



## CHAPTER 8

# Installing Cisco Prime Network Clients

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This chapter covers the typical installation of the following Cisco Prime Network client applications on your client machine:

- Cisco Prime Network Vision
- Cisco Prime Network Events
- Cisco Prime Network Administration
- Cisco Prime Network Workflow
- Cisco Prime Network Activation Wizard Builder

This chapter includes:

- [Cisco Prime Network Client Installation Overview, page 8-1](#)
- [Installing the Cisco Prime Network Client Using Java Web Start Technology, page 8-2](#)
- [Installing the Cisco Prime Network Client Using Client Installation Executables, page 8-3](#)
- [Starting Clients, page 8-5](#)

## Cisco Prime Network Client Installation Overview

The Cisco Prime Network client installation depends upon whether you installed Cisco Prime Network as part of the Cisco Prime IP NGN Suite. This is determined by the question, “Is Prime Network installed as part of a suite?” during the Cisco Prime Network installation. If you answered Yes and provided the suite server information during the installation, you do not need to complete the procedures in this section. To launch Cisco Prime Network clients as part of the Cisco Prime IP NGN Suite, see “Configuring Domain Managers as Suite Components” in the *Cisco Prime Central 1.1 Quick Start Guide*.

To install Cisco Prime Network clients in standalone mode, you can install them using the client installation executable from the Cisco Prime Network DVD or gateway server, or you can launch Cisco Prime Network clients from the gateway using the Java Web Start technology.

Installing the clients using the client installation executable installs the full Cisco Prime Network client applications on the client machine in one installation and does not link the Cisco Prime Network clients to a specific gateway. Using the Java Web Start technology launches the Cisco Prime Network clients from the gateway and does not require you to run the client installation executable. This installation links Cisco Prime Network clients to specific gateways.

Advantages of using the Java Web Start process include:

- No manual client install or uninstall will be required in the future.
- Upgrades are fully automated for the current and future Cisco Prime Network releases. In contrast, using the client install executable requires you to uninstall all clients before installing a future release.
- A single Cisco Prime Network application can be removed whereas the client installation removes all client applications during uninstall.

Installing clients using the Java Web Start technology will generally be preferred when you will access only one gateway and JRE 6 is available on the client PC (or can be installed).

Clients installed using an installation executable might be preferred when you must access multiple gateways and one shortcut to each Cisco Prime Network application is more convenient than multiple ones.

## Installing the Cisco Prime Network Client Using Java Web Start Technology

This section tells you how to install the Cisco Prime Network clients using the Java Web Start technology. To install the clients using Java Web Start technology:

**Step 1** Verify that Java 1.6 or later is installed on your computer. If not, do not continue. Download Java 1.6 from the Java download site: <http://www.java.com>, then return to this procedure.

**Step 2** Log into the gateway by entering:

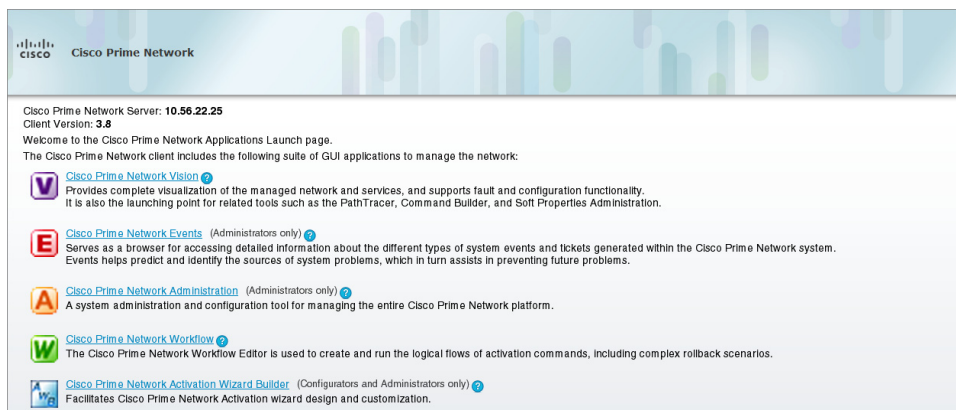
`http://gateway-host-ip:6080/ana/services/install/install/webstart.html`

Where *gateway-host-IP* is the gateway host name or IP address. The Cisco Prime Network Applications Launch page appears (Figure 8-1).



**Note** The web browser option is available only if the gateway is up.

**Figure 8-1** Cisco Prime Network Applications Launch Page



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- Step 3** Click the Cisco Prime Network application link that you want to download.
- Step 4** Download the .jnlp file and open this file with Java(TM) Web Start Launcher.
- Step 5** Accept the security warning and click **Run**. The client application jar files are downloaded and the Cisco Prime Network application will start.
- Step 6** Enter the gateway username and password, then click **OK**.  
The Cisco Prime Network login window appears with the server IP address automatically populated.
- Step 7** After the first Java Web Start application launch, a shortcut menu is added to the Start menu under the gateway IP address or hostname. Use this shortcut menu to launch the application for subsequent usage.



**Note** If you want to launch a client at a different gateway, repeat this procedure at the other gateway.

## Installing the Cisco Prime Network Client Using Client Installation Executables

This section provides procedures for installing the Cisco Prime Network client from the DVD or by downloading the client executable from the server. Before starting the installation, verify that:

- The Cisco Prime Network “Disk 1: New Install” DVD is available. (See [Installation DVDs, page 1-1](#).)
- There is IP connectivity between the gateway and the client workstation that you are about to install.



### Caution

Before you install the Cisco Prime Network 3.9 client, uninstall any previous version. If you want to retain the information from a previous client, move the previous client to another directory. For information on uninstalling clients, see [Uninstalling a Cisco Prime Network Client, page 12-4](#).

The client installation wizard guides you step-by-step through the client installation process.

- Step 1** Use either of the following options to begin the client installation:
- Insert “Disk 1: New Install” in the DVD drive. The client installation wizard launches automatically and the Welcome window is displayed.  
If the client installation wizard does not launch automatically, browse to the DVD directory and launch the client (Cisco\_Prime\_Network\_webstart.exe) executable.
  - Open a web browser and download the client installation executable from <http://gateway-IP-address:6080/ana/services/install/install/index.html>, where *gateway-IP-address* is the IP address of the newly installed gateway. After the download is complete, launch the Cisco\_Prime\_Network\_webstart.exe executable. The client installation wizard launches and the Welcome window is displayed.



**Note** The web browser option is available only if the gateway is up.

**Step 2** Click **Next**. The Destination Location window is displayed.



**Note** The default installation location is C:\Cisco Systems\Prime Network\.

If you are installing on Windows 7, do not install the Cisco Prime Network clients in the Program Files folder. Only Windows administrators can run the clients if they are installed in that folder.

**Step 3** To change the default installation location, click **Browse** and choose the preferred installation directory.

**Step 4** After choosing the required directory, click **OK**, or click **Cancel** to return to the default installation location.

**Step 5** Click **Next** to accept the installation directory location.

The Select Components window is displayed. This window provides options to:

- Overwrite any older or existing version of Java with a new version of Java.
- Install Cisco Prime Network Vision and Cisco Prime Network Events.
- Install the management tools:
  - Cisco Prime Network Administration
  - Cisco Prime Network Workflow (which is based on LiquidBPM from Autonomy, Inc.)

**Step 6** Verify that the **JAVA Runtime** check box is checked. Choose additional options according to your preference, then click **Next**.

The Select Program Manager Group window is displayed.



**Note** Cisco Prime Network is the default Program Manager group. Cisco Prime Network overwrites any existing icons. You should add a version number to the Program Manager group; for example, Cisco Prime Network 3.9.

**Step 7** If you want to change the default Program Manager group, enter your preference.

**Step 8** Click **Next**. The Start Installation window is displayed.

**Step 9** Click **Next** to start the installation. The Installing window is displayed.

**Step 10** When the installation is complete, choose the options displayed in the final installation window, according to your preference:

- Create “Quick Launch” icons—Create a Quick Launch icon for Cisco Prime Network Vision and Cisco Prime Network Administration on the Quick Launch toolbar.
- Launch Cisco Prime Network Vision—Immediately launch Cisco Prime Network Vision.

**Step 11** Click **Finish**.

After the client installation is finished, use Cisco Prime Network Administration to complete the deployment of Cisco Prime Network. For information, see the [Cisco Prime Network 3.9 Administrator Guide](#).

# Starting Clients

For detailed information on starting and working with Cisco Prime Network Administration, see the [Cisco Prime Network 3.9 Administrator Guide](#).

For detailed information on starting and working with Cisco Prime Network Vision and Cisco Prime Network Events, see the [Cisco Prime Network 3.9 User Guide](#).

As you launch Cisco Prime Network clients, keep the following in mind:

- The first-time launch of a client might take a minute or two while the jars are downloaded. Subsequent launches will take 5-10 seconds.
- If you encounter latency problems, close any other applications running on the desktop.
- When you launch the client, if you receive an error that says you are using a noncompliant Java version, you must reinstall the client. See [Installing the Cisco Prime Network Client Using Client Installation Executables, page 8-3](#).
- When you launch the client, the following message is displayed if the server and client have different versions of the launcher.jar file, and no other Cisco Prime Network applications are running:

```
An automatic upgrade of the Prime Network installer is required to connect to the
specified server. The application will restart after the upgrade has completed.
```

Click **OK**. The installer upgrades automatically to the same launcher.jar version as the server, and the login process continues.

- If you try to launch a Cisco Prime Network 3.9 using a Cisco ANA 3.7.x client, an Cisco Prime Network Client Not Compatible error is displayed. Install the Cisco Prime Network client using the [“Installing the Cisco Prime Network Client Using Java Web Start Technology” procedure on page 8-2](#) or [“Installing the Cisco Prime Network Client Using Client Installation Executables” procedure on page 8-3](#).
- If you encounter a problem in opening a Prime Network application, try to regenerate the application files at the Prime Network server by logging in Prime Network gateway and execute the script **clientregpacker.sh** located at NETWORKHOME/ Main/Scripts.
- When you launch the client, a message is displayed if another Cisco Prime Network application is running, accessing *host1*. The client that is being launched tries to access *host2*. If *host1* and *host2* have different launcher.jar versions, the following message is displayed:

```
Another Prime Network client accessing a different server is open on your computer.
This additional Prime Network client will open using the same installer version as the
currently open Prime Network client.
```

Click **OK**. The client launches with the same launcher.jar as *host1*'s launcher.jar file, but different from *host2*'s launcher.jar file. Consequently, the GUI might not match the host code. When you relaunch Cisco Prime Network when the client launcher.jar is not already in use, the client launcher.jar file updates to the *host2*'s launcher.jar file.

The default location of the client launcher.jar file is C:\Cisco Systems\Prime Network\.

The default location of the host launcher.jar file is Main/webstart/jars.

