IP Express 8.3.7, you receive a FLEXlm license file in an e-mail attachment from Cisco, after you register the software.

You must copy the license file to a location which will be accessible during the regional cluster installation before you attempt to install the software. The installation process will ask you for the location of the license file.

To obtain a license file:

1. Read the Software License Claim Certificate document packaged with the software.
2. Note the Product Authorization Key (PAK) number printed on the certificate.
3. Log into one of the websites described on the certificate, and follow the registration instructions. The PAK number is required for the registration process.

You should receive the license file through e-mail within one hour of registration.

A typical license file might look like:

```
INCREMENT base-system cisco 8.3.7 permanent uncounted \
VENDOR_STRING=<Count>1</Count> HOSTID=ANY \
NOTICE="<LicFileID>20110919130037832</LicFileID><LicLineID>4</LicLineID> \
<PAK></PAK><CompanyName></CompanyName>" SIGN=521EA9F0925C
```

Running Other Protocol Servers

You cannot run the Cisco Prime IP Express DNS, CDNS, DHCP servers concurrently with any other DNS, DHCP servers. If the Cisco Prime IP Express installation process detects that a conflict exists, it displays a warning message.

On Windows systems, use one of the following methods to change the configuration from the Service Control Manager:

- Stop the Cisco Prime IP Express protocol server that conflicts with the Microsoft protocol server by using the Stop function in one of the user interfaces.
- Change the Microsoft servers from a Startup Type of Automatic to Manual or Disabled.

If you want to disable a protocol server and prevent the Cisco Prime IP Express server from starting automatically after a system reboot, use the **server { dns | cdns | dhcp | } disable start-on-reboot** command in the CLI.

Backup Software and Virus Scanning Guidelines

If you have automatic backup or virus scanning software enabled on your system, exclude the Cisco Prime IP Express directories and their subdirectories from being scanned. If they are not excluded, file locking issues can corrupt the databases or make them unavailable to the Cisco Prime IP Express processes. If you are installing on the default locations, exclude the following directories and their subdirectories:



Note In this documentation set, when *install-path* is used, it refers to all or part of the installation paths that were specified when installing. Cisco Prime IP Express

- Windows—
 - install-path*\data (for example, C:\CiscoPrimeIPExpress\Local\data and C:\CiscoPrimeIPExpress\Regional\data)
 - install-path*\logs (for example, C:\CiscoPrimeIPExpress\Local\logs and C:\CiscoPrimeIPExpress\Regional\logs)

Server Event Logging

System activity begins logging when you start Cisco Prime IP Express. The server maintains all the logs by default in the following directories:

- Windows—Local cluster: C:\CiscoPrimeIPExpress\Local\logs;

Regional cluster: C:\CiscoPrimeIPExpress\Regional\logs

**Caution**

In Windows, to avoid losing the most recent system Application Event Log entries if the Event Log fills up, use the Event Viewer system application and check the **Overwrite Events as Needed** check box in Event Log Settings for the Application Log. If the installation process detects that this option is not set properly, it displays a warning message advising corrective action.

Modifying ACLs in Windows Installations

The Cisco Prime IP Express installation program for Windows does not try to modify ACLs to restrict access to the installed files and directories. If you want to restrict access to these files and directories, use the native Microsoft utilities—**cacls** and **icacls**—to manually change file and directory permissions.

If you decide to manually change ACLs, we recommend that you control the settings so that the contents of the entire installation area are read-only to everyone except those in the Administrators system group.

The following files and sub directories contain data that you may want only the Administrators system group to access:

- *installdir*\conf\cnr.conf
- *installdir*\tomcat\conf\server.xml
- *installdir*\conf\priv\
- *installdir*\data\

Modifying the ACLs is strictly optional, and Cisco Prime IP Express will function normally without making any changes to them. See the documentation supplied by Microsoft for information about how to use the **cacls** and **icacls** utilities