

Downloading Device Packages to a UNIX Host

Support for new devices can be added to CiscoView any time after the initial installation. To add device support, go to Cisco Connection Online (CCO), the Cisco Systems online support channel.

If you do not have Internet access, you can skip this chapter. To receive updated packages, you can order the Cisco Network Management Support CD-ROM. The CD contains the latest network management device and application support files. These files are organized into product packages and provide up-to-date management support for the latest Cisco devices for all supported platforms. For ordering information, see your product catalog.

A quick reference version of the instructions in this chapter appears in the installation booklet that accompanies the CD. You can use the booklet if you are familiar with the process of downloading device packages from CCO to the CiscoView platform.

This chapter describes the download process in greater detail than the quick reference and contains the following sections:

- Using CiscoView Packages
- Downloading from CCO
- Downloading via FTP
- Uninstalling an Installed Device Package
- Removing CiscoView

CiscoView device support on CCO consists of packages containing application upgrades, graphics, device descriptions, Management Information Base (MIB) files, and other supporting files. Each package has a Readme file that goes with it. View the Readme file before downloading to ensure that the file works with your configuration. After you add the package file, you can view and manage the hardware device using CiscoView.

Note The CiscoView application files are normally stored in `/opt/CSCOcv` (on Solaris/HP-UX) or `/usr/nms/CVapp` (on AIX). If the temporary directory `/usr/nms/cv_pkgs` does not exist, create it and store all the device packages you download from CCO there. You can use this temporary directory as a reference so that you can compare the version of the package from this directory to the latest version of the device package on CCO. If a later version of the package is available in the CCO, you can upgrade to the latest version by following the procedure described in this document.

You can proceed without having this temporary directory, but the remainder of this document assumes that device tar files downloaded from CCO are stored in the `/usr/nms/cv_pkgs` directory.

CiscoView Packages

There are many device packages bundled in CiscoView. Device packages are upgraded frequently. To ensure that you have the most recent upgrade, verify the version number through CCO. Always check for updated device packages on CCO and make sure that you have the latest device package. The CCO directory contains the latest device code, a Readme file, and the help code for the device. CCO is updated dynamically as changes occur.



Caution Ensure that for new device or application support, you select CiscoView 4.0 or CiscoView 4.1 release packages. You can use existing CiscoView 3.1.1 packages, but they do not support new CiscoView 4.0 features such as stackable device functionality, which are available only with CiscoView 4.0 and later versions.

Downloading from CCO

There are two ways to access Cisco device package files: from CCO or through anonymous FTP. This section describes how to download from CCO incrementally released device package files for use with CiscoView.

System and Software Requirements

Before adding the Cisco device package file to CiscoView, make sure of the following:

- CiscoView 4.1 is properly installed.
- Your system meets the requirements listed in the CD installation booklet.
- Tar is installed on your workstation so that you can extract the device file. Tar is typically preinstalled on UNIX workstations.

Downloading from CCO

The following is an overview of the steps necessary for downloading a device file from CCO. Details about these steps are in the sections that follow.

- 1 Check the CiscoView and device package version.
- 2 Close CiscoView.
- 3 Create a temporary location for downloading device packages.
- 4 Access CCO.
- 5 Download the device package file and save it to the temporary location.
- 6 Untar the downloaded device file (in tar format).
- 7 Install the device package.
- 8 Check the *cvinstall.log* file for errors.

Check the CiscoView and Device Package Versions

Follow these steps to check the version of CiscoView and device packages:

- Step 1** From any directory on your workstation, open CiscoView by entering the CiscoView install directory path and **nmview**.
- Step 2** Select **Help>About CiscoView**. Make sure the version number is 4.0 or later.
To check packages, select **Help>About CiscoView**, click **Packages**. After you verify the package version, compare it with the CCO version to ensure you have the latest upgrade.
- Step 3** Proceed to the next section, “Close CiscoView.”

Close CiscoView



Caution You must close CiscoView before you install a device package. The device package does not install correctly if CiscoView is running during installation.

To close CiscoView, select **File>Exit** from the CiscoView Main window.

Create Temporary Location for Downloading Device Packages

Before you download device packages from CCO, create a *cv_pkgs* directory as a destination directory for the device files. We suggest you download these files to a permanent location, or you can copy them to the CiscoView install directory.

- Step 1** Change to the directory containing the CiscoView application files, for example:

```
cd /usr/nms
```

This guide refers to this directory as *install_directory*.
- Step 2** Create a *cv_pkgs* directory.

```
mkdir /usr/nms/cv_pkgs
```

This creates the directory *cv_pkgs* for storing your package files.

Step 3 Change to the *cv_pkgs* directory.

```
cd /usr/nms/cv_pkgs
```

Access CCO

Using a Web browser, access CCO and read the Readme file to ensure you have the right file. Depending on the type of network access you have, you can log in as either of the following:

- A CCO guest user with a special access code
- A CCO registered user

Logging in As a Guest User and Downloading the Device File

If you are not registered on CCO, you can be granted a special access code to access the device file. Follow these steps to log in as a guest and download the device file:

Step 1 To get a special access code, contact the Cisco Technical Assistance Center (TAC):

- 800 553-2447
- 408 526-7209

Customers outside the US should call the contact information number 408 526-7209 or go to the following URL:

```
http://www.cisco.com/warp/public/687/Directory/DirTAC.html
```

When you call, select the telephone menu option for Technical Support. TAC is part of Technical Support.

State the product you are downloading and you are transferred to the appropriate person to obtain your special access code.

You can also send email to tac@cisco.com. Ask for a special access code for downloading the device file.

Step 2 From a Web browser, access CCO by entering the following URL:

```
http://www.cisco.com/public/sw-center/spc_req.shtml
```

Downloading from CCO

- Step 3** Enter your special access code at the prompt.
- Step 4** Click **Execute** to pass the security warning message. The Execute button is located at the top of the page.
- Step 5** Select the device tar file by clicking the button to the left of the device file you want to download.
- The device file contains the package file (*.pkg) and associated Readme file.
- Step 6** Click **Execute**.
- Step 7** Follow the instructions on the screen to confirm the transfer. Select the server nearest you.
- Step 8** Depending on your browser, click **Save File**, or select **File>Save As**. You might be prompted to save the file to your workstation, with a message “Choose How to Handle” or “Save As.” Again, depending on your browser, a Filter window might appear with Directories, Files, and Selection sections.
- Step 9** Reenter your password if you are prompted to do so.
- By default, your home directory is selected as the target directory for the device file download. We recommend that you download the device file to the *cv_pkgs* directory on your workstation.
- Step 10** If the Filter window appears, complete this step. In the Selection section of the Filter window, enter the complete destination path and filename of the device file to be downloaded, for example:
- ```
/usr/nms/cv_pkgs/device_name.cvxxx.Px-x.tar
```
- where *xxx* is the version number of CiscoView.
- Step 11** After the file is downloaded, close the Web browser window.
- Step 12** Proceed to the section “Untar the Downloaded Device File (in Tar Format).”

## Logging In as a Registered User of CCO

Follow these steps to log in as a registered user:

- Step 1** From a Web browser, go to the Software Center on CCO by entering the following URL:

<http://www.cisco.com/kobayashi/sw-center/>

- Step 2** At the prompts, enter your CCO user ID and password.
- Step 3** On the Software Center page, click on the link to Network Mgmt Products.
- Step 4** Proceed to the next section, “Download the Device Package File and Save it to the Temporary Location.”

## Download the Device Package File and Save It to the Temporary Location

This section applies only to registered users. Follow these steps to download the device file from the CCO Software Center.

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**Note** These are the downloading steps as of the release of this publication. The selection names and filenames could change without notice.

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- Step 1** From the Software Center page, Network Management Products section, select the CiscoView Upgrade Planner pointer to the CiscoView packages.

Links to CiscoView packages can be accessed from the CiscoView Upgrade Planner page. From the planner page, select a link to CiscoView packages.

- Step 2** Optionally, read the Readme file, if one is available. To view the Readme, click on the Readme filename and select a download option.

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**Note** The Readme file contains installation and other important information about each device file; it resides next to the tar file on CCO and is also embedded in the tar file. Reading the Readme file ensures that you download the appropriate tar file and install it correctly.

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To select a device tar file, click on the device filename and select a download option.

- Step 3** Reenter your password if required.

**Step 4** Depending on your browser, click **Save File**, or select **File>Save As**. You might be prompted to save the file to your workstation, with a message such as “Choose How to Handle” or “Save As.” Again, depending on your browser, a Filter window might appear, with Directories, Files, and Selection sections.

Download the device file to the *cv\_pkgs* directory on your workstation.

**Step 5** If the Filter window appears, complete this step. In the Selection section of the Filter window, enter the complete destination path and filename of the device file you are downloading, for example:

```
/usr/nms/cv_pkgs/device_name
```

**Step 6** After the file is downloaded, close the Web browser window.

## Untar the Downloaded Device File (in Tar Format)

To untar the device tar file, enter the following in the *cv\_pkgs* directory on your workstation:

```
tar -xvf tar_file_name
```

where *tar\_file\_name* is the name of your device file, for example:

```
tar -xvf device_name.cv4.0.P2-0.tar
```

The package file (*\*.pkg*) and the associated Readme file are extracted.

## Install the Device Package

Follow these steps to add the package file (*\*.pkg*) to CiscoView:

**Step 1** Check the environment variable by entering the following from any directory:

```
env
```

The reply should include NMSROOT.

**Step 2** If NMSROOT does not appear in the reply, set the NMSROOT environment variable by entering the following from any directory:

```
setenv NMSROOT /opt/CSCCv
```



*/opt/CSCOcv* is the directory containing the recommended *cv\_pkgs* subdirectory and the CiscoView application files, for example, */usr/nms*.

**Step 3** Log in as root. One way to do this is to enter the following:

```
su root
```

A prompt for your password appears; enter the root password.

To verify that you are properly logged in, enter the following:

```
whoami
```

If the response is *root*, you are logged in as root, and you are a superuser.

**Step 4** Add the package file to CiscoView by entering the following in the *cv\_pkgs* directory:

```
$NMSROOT/bin/cvinstall /usr/nms/cv_pkgs/device_name.pkg
```

*device\_name.pkg* is the name of the package file.

This *cvinstall* install script installs the Cisco device package file from the *cv\_pkgs* directory.

If errors appear, see “Installation Troubleshooting.”

You are finished with the installation. Optionally, you can check the log file as described in the section, “Check the *cvinstall.log* File for Errors.”

## Installation Troubleshooting

The following messages might appear if CiscoView is running while attempting to add the package file to CiscoView:

```
Error in creating file mib.dat
ERROR: xxxxx ciscoProducts: no such object xxxx
```

If these or similar messages, close CiscoView and add the package file again.

## Check the *cvinstall.log* File for Errors

If problems occur during the installation, you can check the log file (*cvinstall.log*) in your *install\_directory*, which contains the application files, for example, */opt/CSCOcv*.

After you check the log file, go to the appendixes for information on launching devices or see the “Using CiscoView” chapter to learn more about CiscoView features.

## Downloading via FTP

This section describes how to download the device tar file to a UNIX workstation using FTP service.

### System and Software Requirements

Before adding the Cisco device package file to CiscoView, make sure of the following:

- CiscoView 4.2(1) is properly installed.
- Your system meets the requirements listed in the CD installation booklet.
- Tar is installed on your workstation so that you can extract the device file. Tar is typically preinstalled on UNIX workstations.

### Downloading from CCO

The following is a quick-reference overview of the steps necessary for downloading a device file. Details about these steps are in the sections that follow.

You must complete the following steps to properly download using FTP:

- 1 Check the CiscoView version Close CiscoView.
- 2 Create a *cv\_pkgs* directory in *install\_directory* on your workstation.
- 3 Download the device tar file.
- 4 Untar the device tar file.
- 5 Install the device package.
- 6 Check the *cvinstall.log* file.

## Check the CiscoView Version

Follow these steps to check the version of CiscoView and device packages:

**Step 1** From any directory on your workstation, open CiscoView by entering **nmview**.

**Step 2** Select **Help>About CiscoView**. Make sure the version number is 4.0 or later.

To check packages, select **Help>About CiscoView**, then click **Packages**. After you verify the package version, compare it with the CCO version to ensure you have the latest upgrade.

**Step 3** Proceed to the next section, “Close CiscoView.”

## Close CiscoView



**Caution** You must close CiscoView before you install a device package. The device package does not install correctly if CiscoView is running during the installation.

To close CiscoView, select **File>Exit** from the CiscoView Main window.

## Create a *cv\_pkgs* Directory in the *Install\_Directory* on Your Workstation

Use one of the following methods to begin an FTP session:

- Change to the directory containing the CiscoView application files, for example, **cd /usr/nms**.

This guide refers to this directory as *install\_directory*.

- Create a *cv\_pkgs* directory:

```
mkdir /usr/nms/cv_pkgs
```

This creates the directory *cv\_pkgs* for storing your package files.

- Change to the *cv\_pkgs* directory:

```
cd /usr/nms/cv_pkgs
```

### Download the Device Tar File

This section applies only to registered users of CCO. Follow these steps to download the device file from the Cisco Software Center FTP site.

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**Note** These are the downloading steps as of the release of this publication. The selection names and filenames could change without notice.

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**Step 1** Begin an FTP session with `ftp.cisco.com`. There are several ways to use FTP to access device packages. Three methods are described below.

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**Note** If you are launching FTP from behind your own firewall, use a passive FTP client.

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- Anonymous FTP

From a command-line prompt on a device that supports FTP, start an FTP session on the Cisco FTP server by entering **ftp ftp.cisco.com** or **ftp cco.cisco.com**. When prompted for your user ID and password, enter your registered CCO user ID and password. Do not connect as an anonymous user; CiscoView device packages are not available to anonymous login users.

- Web browser

Using a Web browser, enter your CCO user ID and password:

```
ftp://userid:password@cco.cisco.com.
```

For additional security, you can omit your password when you enter the URL. You will be prompted for your password separately when the browser connects.

- FTP client

Use an FTP application (for example, Reflection) to connect to `ftp.cisco.com` using your CCO user ID and password.

**Step 2** Navigate to the top-level CiscoView directory (`/cisco/netmgmt/ciscoview`), select a CiscoView version, and proceed to the device packages subdirectory.

For example, the CiscoView 4.0 packages and Readme files are located in *cisco/netmgmt/ciscoview/4.0/packages*

- Step 3** Optionally, read the Readme file, if one is available. If you are using a Web browser, click on the Readme filename and select a download option to view the file.

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**Note** The Readme file contains installation and other important information about each device file; it resides next to the tar file on CCO and is embedded in the tar file. Reading the Readme file ensures that you download the appropriate tar file, and install it correctly.

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Step 4 through Step 7 assume you are using a Web browser. If you are not, use FTP commands or your FTP client user interface to download the tar file(s).

- Step 4** To select a device tar file, click on the device filename and select a download option.
- Step 5** Reenter your password if required.
- Step 6** Depending on your browser, click **Save File**, or select **File>Save As**. You might be prompted to save the file to your workstation, with a message such as “Choose How to Handle” or “Save As.” Again, depending on your browser, a Filter window might appear, with Directories, Files, and Selection sections.
- Download the device file to the *cv\_pkgs* directory on your workstation.
- Step 7** If the Filter window appears, complete this step. In the Selection section of the Filter window, enter the complete destination path and filename of the device file of the device you are downloading, for example:

```
/usr/nms/cv_pkgs/device_name
```

- Step 8** After the file is downloaded, close the browser window.

## Untar the Device Tar File

To untar the device tar file, enter the following in the *cv\_pkgs* directory on your workstation:

```
tar -xvf tar_file_name
```

Where *tar\_file\_name* is the name of your device file, for example:

```
tar -xvf device_name.cv4.0.P2-0.tar
```

The package file (\*.pkg) and the associated Readme file are untarred.

## Install the Device Package

Follow these steps to add the package file (\*.pkg) to CiscoView:

**Step 1** Check the environment variable by entering the following from any directory:

```
env
```

The reply should include NMSROOT.

**Step 2** If NMSROOT does not appear in the reply, set the NMSROOT environment variable by entering the following from any directory:

```
setenv NMSROOT /opt/CSCOcv
```

*/opt/CSCOcv* is the directory containing the recommended *cv\_pkgs* subdirectory and the CiscoView application files, for example, */usr/nms*.

**Step 3** Log in as root. One way to do this is to enter the following:

```
su root
```

A prompt for your password appears; enter the root password.

To verify that you are properly logged in, enter the following:

```
whoami
```

If the response is *root*, you are logged in as root, and you are a superuser.

**Step 4** Add the package file to CiscoView by entering the following in the *cv\_pkgs* directory:

```
$NMSROOT/bin/cvinstall /usr/nms/cv_pkgs/device_name.pkg
```

*device\_name.pkg* is the name of the package file.

This `cvinstall` install script installs the Cisco device package file from the *cv\_pkgs* directory.

If errors appear, see “Installation Troubleshooting.”

You are finished with the installation. Optionally, you can check the log file as described in the section “Check the `cvinstall.log` File.”

## Installation Troubleshooting

The following errors might appear if CiscoView is running while you are attempting to add the package file to CiscoView:

```
Error in creating file mib.dat
ERROR: xxxxxx ciscoProducts: no such object xxxxx
```

If these errors appear or errors similar to these errors, close CiscoView, and add the package file again.

## Check the `cvinstall.log` File

If problems occur during installation, you can check the log file (*cvinstall.log*) in your *install\_directory*, which contains the CiscoView application files, for example, */usr/nms*.

The *cvinstall.log* file can point to situations that might be resolved by reinstalling. You should resolve installation errors before attempting to use CiscoView.

After you check the log file, go to the appendixes for information on launching devices.

## Uninstalling an Installed Device Package

You can uninstall one or more device packages. To uninstall a device package, perform the following steps:

**Step 1** Log in to the machine as root from the login prompt or by changing user to root (`su root`).

Enter the root password when prompted for a password.

## Removing CiscoView

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- Step 2** Verify that the environment variable NMSROOT is set. It should be set to the location where CiscoView is installed. If the variable is not set, enter the following command:

```
setenv NMSROOT /opt/CSCCcv
```

If you are using Korn or Bourne shell, enter the following command:

```
NMSROOT=/opt/CSCCcv; export NMSROOT
```

- Step 3** Remove the device package from CiscoView by entering:

```
$NMSROOT/bin/uninstallpkg pkg_name
```

Where *pkg\_name* is the device package name.

You can specify more than one device package (for example,

```
$NMSROOT/bin/uninstallpkg pkg_name1 pkg_name2 pkg_name3...).
```

## Removing CiscoView

If you encounter problems during installation or any other time, you can remove or reinstall CiscoView. If you want to reinstall CiscoView, you must remove it first.

To remove CiscoView, use one of the following procedures.

- Solaris or HP-UX

- Step 1** Enter one of the following commands:

—From a Solaris workstation:

```
pkgrm CSCCcv
```

—From a HP-UX 10.x workstation:

```
swremove -v CISCOVIEW
```

- Step 2** Verify that no user files exist in the directory tree by entering:

```
find /opt/CSCCcv -type f -print
```



**Step 3** If no files exist, delete the directory by entering:

```
rm -rf /opt/CSCOcv
```

where */opt/CSCOcv* is the location of the CiscoView files.

- AIX

**Step 1** Log in as the root user.

**Step 2** Start the System Management Interface Tool (SMIT) by entering the following command:

```
smit
```

**Step 3** From the System Management menu, select **Communications Applications and Services**.

**Step 4** Select **Cisco Network-Management Applications for AIX**.

**Step 5** Select **CiscoView**.

**Step 6** Select **Maintenance**.

**Step 7** Select **Remove CiscoView for AIX program**.

**Step 8** In response to the ARE YOU SURE? prompt, click **OK**.

While the animated man is running, SMIT uninstalls the CiscoView product. If the man raises his hands and SMIT displays OK, the uninstallation process has succeeded. If the man falls down, uninstallation has failed, and you should contact the TAC.

**Step 9** Exit SMIT by pressing **F12** or selecting **Exit>Exit SMIT**.

