



## CHAPTER 2

# Installing CWVM on Windows Systems

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This chapter describes how to install or upgrade CiscoWorks Voice Manager (CWVM) on a Windows system.



### Note

Before you install CWVM, make sure your server and client environments meet the requirements described in [System Requirements, page 1-6](#). Before you upgrade CWVM, upgrade your server environments as described in [Upgrading Common Services and the Windows Operating System, page 2-3](#).

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This chapter contains the following sections:

- [Preparing to Install or Upgrade CWVM, page 2-1](#)
- [Upgrading to CWVM 3.1, page 2-4](#)
- [Installing CWVM, page 2-9](#)
- [Verifying the Installation, page 2-13](#)

## Preparing to Install or Upgrade CWVM

Consider these factors before undertaking an installation or upgrade of CWVM:

- Successful use of CWVM depends upon proper configuration. See [Planning a Distributed CWVM Installation, page 1-5](#) for information on configuring CWVM.
- The amount of time required to install or upgrade CWVM depends upon whether you must upgrade additional system or Cisco software. See [Estimating Installation or Upgrade Time, page 2-1](#) for more information.
- The installation procedure requires that you be ready to supply CWVM server names, port numbers, and passwords. See [Collecting Installation Parameters, page 2-2](#) for more information.
- A more rapid CWVM deployment is possible when network devices are ready to be added. See [Preparing Network Devices, page 2-3](#) for more information.

## Estimating Installation or Upgrade Time

Before you can install CWVM 3.1 to manage your voice network, Common Services 3.0.2 must already be installed. Common Services 3.0.2 is included on the CWVM 3.1 product CD and includes Common Services SP1 as well as the additional features and bug fixes introduced by Common Services SP2.

It takes about 15 minutes to install or upgrade a CWVM server after Common Services has been installed or upgraded. Time estimates for installing or upgrading Common Services are included in *Installation and Setup Guide for CiscoWorks Common Services 3.0 (Includes CiscoView) on Windows*.

If you are upgrading from CVM 2.3 or CWVM 3.0:

- CVM 2.3 or CWVM 3.0 must already be installed.
- Common Services 3.0.*n* (3.0, 3.0.1 or 3.0.2) must already be installed. (Common Services 3.0.2 is recommended.)




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**Note** If you perform a local upgrade, the order in which you install service packs, upgrade the upgrade Common Services, and upgrade the Windows operating system is important. See [Upgrading Common Services and the Windows Operating System, page 2-3](#).

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## Collecting Installation Parameters

You must enter the following parameters for each CWVM server or master that you install or upgrade. You may want to determine the values to supply for these parameters in advance of the installation:

- CWVM Name—Each CWVM server, including the master, must be given a name. The name can contain only alphanumeric characters and must not include any spaces. Except for the CWVM server that is installed on the same system as the CWVM master, other CWVM server names should first be configured by a Master Administrator. See [Registering a CWVM Server with the CWVM Master, page 2-11](#) for more information.
- Ports:
  - Trap Port—Default trap port used by CWVM. The default value is 162. Valid port numbers for the poller port are 162 and numbers between 5000 and 65000.




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**Note** If DFM or HPOV is running on the same machine as CWVM, enter a port other than 162 for the trap port, and then configure DFM or HPOV to forward traps to this port.

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- Server Port—Port used by CWVM clients to access the CWVM server. The default port is 10000. Valid port numbers for the CWVM port are those between 5000 and 65000.
- Poller Port—Default poller port used by the CWVM server and poller. The default port is 10001. Valid port numbers for the poller port are those between 5000 and 65000.
- Passwords:
  - Database Password—Each CWVM server has a database for which you must provide a password.
  - Master Administrator Password—When installing the CWVM master, provide a password for the *superadmin* user who will hold the Master Administrator role for CWVM.

## Preparing Network Devices

Before you install CWVM, make sure that your devices are ready to be added.

- For all routers and Cisco UBE gatekeepers that will be added to CWVM:
  - Simple Network Management Protocol (SNMP) must be enabled.
  - You must have network access.
  - You must know the IP address, all passwords, and the SNMP community string.
- All routers that will be added to CWVM must have Telnet enabled. Because CWVM uses Telnet to communicate with a router, session timeout should be configured to a nonzero value for all vty lines (refer to the “Preparing a Gateway for CWVM” section in *User Guide for CiscoWorks Voice Manager*).

All Cisco UBE gatekeepers that will be added to CWVM must be running Cisco IOS gatekeeper software. For a table of supported devices with Cisco IOS software versions, refer to *Supported Devices Table for CiscoWorks Voice Manager 3.1*. You can access this document on Cisco.com at this URL:

[http://www.cisco.com/en/US/docs/net\\_mgmt/ciscoverks\\_voice\\_manager/3.1/device\\_support/table/CWVM\\_dst.html](http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_voice_manager/3.1/device_support/table/CWVM_dst.html)

## Upgrading Common Services and the Windows Operating System



### Note

If Common Services 3.0 is already installed and you do not plan to upgrade to Common Services 3.0.2, use the procedures in this section to ensure that any required service packs and patches are installed.

To ensure that you upgrade Common Services and the Windows operating system in the correct order, applying any service packs and patches, use one of the following procedures, as appropriate:

- [Performing a Local Upgrade from Common Services 2.2, page 2-3](#)
- [Performing a Local Upgrade from Common Services 3.0, page 2-3](#)

### Performing a Local Upgrade from Common Services 2.2

Complete this procedure before you perform a local upgrade from CVM 2.3 to CWVM 3.1.

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|---------------|---|
| <b>Step 1</b> | Install Common Services 2.2 Service Pack 3 (SP3). For more information, see <i>Readme for CiscoWorks Common Services 2.2 Service Pack 3</i> . You can obtain the readme and SP3 at this URL:<br><a href="http://www.cisco.com/cgi-bin/tablebuild.pl/cd-one-3des">http://www.cisco.com/cgi-bin/tablebuild.pl/cd-one-3des</a> . |
| <b>Step 2</b> | Upgrade Common Services 2.2 to Common Services 3.0.2. Perform the upgrade by installing Common Services 3.0.2 from the CWVM 3.1 CD, as described in <a href="#">Installing Common Services 3.0.2, page 2-10</a> .   |
| <b>Step 3</b> | Upgrade the operating system to Windows 2003 Server Advanced SP2 or Windows 2003 Enterprise SP2.  |
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### Performing a Local Upgrade from Common Services 3.0

Complete this procedure before you perform a local upgrade from CWVM 3.0 to CWVM 3.1.

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- Step 1** Upgrade the operating system to Windows 2003 Server Advanced SP2 or Windows 2003 Enterprise SP2.
- Step 2** Optionally, upgrade Common Services 3.0 to Common Services 3.0.2. You can upgrade to Common Services 3.0.2 by doing either of the following:
- Download and install Common Services 3.0 Service Pack 2 from Cisco.com. For instructions, see *Readme for Common Services 3.0 Service Pack 2 on Windows* at this URL: [http://www.cisco.com/en/US/docs/net\\_mgmt/ciscoverks\\_common\\_services\\_software/3.0/service\\_pack\\_2/cs30sp2w.html](http://www.cisco.com/en/US/docs/net_mgmt/ciscoverks_common_services_software/3.0/service_pack_2/cs30sp2w.html)
  - Install the complete Common Services 3.0.2 product as explained in [Installing Common Services 3.0.2, page 2-10](#).



**Note** The upgrade to Common Services 3.0.2 is recommended. For more information, see *Readme for Common Services 3.0 Service Pack 2 on Windows*.

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## Upgrading to CWVM 3.1

CWVM 3.1 supports an upgrade from CVM 2.3 or CWVM 3.0. The upgrade accomplishes several tasks:

- Preserves the following information:
  - Data in the database
  - Call history data
  - CWVM log files
- Renames duplicate usernames to *username.CWVMid*. The following example describes the renaming of duplicate usernames:
  - a. Username jsmith exists in two separate CVM 2.3 or CWVM 3.0 servers.
  - b. You supply a name for each CWVM server when you upgrade it; for example, CWVM1 and CWVM2. The name must not include any spaces.
  - c. The two usernames jsmith become jsmith.CWVM1 and jsmith.CWVM2 in the CWVM master database.

You must perform the following tasks to upgrade from CVM 2.3 or CWVM 3.0:

1. Upgrade a single CVM 2.3 or CWVM 3.0 master to a CWVM 3.1 master; to do so, perform either of these upgrades:
  - (Optional) Remote upgrade—Perform a remote upgrade if you do not want to overwrite your current version of CWVM. See [Performing a Remote Upgrade to CWVM 3.1 from CVM 2.3 or CWVM 3.0, page 2-5](#).
  - Local upgrade—Perform the upgrade directly on the system where CVM 2.3 or CWVM 3.0 is installed; see [Upgrading the CWVM Master, page 2-6](#).



**Note** After a CVM 2.3 or CWVM 3.0 master is upgraded to CWVM 3.1, any existing CVM 2.3 or CWVM 3.0 servers are no longer connected to this master.

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2. If there are additional CWVM servers to upgrade, proceed as follows:
  - a. Register each CWVM server with the CWVM master. See [Registering a CWVM Server with the CWVM Master, page 2-11](#).
  - b. Upgrade each CWVM server to CWVM 3.1. See [Upgrading the CWVM Server, page 2-8](#).
3. Synchronize devices to update all current device configurations. See the “Synchronizing Devices” section in the *User Guide for CiscoWorks Voice Manager* for more information on how to synchronize devices.

**Note**

CME, SRST and new dial peer capabilities, and SIP and Cisco UBE gatekeeper configuration features, will not be available for the currently managed devices unless you synchronize devices.

## Performing a Remote Upgrade to CWVM 3.1 from CVM 2.3 or CWVM 3.0

To preserve data from a CVM 2.3 or CWVM 3.0 system and migrate that data to a CWVM 3.1 system, you can perform a remote upgrade. It is recommended that you export Common Services data before you export CVM 2.3 or CWVM 3.0 data. Instructions for doing so are included in this procedure.

**Note**

A cross-platform (Windows-to-Solaris or Solaris-to-Windows) upgrade is not supported.

- Step 1** On the new system, make sure that the master, server, and client requirements listed in [System Requirements, page 1-6](#) are met. (If you have not installed Common Services on the new system, do so. See [Installing Common Services 3.0.2, page 2-10](#).)
- Step 2** Install CWVM 3.1 on the new system. See [Installing CWVM, page 2-9](#) for more information.
- Step 3** (Optional) Preserve data from Common Services and CiscoWorks applications other than CVM 2.3 or CWVM 3.0:
  - a. On the system where CVM 2.3 or CWVM 3.0 is installed, back up the Common Services databases. You can do so from:
    - The command line—Use backup.pl (located in the NMSROOT\bin directory).
    - The GUI—Use the Common Services Administration GUI.

For more information, see the [Remote Migration Path for CS 3.0 / Campus Manager 4.0 / RME 4.0](#) section in *LMS 2.5 Data Migration Guidelines* located at this URL:

[http://www.cisco.com/en/US/products/sw/cscowork/ps2425/products\\_quick\\_start09186a00803ed826.html#wp1028267](http://www.cisco.com/en/US/products/sw/cscowork/ps2425/products_quick_start09186a00803ed826.html#wp1028267).

- b. Copy the backup files from the old system to a temporary directory on the new system.
- c. On the new system, migrate the data in the backup files to Common Services 3.0 from the command line. To do so, use the restorebackup.pl command (located in the NMSROOT\bin directory).

For more information, see the [Remote Migration Path for CS 3.0 / Campus Manager 4.0 / RME 4.0](#) section in *LMS 2.5 Data Migration Guidelines* located at this URL:

[http://www.cisco.com/en/US/products/sw/cscowork/ps2425/products\\_quick\\_start09186a00803ed826.html#wp1028267](http://www.cisco.com/en/US/products/sw/cscowork/ps2425/products_quick_start09186a00803ed826.html#wp1028267).

**Step 4** Export the required data from the CVM 2.3 or CWVM 3.0 system to the system on which CWVM 3.1 was installed:

- a. Insert the CWVM 3.1 for Windows CD-ROM into the CVM 2.3 or CWVM 3.0 system.
- b. Open a command prompt by selecting **Start > Programs > Accessories > Command Prompt**.
- c. Run the data export script from the CD-ROM by entering the following commands:

1. > `<CD-ROM drive>:`

2. > `perl export_cvm.pl`

The script prompts you for the location where the data to be exported will be stored.

- d. Specify a location and then press **Enter**.

The script exports the data and then creates the CWVM and manifest directories at the location specified. For example, if you specify `C:\backup` as the backup location, the script creates the `C:\backup\CWVM` and `C:\backup\manifest` directories and stores the exported data there.



**Note** If you do not specify a location, the exported data is stored in the `%NMSROOT%\rigel\CWVM` and `%NMSROOT%\rigel\manifest` directories, where `%NMSROOT%` is the directory in which CWVM is installed. The default `%NMSROOT%` directory is `<CiscoWorks installation drive>:\Program Files\CSCOpX`.

- e. Copy the contents of the newly created CWVM and manifest directories on the CVM 2.3 or CWVM 3.0 system into the `%NMSROOT%\rigel` directory on the CWVM 3.1 system.
- f. On the CWVM 3.1 system, open a command prompt by selecting **Start > Programs > Accessories > Command Prompt**.
- g. Run the CWVM data import script by entering the following commands:
  1. > `cd \%NMSROOT%\CVM\scripts`
  2. > `perl import_cvm.pl`

The remote upgrade is now complete. All necessary data from the CVM 2.3 or CWVM 3.0 system has been exported to the CWVM 3.1 system. In addition, all devices that need to be synchronized have been set as out of sync.

## Upgrading the CWVM Master

This procedure applies only when you are upgrading a CVM 2.3 or CWVM 3.0 master to a CWVM 3.1 master.

**Step 1** Complete upgrades to Common Services and the Windows operating system following the instructions in [Upgrading Common Services and the Windows Operating System, page 2-3](#).

**Step 2** Upgrade to CWVM 3.1:

- a. Insert the CWVM 3.1 for Windows CD-ROM and start the upgrade:
  1. Navigate to the CiscoWorks Voice Manager 3.1 CD-ROM in Windows Explorer.
  2. Double-click **Setup.exe** in the `cwvm3_1` folder on the CD-ROM. A message appears, asking if you really want to install CiscoWorks Voice Manager 3.1.

3. Click **Yes**. The Welcome window appears.
- b. Click **Next**.  
A software license agreement appears.
- c. After reading the agreement, click **Yes** to accept it and proceed with the installation.  
The installation process checks the amount of hard drive space and RAM available on your system and lists these values in the System Requirements window.
- d. Click **Next**.  
The Summary dialog box appears, listing the current installation settings.
- e. Click **Next**.  
The installation process performs a system check. After a few minutes, the CiscoWorks Voice Manager Server Configuration window appears.
- f. Enter a name for the CWVM server and then click **Next**.  
Each CWVM server must be given a name. The name can contain only alphanumeric characters and must not include any spaces.
- g. Enter values for the following parameters, and then click **Next**:




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**Note** Default values appear for each of these parameters.

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- TCP port for the CWVM server—The CWVM client uses this server port to pass data to the CWVM server.
- TCP port for the CWVM poller—The CWVM server connects to this port to communicate with the poller on certain events.
- TCP port for receiving traps by CWVM—The CWVM server listens at this port for any traps sent by devices.




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**Note** If DFM or HPOV is running on the same machine as CWVM 3.1, enter a port other than 162 (the default value) for the trap port, and then configure DFM or HPOV to forward traps to this port.

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- h. Enter a password for the CWVM database in the Password and Confirm fields and then click **Next**.  
The CiscoWorks Voice Manager Server Configuration window appears, requesting a password for the CWVM superadmin user. The installation process also detects that you are performing a master upgrade.
- i. Enter a password in the Password and Confirm fields and then click **Next**.  
After the necessary files have been installed, the Setup Complete window appears.
- j. Click **Finish** to finalize the CWVM master upgrade.




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**Note** To access the installation log file, navigate to <CiscoWorks installation drive>:\CiscoWorks\_setup\nnn.log, where nnn is a three-digit number that starts at 001 and increments by one each time you install a CiscoWorks package.

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## Upgrading the CWVM Server

This procedure applies only when you are upgrading a CVM 2.3 or CWVM 3.0 server to a CWVM 3.1 server. Before beginning this procedure, you must already have upgraded one CWVM server to a CWVM 3.1 master. See [Upgrading the CWVM Master, page 2-6](#) for instructions.

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- Step 1** Register the CWVM server with its CWVM master, following the procedures in the [Registering a CWVM Server with the CWVM Master, page 2-11](#).
- Step 2** Complete upgrades to Common Services and the Windows operating system following the instructions in [Upgrading Common Services and the Windows Operating System, page 2-3](#).
- Step 3** Upgrade to CWVM 3.1:
- a. Insert the CWVM 3.1 for Windows CD-ROM and launch the upgrade:
    1. Navigate to the CiscoWorks Voice Manager 3.1 CD-ROM in Windows Explorer.
    2. Double-click **Setup.exe** in the cwvm3\_1 folder on the CD-ROM. A message appears, asking if you really want to install CiscoWorks Voice Manager 3.1.
    3. Click **Yes**. The Welcome window appears.
  - b. Click **Next**.  
A software license agreement appears.
  - c. After reading the agreement, click **Yes** to accept it and proceed with the installation.  
The installation process checks the amount of hard drive space and RAM available on your system and lists these values in the System Requirements window.
  - d. Click **Next**.  
The Summary dialog box appears, listing the current installation settings.
  - e. Click **Next**.  
The installation process performs a system check. After a few minutes, the CiscoWorks Voice Manager Server Configuration window appears.
  - f. Enter the same name you entered when registering the CWVM server with the CWVM master and then click **Next**.
  - g. Enter values for the following parameters, and then click **Next**:




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**Note** Default values appear for each of these parameters.

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- TCP port for the CWVM server—The CWVM client uses this server port to pass data to the CWVM server.
- TCP port for the CWVM poller—The CWVM server connects to this port to communicate with the poller on certain events.
- TCP port for receiving traps by CWVM—The CWVM server listens at this port for any traps sent by devices.




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**Note** If DFM or HPOV is running on the same machine as CWVM 3.1, enter a port other than 162 (the default value) for the trap port, and then configure DFM or HPOV to forward traps to this port.

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- h. Enter a password for the CWVM database in the Password and Confirm fields and then click **Next**. The CiscoWorks Voice Manager Server Configuration window appears. The installation process also detects that you are performing a server upgrade.
- i. Enter the IP address/hostname and HTTP (web) port for the CWVM master and then click **Next**.




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**Note** The default web port value is 1741.

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After the necessary files have been installed, the Setup Complete window appears.

- j. Click **Finish** to finalize the CWVM server upgrade.




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**Note** To access the installation log file, navigate to <CiscoWorks installation drive>:CiscoWorks\_setupnnn.log, where nnn is a three-digit number that starts at 001 and increments by 1 each time you install a CiscoWorks package.

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- k. Synchronize devices to update all current device configurations. CME, SRST and new dial peer capabilities, and SIP and Cisco UBE gatekeeper configuration features, will not be available for the currently managed devices unless you synchronize devices. See the “Synchronizing Devices” section in the *User Guide for CiscoWorks Voice Manager* for more information on how to synchronize devices.
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## Installing CWVM



**Note**

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Before you install CWVM 3.1:

- Make sure that the master, server, and client requirements listed in [System Requirements, page 1-6](#) are met.
  - Install Common Services 3.0.2 on the CWVM master and on any CWVM server. See [Installing Common Services 3.0.2, page 2-10](#).
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You must install CWVM components in the following order:

1. CWVM master—Install one CWVM server as the master. If you are installing only one CWVM server, install it as the CWVM master. See [Installing the CWVM Master, page 2-10](#).
2. CWVM server—Install any number of additional CWVM servers as follows:
  - a. Register the CWVM server with the CWVM master. See [Registering a CWVM Server with the CWVM Master, page 2-11](#).
  - b. Install the CWVM server; be prepared to provide the IP address and web port of the CWVM master during installation. See [Installing the CWVM Server, page 2-12](#).

## Installing Common Services 3.0.2

Before installing Common Services 3.0.2, make sure your system meets the requirements for Common Services 3.0.2 and for CWVM 3.1. For more information, see:

- CWVM 3.1—[Master and Server System Requirements, page 1-7](#).
- Common Services—*Installation and Setup Guide for CiscoWorks Common Services 3.0 (Includes CiscoView) on Windows*. (Common Services documentation is available on the CWVM 3.1 product CD-ROM.)

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- Step 1** Navigate to the cs3\_0 folder on the CWVM 3.1 CD-ROM and double-click setup.exe.
- Step 2** Follow the instructions displayed by the installation script.  
For more information, see *Installation and Setup Guide for CiscoWorks Common Services 3.0 (Includes CiscoView) on Windows* in the Documentation/CommonServices folder.
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## Installing the CWVM Master

The CWVM master must be installed before any other CWVM servers can be installed.

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- Step 1** Install Common Services 3.0.2. For more information, see [Installing Common Services 3.0.2, page 2-10](#).
- Step 2** Install CWVM 3.1:
- a. Insert the CiscoWorks Voice Manager 3.1 for Windows CD-ROM and start the installation:
    1. Navigate to the CiscoWorks Voice Manager 3.1 CD-ROM in Windows Explorer.
    2. Double-click **Setup.exe** in the CiscoWorks Voice Manager folder on the CD-ROM. A message appears, asking if you really want to install CiscoWorks Voice Manager 3.1.
    3. Click **Yes**. The Welcome window appears.
  - b. Click **Next**.  
A software license agreement appears.
  - c. After reading the agreement, click **Yes** to accept it and proceed with the installation.  
The installation process checks the amount of hard drive space and RAM available on your system and lists these values in the System Requirements window.
  - d. Click **Next**.  
The Summary dialog box appears, listing the current installation settings.
  - e. Click **Next**.  
The installation process performs a system check. After a few minutes, the CiscoWorks Voice Manager Server Configuration window appears.
  - f. Enter a name for the CWVM server and then click **Next**.  
Each CWVM server must be given a name. The name can contain only alphanumeric characters and must not include any spaces. Default value is localcwvm.

- g. Enter values for the following parameters, and then click **Next**:



**Note** Default values appear for each of these parameters.

- TCP port for the CWVM server—The CWVM client uses this server port to pass data to the CWVM server.
- TCP port for the CWVM poller—The CWVM server connects to this port to communicate with the poller on certain events.
- TCP port for receiving traps by CWVM—The CWVM server listens at this port for any traps sent by devices.



**Note** If DFM or HPOV is running on the same machine as CWVM 3.1, enter a port other than 162 (the default value) for the trap port, and then configure DFM or HPOV to forward traps to this port.

- h. Enter a password for the CWVM database in the Password and Confirm fields and then click **Next**. The Install Master? window appears, asking if you want to install the master on this system.
- i. Click **Yes**.
- The CiscoWorks Voice Manager Server Configuration window appears, requesting the password for the CWVM superadmin user.
- j. Enter the password in the Password and Confirm fields and then click **Next**.
- After the necessary files have been installed, the Setup Complete window appears.
- k. Click **Finish** to finalize the CWVM master installation.



**Note** To access the installation log file, navigate to <CiscoWorks installation drive>:CiscoWorks\_setupnnn.log, where nnn is a three-digit number that starts at 001 and increments by one each time you install a CiscoWorks package.

## Registering a CWVM Server with the CWVM Master

Before you install an additional CWVM server, you must first register it with the CWVM master.

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- Step 1** Start CiscoWorks. Refer to *Installation and Setup Guide for CiscoWorks Common Services 3.0 (Includes CiscoView) on Windows* for instructions.
- Step 2** Start CWVM from CiscoWorks by clicking the **CiscoWorks Voice Manager** link.
- Step 3** Log in to CWVM as the superadmin user.
- Step 4** Select **Configuration** from the **Master** menu.
- Step 5** Select the CWVM radio button and then click **Add**.

- Step 6** Enter the following information for the CWVM server that you will install:
- Name—Enter a name for the CWVM server. The name can contain only alphanumeric characters and must not include any spaces.
  - IP address—Enter the IP address of the machine where you will install the CWVM server.
  - Description—Enter a description of the CWVM server.
  - Web server port—Enter the web port to use for the CWVM server.  
The default value is 1741.
- Step 7** Jot down the name you assign to the CWVM server. You will need to provide this name when you install the server.
- Step 8** Click **Apply**, and then click **OK**.
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## Installing the CWVM Server

With the CWVM master installed, you can now install a CWVM server.

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- Step 1** Register the CWVM server with its CWVM master, following the procedures in the [Registering a CWVM Server with the CWVM Master, page 2-11](#).
- Step 2** Install Common Services 3.0.2. For installation instructions, see [Installing Common Services 3.0.2, page 2-10](#).
- Step 3** Install CWVM 3.1:
- a. Insert the CWVM 3.1 for Windows CD-ROM and launch the upgrade:
    1. Navigate to the CiscoWorks Voice Manager 3.1 CD-ROM in Windows Explorer.
    2. Double-click **Setup.exe** in the CiscoWorks Voice Manager folder on the CD-ROM. A message appears, asking if you really want to install CiscoWorks Voice Manager 3.1.
    3. Click **Yes**. The Welcome window appears.
  - b. Click **Next**.  
A software license agreement appears.
  - c. After reading the agreement, click **Yes** to accept it and proceed with the installation.  
The installation process checks the amount of hard drive space and RAM available on your system and lists these values in the System Requirements window.
  - d. Click **Next**.  
The Summary dialog box appears, listing the current installation settings.
  - e. Click **Next**.  
The installation process performs a system check. After a few minutes, the CiscoWorks Voice Manager Server Configuration window appears.
  - f. Enter the same name you entered when registering the CWVM server with the CWVM master and then click **Next**.
  - g. Enter values for the following parameters, and then click **Next**:



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**Note** Default values appear for each of these parameters.

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- TCP port for the CWVM server—The CWVM client uses this server port to pass data to the CWVM server.
- TCP port for the CWVM poller—The CWVM server connects to this port to communicate with the poller on certain events.
- TCP port for receiving traps by CWVM—The CWVM server listens at this port for any traps sent by devices.



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**Note** If DFM or HPOV is running on the same machine as CWVM 3.1, enter a port other than 162 (the default value) for the trap port, and then configure DFM or HPOV to forward traps to this port.

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- h. Enter a password for the CWVM database in the Password and Confirm fields and then click **Next**. The Install Master? window appears, asking if you want to install the master on this system.
- i. Click **No**.  
The CiscoWorks Voice Manager Server Configuration window appears.
- j. Enter the IP address/hostname and HTTP (web) port for the CWVM master and then click **Next**.



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**Note** The default web port value is 1741.

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After the necessary files have been installed, the Setup Complete window appears.

- k. Click **Finish** to finalize the CWVM server installation.



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**Note** To access the installation log file, navigate to <CiscoWorks installation drive>:CiscoWorks\_setupnnn.log, where nnn is a three-digit number that starts at 001 and increments by one each time you install a CiscoWorks package.

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## Verifying the Installation

To verify that the installation has been successful, log in to the CWVM server. See [Logging In to CWVM, page 2-15](#).

## Starting CWVM

After you install or upgrade to CWVM 3.1, CWVM processes start automatically at system boot or CiscoWorks Daemon Manager restart. If you want to start the processes automatically, you can do so from the Common Services Server Admin menu (see Common Services online help for instructions).

When you start the processes manually, do so in this order:

1. Start CWVM processes on the CWVM master node.
2. Start CWVM processes on other CWVM servers.

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**Step 1** Start CiscoWorks. See [Starting CiscoWorks, page 2-14](#).

**Step 2** Using the CiscoWorks Start Process tool, start the processes in the following order:

- a. CVMDbEngine
- b. CVMDbMonitor
- c. CVMServer
- d. CVMPoller

For instructions, refer to the Common Services online help for Server Admin.

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**Note**

If you need to start only the CWVM Server and CWVM Poller processes, you can do so without logging in to CiscoWorks. See [Starting CWVM Daemons, page 2-14](#).

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## Starting CiscoWorks

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**Step 1** Open a supported browser.

**Step 2** Enter the appropriate URL:

- If SSL is disabled and if you have installed Common Services on the default port, enter  
`http://server_name:1741`
- If SSL is enabled, and if you have installed Common Services on the default port, enter  
`https://server_name:443`

For more information, see Common Services documentation.

---

## Starting CWVM Daemons

Use this procedure to start the CWVM Server and CWVM Poller processes on a CWVM server.

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**Step 1** Click **Start > Programs > CiscoWorks > Voice Manager > Start Daemons**.

The Start Daemons window opens.

**Step 2** Select the Start Daemons window to check progress.

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## Installing the Java Plug-in on Client Machines

Before you can use CWVM on a client machine, you need to install the Java Plug-in (JPI). You will be prompted to install the JPI if you do not have it installed. Detailed plug-in installation instructions for the Windows and Solaris platforms can be found by clicking **Help** on the CiscoWorks main page; from the help Contents, select **Java Plugins > Installing the Java Plug-in on Windows**.

**Note**

Common Services 3.0.2 supports Java Plug-in version 1.4.2\_08; Common Services 3.0.1 supports Java Plug-in version 1.4.2\_06; Common Services 3.0 supports Java Plug-in version 1.4.2\_04. The appropriate version will be installed.

## Logging In to CWVM

When you first install CWVM, you must log in as the Master Administrator to add users to CWVM and to assign users access privileges to CWVM servers and networks.

- 
- Step 1** Start CiscoWorks. See [Starting CiscoWorks, page 2-14](#).
  - Step 2** Start CWVM from CiscoWorks by clicking the **CiscoWorks Voice Manager** link.
  - Step 3** Log in as superadmin user, providing the superadmin password.
- 

Other users can then log in to CWVM using the username and password the CWVM Master Administrator provides them with.

## Stopping CWVM

If you want to completely shut down all CWVM servers, stop them in this order:

1. Stop CWVM processes on each CWVM server except the CWVM master node.
2. Stop CWVM processes on the CWVM master.

- 
- Step 1** Start CiscoWorks. See [Starting CiscoWorks, page 2-14](#).
  - Step 2** Using the CiscoWorks Stop Process tool, stop the processes in the following order:
    - a. CVMPoller
    - b. CVMServer
    - c. CVMDbMonitor
    - d. CVMDbEngine

For instructions, refer to the Common Services online help for Server Admin.

**Caution**

Stopping CVMDbMonitor or CVMDbEngine on the CWVM master makes the CWVM master, and therefore the overall CWVM system, unusable.

If you need to stop only CWVM Server and CWVM Poller processes, you can do so without logging in to CiscoWorks (See [Stopping CWVM Daemons, page 2-16](#)).

## Stopping CWVM Daemons

To stop the CWVM Server and CWVM Poller processes on a CWVM server, select **Start > Programs > CiscoWorks > Voice Manager > Stop Daemons**.

The Stop Daemons process appears on the task bar and closes at completion of the task.