



## CHAPTER 2

# Managing Gateways and Units Using the Command Line Interface

---

The following topics tell you how to manage Cisco Prime Performance Manager gateways and units using the command line interface.

- [Logging in as the Root User, page 2-1](#)
- [Starting Prime Performance Manager Gateways and Units, page 2-1](#)
- [Stopping Prime Performance Manager Gateways and Units, page 2-3](#)
- [Restarting Gateways and Units, page 2-4](#)
- [Viewing Gateway and Unit Status, page 2-6](#)
- [Viewing the Gateway and Unit Prime Performance Manager Version, page 2-8](#)

## Logging in as the Root User

To start or stop Prime Performance Manager gateways and units you must be logged in as the root user. To log in as the root user:

```
login: root  
Password: root-password
```

If you are already logged in, but not as the root user, use the **su** command to change your login to root:

```
# su  
# Password: root-password
```



**Caution**

As the root user, you can harm your operating environment if you are not aware of the effects of the commands that you use. If you are an inexperienced UNIX user, limit your root user activities to the tasks described in this guide.

---

## Starting Prime Performance Manager Gateways and Units

Before you start a Prime Performance Manager gateway or unit, verify that:

- You have IP connectivity to the Prime Performance Manager gateway and unit.
- The unit server has IP connectivity to the devices that you want to monitor.

- SNMP is enabled on each device.
- If you will run Y.1731 and Ethernet Flow Point reports, devices must have Telnet and SSH enabled.

Prime Performance Manager includes a gateway and a unit component. You must start both components. If the gateway and unit are installed on the same machine, the ppm start command will start the gateway and unit automatically.

**Note**

During Prime Performance Manager, the installer allows you to start the gateway and unit after Prime Performance Manager is installed. These procedures only need to be performed if you did not start the gateway and unit after installation, or you stopped the gateway and unit for other reasons.

Complete the following steps to start a Prime Performance Manager gateway and unit if the unit is installed on the same machine as the gateway.

**Step 1** Log in as the root user. See [Logging in as the Root User, page 2-1](#).

**Step 2** To start the gateway and unit (if installed), enter:

```
/opt/CSCOppm-gw/bin/ppm start
```

The gateway components are started:

```
Starting Prime Performance Manager Gateway App Server...
-- Prime Performance Manager Gateway Launch      Server IS Started.
-- Prime Performance Manager Gateway Database     Server IS Started.
-- Prime Performance Manager Gateway Naming       Server IS Started.
-- Prime Performance Manager Gateway MessageLog   Server IS Started.
-- Prime Performance Manager Gateway DataServer   Server IS Started.
-- Prime Performance Manager Gateway JSP         Server IS Started.
Prime Performance Manager Gateway App Server IS Started.
```

If a unit is installed on the same machine, the unit components are started:

```
Starting Prime Performance Manager Unit App Server...
-- Prime Performance Manager Unit Launch          Server IS Started.
-- Prime Performance Manager Unit Database        Server IS Started.
-- Prime Performance Manager Unit Naming         Server IS Started.
-- Prime Performance Manager Unit MessageLog     Server IS Started.
-- Prime Performance Manager Unit DataServer     Server IS Started.
-- Prime Performance Manager Unit JSP            Server IS Started.
Prime Performance Manager Unit App Server IS Started.
```

The gateway web component is started and web URL is displayed:

```
Starting Prime Performance Manager Gateway Web      Server On Port 4440...
-- Prime Performance Manager Gateway Web         Server IS Started.
Connect Web Browser To Gateway:
  http://gatewayhostname:4440
```

If any gateway or unit component is not started, a message similar to the following appears:

```
-- Prime Performance Manager Gateway Launch      Server NOT Started.
```

The message can be displayed for any gateway or unit component. If it appears, review the sgmConsoleLog.txt to determine the cause and apply the appropriate fixes. sgmConsoleLog.txt is located in the /opt/CSCOppm-gw/logs/ or /opt/CSCOppm-unit/logs directories.

Complete the following steps to start a Prime Performance Manager unit installed on a machine separate from the gateway:

**Step 1** log into the unit server as the root user. See [Logging in as the Root User, page 2-1](#).

**Step 2** To start the unit, enter:

```
/opt/CSCOppm-unit/bin/ppm start
```

The unit components are started:

```
Starting Prime Performance Manager Unit App Server...
-- Prime Performance Manager Unit Launch      Server IS Started.
-- Prime Performance Manager Unit Database     Server IS Started.
-- Prime Performance Manager Unit Naming       Server IS Started.
-- Prime Performance Manager Unit MessageLog   Server IS Started.
-- Prime Performance Manager Unit DataServer   Server IS Started.
-- Prime Performance Manager Unit JSP         Server IS Started.
Prime Performance Manager Unit App Server IS Started.
```



**Note**

The ppm start command starts the gateway and automatically starts the unit if it is installed on the same machine. This occurs regardless of whether you initiate the command from the gateway install directory (/opt/CSCOppm-gw/bin/) or the unit install directory /opt/CSCOppm-unit/bin/. If the gateway and unit are installed on the same machine and you want to start only the gateway, enter **ppm start gateway**. Similarly, if you want to start only the unit, enter **ppm start unit**.

## Stopping Prime Performance Manager Gateways and Units

Complete the following steps to stop a Prime Performance Manager gateway and unit if the unit is installed on the same machine as the gateway:

**Step 1** Log in as the root user. See [Logging in as the Root User, page 2-1](#).

**Step 2** To stop the gateway, enter:

```
/opt/CSCOppm-gw/bin/ppm stop
```

The gateway components are stopped:

```
Stopping Prime Performance Manager Gateway App      Server...
-- Prime Performance Manager Gateway App           Server Stopped.
Stopping Prime Performance Manager Gateway Launch   Server...
-- Prime Performance Manager Gateway Launch        Server Stopped.
Stopping Prime Performance Manager Gateway Web      Server...
-- Prime Performance Manager Gateway Web           Server Stopped.
```

If a unit is installed on the same server as the gateway, the unit components are stopped:

```
Stopping Prime Performance Manager Unit App        Server...
-- Prime Performance Manager Unit App              Server Stopped.
Stopping Prime Performance Manager Unit Launch     Server...
-- Prime Performance Manager Unit Launch          Server Stopped.
```

Depending on how quickly the gateway and unit can be shut down, you might see the following messages indicating additional time is needed to shut down the unit components:

```
Waiting for Prime Performance Manager Unit App Server to stop [10 more ]
Waiting for Prime Performance Manager Unit App Server to stop [9 more ]
Waiting for Prime Performance Manager Unit App Server to stop [8 more ]
Waiting for Prime Performance Manager Unit App Server to stop [7 more ]
```

**Note**

The `ppm stop` command stops the gateway and automatically stops the unit if it is installed on the same machine. This occurs regardless of whether you initiate the command from the gateway install directory (`/opt/CSCOppm-gw/bin/`) or the unit install directory `/opt/CSCOppm-gw/bin/`. If the gateway and unit are installed on the same machine and you want to stop only the gateway, enter **`ppm stop gateway`**. Similarly, if you want to stop only the unit, enter **`ppm stop unit`**.

Complete the following steps to stop a Prime Performance Manager unit installed on a machine separate from the gateway:

**Step 1** log into the unit as the root user. See [Logging in as the Root User, page 2-1](#).

**Step 2** To stop the unit, enter:

```
/opt/CSCOppm-unit/bin/ppm stop
```

The unit components are stopped:

```
Stopping Prime Performance Manager Unit App      Server...
-- Prime Performance Manager Unit App      Server Stopped.
Stopping Prime Performance Manager Unit Launch  Server...
-- Prime Performance Manager Unit Launch  Server Stopped.
```

## Restarting Gateways and Units

Complete the following steps to start a Prime Performance Manager gateway:

**Step 1** Log in as the root user. See [Logging in as the Root User, page 2-1](#).

**Step 2** To restart the gateway and unit (if installed), enter:

```
/opt/CSCOppm-gw/bin/ppm restart
```

First, the gateway components are stopped:

```
Stopping Prime Performance Manager Gateway App    Server...
-- Prime Performance Manager Gateway App    Server Stopped.
Stopping Prime Performance Manager Gateway Launch Server...
-- Prime Performance Manager Gateway Launch Server Stopped.
Stopping Prime Performance Manager Gateway Web    Server...
-- Prime Performance Manager Gateway Web    Server Stopped.
```

If a unit is installed on the same server as the gateway, the unit components are stopped:

```
Stopping Prime Performance Manager Unit App      Server...
-- Prime Performance Manager Unit App      Server Stopped.
Stopping Prime Performance Manager Unit Launch  Server...
```

```
-- Prime Performance Manager Unit Launch Server Stopped.
```

Depending on how quickly the gateway and unit can be shut down, you might see the following messages indicating additional time is needed to shut down the unit components:

```
Waiting for Prime Performance Manager Unit App Server to stop [10 more ]
Waiting for Prime Performance Manager Unit App Server to stop [9 more ]
Waiting for Prime Performance Manager Unit App Server to stop [8 more ]
Waiting for Prime Performance Manager Unit App Server to stop [7 more ]
```

Next, the gateway components are started:

```
Starting Prime Performance Manager Gateway App Server...
-- Prime Performance Manager Gateway Launch      Server IS Started.
-- Prime Performance Manager Gateway Database     Server IS Started.
-- Prime Performance Manager Gateway Naming       Server IS Started.
-- Prime Performance Manager Gateway MessageLog   Server IS Started.
-- Prime Performance Manager Gateway DataServer   Server IS Started.
-- Prime Performance Manager Gateway JSP         Server IS Started.
Prime Performance Manager Gateway App Server IS Started.
```

If a unit is installed on the same machine, the unit components are started:

```
Starting Prime Performance Manager Unit App Server...
-- Prime Performance Manager Unit Launch          Server IS Started.
-- Prime Performance Manager Unit Database        Server IS Started.
-- Prime Performance Manager Unit Naming          Server IS Started.
-- Prime Performance Manager Unit MessageLog      Server IS Started.
-- Prime Performance Manager Unit DataServer      Server IS Started.
-- Prime Performance Manager Unit JSP             Server IS Started.
Prime Performance Manager Unit App Server IS Started.
```

The gateway web component is started and web URL is displayed:

```
Starting Prime Performance Manager Gateway Web      Server On Port 4440...
-- Prime Performance Manager Gateway Web          Server IS Started.
Connect Web Browser To Gateway:
http://gatewayhostname:4440
```



#### Note

The ppm restart command restarts the gateway and automatically restarts the unit if it is installed on the same machine. This occurs regardless of whether you initiate the command from the gateway install directory (/opt/CSCOppm-gw/bin/) or the unit install directory /opt/CSCOppm-gw/bin/. If the gateway and unit are installed on the same machine and you want to restart only the gateway, enter **ppm restart gateway**. Similarly, if you want to restart only the unit, enter **ppm restart unit**.

Complete the following steps to restart a Prime Performance Manager unit installed on a machine separate from the gateway:

**Step 1** log into the unit server as the root user. See [Logging in as the Root User, page 2-1](#).

**Step 2** To restart the unit, enter:

```
/opt/CSCOppm-unit/bin/ppm restart
```

The unit components are stopped:

```
Stopping Prime Performance Manager Unit App      Server...
-- Prime Performance Manager Unit App           Server Stopped.
Stopping Prime Performance Manager Unit Launch  Server...
```

```
-- Prime Performance Manager Unit Launch Server Stopped.
```

Then the unit components are started:

```
Starting Prime Performance Manager Unit App Server...
-- Prime Performance Manager Unit Launch      Server IS Started.
-- Prime Performance Manager Unit Database     Server IS Started.
-- Prime Performance Manager Unit Naming       Server IS Started.
-- Prime Performance Manager Unit MessageLog   Server IS Started.
-- Prime Performance Manager Unit DataServer   Server IS Started.
-- Prime Performance Manager Unit JSP         Server IS Started.
Prime Performance Manager Unit App Server IS Started.
```

## Viewing Gateway and Unit Status

Use the ppm status command to view the status of a Prime Performance Manager gateways and units. Gateway and unit component status will be either running or not running. Should a component have a not running status, view the sgmConsoleLog.txt to determine the cause. sgmConsoleLog.txt is located in the /opt/CSCOppm-gw/logs/ or /opt/CSCOppm-unit/logs directories.

Complete the following steps to view the gateway and unit status:

- 
- Step 1** Log in as the root user or admin user. See [Logging in as the Root User, page 2-1](#).
- Step 2** To view the status of the gateway and unit, if the unit is installed on the same machine as the gateway, enter:

```
/opt/CSCOppm-gw/bin/ppm status
```

The gateway status is displayed, for example:

```
=====
Prime Performance Manager Gateway Version:      1.1.0.6
Prime Performance Manager Gateway Build Date:  Tue Nov 15 02:03 EST 2011
Prime Performance Manager Gateway Install Date: Sat Nov  5 04:49 EDT 2011
Prime Performance Manager Gateway IP Address:  nnn.nnn.nnn.nnn
Prime Performance Manager Gateway SSL Support:  Installed [Disabled]
=====
sgmMsgLogServer:    1.1.0.6  Tue Nov 15 02:01 EST 2011
sgmDataServer:      1.1.0.6  Tue Nov 15 02:01 EST 2011
=====
Prime Performance Manager Gateway Web  Server IS Running.
Prime Performance Manager Gateway App  Server IS Running.
-- Prime Performance Manager Gateway Database      Server IS Running.
-- Prime Performance Manager Gateway Naming         Server IS Running.
-- Prime Performance Manager Gateway MessageLog     Server IS Running.
-- Prime Performance Manager Gateway DataServer     Server IS Running.
-- Prime Performance Manager Gateway JSP           Server IS Running.
-- Prime Performance Manager Gateway Launch         Server IS Running.
Last Restart:
Sat Nov  5 04:51:47 EDT 2011

Linux Uptime:
16:31:23 up 329 days,  9:24,  1 user,  load average: 1.12, 1.30, 1.28

Current Time: 2011/11/06 16:31:23 EST
```

If a unit is installed on the same machine, the unit status is displayed, for example:

```
=====
```

```

Prime Performance Manager Unit Version:      1.1.0.6
Prime Performance Manager Unit Build Date:  Tue Nov 15 02:03 EST 2011
Prime Performance Manager Unit Install Date: Sat Nov  5 04:51 EDT 2011
Prime Performance Manager Unit IP Address:  nnn.nnn.nnn.nnn
Prime Performance Manager Unit SSL Support:  Installed [Disabled]
=====
sgmMsgLogServer:    1.1.0.6   Tue Nov 15 02:01 EST 2011
sgmDataServer:     1.1.0.6   Tue Nov 15 02:01 EST 2011
=====
Prime Performance Manager Unit Web  Server  IS  Running.
Prime Performance Manager Unit App  Server  IS  Running.
-- Prime Performance Manager Unit Database      Server  IS  Running.
-- Prime Performance Manager Unit Naming         Server  IS  Running.
-- Prime Performance Manager Unit MessageLog     Server  IS  Running.
-- Prime Performance Manager Unit DataServer     Server  IS  Running.
-- Prime Performance Manager Unit JSP           Server  IS  Running.
-- Prime Performance Manager Unit Launch        Server  IS  Running.
Last Restart:
Sat Nov  5 05:04:55 EDT 2011
Linux Uptime:
16:31:30 up 329 days,  9:24,  1 user,  load average: 1.17, 1.30, 1.28

Current Time: 2011/11/06 16:31:30 EST

```

Complete the following steps to view the status of a unit installed on a machine separate from the gateway:

**Step 1** log into the unit server as the root or admin user. See [Logging in as the Root User, page 2-1](#).

**Step 2** To view the status of the unit, enter:

```
/opt/CSCOppm-unit/bin/ppm status
```

The unit status is displayed, for example:

```

=====
Prime Performance Manager Unit Version:      1.1.0.6
Prime Performance Manager Unit Build Date:  Tue Nov 15 02:03 EST 2011
Prime Performance Manager Unit Install Date: Sat Nov  5 04:51 EDT 2011
Prime Performance Manager Unit IP Address:  nnn.nnn.nnn.nnn
Prime Performance Manager Unit SSL Support:  Installed [Disabled]
=====
sgmMsgLogServer:    1.1.0.6   Tue Nov 15 02:01 EST 2011
sgmDataServer:     1.1.0.6   Tue Nov 15 02:01 EST 2011
=====
Prime Performance Manager Unit Web  Server  IS  Running.
Prime Performance Manager Unit App  Server  IS  Running.
-- Prime Performance Manager Unit Database      Server  IS  Running.
-- Prime Performance Manager Unit Naming         Server  IS  Running.
-- Prime Performance Manager Unit MessageLog     Server  IS  Running.
-- Prime Performance Manager Unit DataServer     Server  IS  Running.
-- Prime Performance Manager Unit JSP           Server  IS  Running.
-- Prime Performance Manager Unit Launch        Server  IS  Running.
Last Restart:
Sat Nov  5 05:04:55 EDT 2011
Linux Uptime:
16:31:30 up 329 days,  9:24,  1 user,  load average: 1.17, 1.30, 1.28

Current Time: 2011/11/06 16:31:30 EST

```

**Note**

The `ppm status` command provides the gateway and unit status if the unit is installed on the same machine. This occurs regardless of whether you initiate the command from the gateway install directory (`/opt/CSCOppm-gw/bin/`) or the unit install directory `/opt/CSCOppm-gw/bin/`. If the gateway and unit are installed on the same machine and you want to view only the gateway status, enter **`ppm status gateway`**. Similarly, if you want to view only the unit status, enter **`ppm status unit`**.

## Viewing the Gateway and Unit Prime Performance Manager Version

Complete the following steps to view the gateway and unit Prime Performance Manager version:

- Step 1** Log in as the root user or admin user. See [Logging in as the Root User, page 2-1](#).
- Step 2** To view the Prime Performance Manager version installed on the gateway and unit, if the unit is installed on the same machine as the gateway, enter:

```
/opt/CSCOppm-gw/bin/ppm version
```

The gateway version details are displayed, for example:

```
=====
Prime Performance Manager Gateway Version:      1.1.0.6
Prime Performance Manager Gateway Build Date:  Tue Nov 15 02:03 EST 2011
Prime Performance Manager Gateway Install Date: Sat Nov  5 04:49 EDT 2011
Prime Performance Manager Gateway IP Address:  nnn.nnn.nnn.nnn
Prime Performance Manager Gateway SSL Support:  Installed [Disabled]
=====

sgmMsgLogServer:   1.1.0.6   Tue Nov 15 02:01 EST 2011
sgmDataServer:    1.1.0.6   Tue Nov 15 02:01 EST 2011

Current time is: 2011/11/06 17:42:57 EST
```

If the unit is installed on the same machine, the unit version details are displayed, for example:

```
=====
Prime Performance Manager Unit Version:        1.1.0.6
Prime Performance Manager Unit Build Date:    Tue Nov 15 02:03 EST 2011
Prime Performance Manager Unit Install Date:  Sat Nov  5 04:51 EDT 2011
Prime Performance Manager Unit IP Address:    nnn.nnn.nnn.nnn
Prime Performance Manager Unit SSL Support:   Installed [Disabled]
=====

sgmMsgLogServer:   1.1.0.6   Tue Nov 15 02:01 EST 2011
sgmDataServer:    1.1.0.6   Tue Nov 15 02:01 EST 2011

Current time is: 2011/11/06 17:42:58 EST
```



To view the Prime Performance Manager version on a unit installed on a machine separate from the gateway:

**Step 1** log into the unit server as the root or admin user. See [Logging in as the Root User, page 2-1](#).

**Step 2** To view the Prime Performance Manager version installed on the unit, enter:

```
/opt/CSCOppm-unit/bin/ppm version
```

The unit Prime Performance Manager version is displayed, for example:

```
=====
Prime Performance Manager Unit Version:      1.1.0
Prime Performance Manager Unit Build Date:  Tue Nov 15 02:03 EST 2011
Prime Performance Manager Unit Install Date: Sat Nov  5 04:51 EDT 2011
Prime Performance Manager Unit IP Address:   nnn.nnn.nnn.nnn
Prime Performance Manager Unit SSL Support:  Installed [Disabled]
=====

sgmMsgLogServer:    1.1.0 Tue Nov 15 02:01 EST 2011
sgmDataServer:     1.1.0 Tue Nov 15 02:01 EST 2011

Current time is: 2011/11/06 17:42:58 EST
=====
```



**Note**

The ppm version command provides the Prime Performance Manager gateway and unit version if the unit is installed on the same machine. This occurs regardless of whether you initiate the command from the gateway install directory (/opt/CSCOppm-gw/bin/) or the unit install directory /opt/CSCOppm-gw/bin/. If the gateway and unit are installed on the same machine and you want to view only the Prime Performance Manager version installed on the gateway, enter **ppm version gateway**. Similarly, if you want to view only the Prime Performance Manager version installed on the unit status, enter **ppm version unit**.

## Limiting Client Access to Servers

Following Prime Performance Manager installation, all client IP addresses can connect to the gateway. You can limit client access to the server by creating the ipaccess.conf file and entering the client IP addresses that want to give access to the gateway. Prime Performance Manager allows connections from only those clients and the local host.

If the file exists but is empty, Prime Performance Manager allows connections only from the local host. (Prime Performance Manager always allows connections from the local host.)

Complete the following steps to create the ipaccess.conf file and add the client IP addresses that you want to allow access to the gateway:

**Step 1** Log into Prime Performance Manager server as the root user.

**Step 2** Change to the bin directory:

```
cd /opt/CSCOppm-gw/bin
```

**Step 3** Create the `ipaccess.conf` file:

- To create the `ipaccess.conf` file and add a client IP address to the list, enter:

```
./ppm ipaccess add
```

- To create the `ipaccess.conf` file and open the file to edit it directly, enter:

```
./ppm ipaccess edit
```

By default, the `ipaccess.conf` file is located in Prime Performance Manager `/opt/CSCOppm-gw/etc` installation directory. If you installed Prime Performance Manager in a different directory, then the default directory is located in that directory.

**Step 4** Add the `ipaccess.conf` entries:

- Begin comment lines with a pound sign (#).
- Lines without a pound sign are Prime Performance Manager client IP addresses. Enter one address per line.
- Wildcards (\*) are allowed, as are ranges (for example, 1-100). For example, if you enter the address `*.*.*.*`, all clients can connect to Prime Performance Manager server.

**Step 5** After you create the `ipaccess.conf` file, you can use the full set of Prime Performance Manager `ipaccess` keywords to work with the file. The keywords are:

- `clear`—Remove all client IP addresses from the `ipaccess.conf` file and allow connections from any Prime Performance Manager client IP address.
- `list`—List all client IP addresses currently in the `ipaccess.conf` file. If no client IP addresses are listed (that is, the list is empty), connections from any Prime Performance Manager client IP address are allowed.
- `rem`—Remove the specified client IP address from the `ipaccess.conf` file.
- `sample`—Print out a sample `ipaccess.conf` file.

For more information, see [ppm ipaccess](#), page B-26.

**Step 6** After `ipaccess.conf` entries are complete, you must restart the gateway for the changes to take effect. See [Restarting Gateways and Units](#), page 2-4.