

Read Me First

The Cisco Network Connectivity Center (CNCC) Network Connectivity Monitor (NCM) software platform incorporates new products and features as described in the *Release Notes for Network Connectivity Monitor 1.1*. Customers can install one or more NCM products or product suites using the appropriate NCM 1.1 CD-ROM(s) on either UNIX or Windows operating systems..

Before You Begin

For all operating systems, before you install NCM 1.1 software:

- You should read the installation scenarios and related tasks that are described in the Overview chapter of the Installation Guide that accompanied your product suite.
- Your system *must* satisfy the operating system patch requirements described in the Installation Guide that accompanied your product suite. The installation program requires these patches and, if they are not applied, the program will not function or its requirements check will terminate the installation process. Unpatched HP-UX systems may not be able to read the installation CD-ROM.

Note:

For HP-UX, you should also refer to the *Release Notes for Network Connectivity Monitor 1.1* for revised patch requirements.

- To run the installation program, you must have Java Runtime Environment (JRE) version 1.4 (or later) installed on your system.

If you need to obtain the required JRE version for HP-UX platform, download it from <http://www.hp.com/products1/unix/java/index.html> and, for all other platforms, download it from <http://java.sun.com>.
- NCM 1.1 applications use a new version of license software, the 9.2 Flexlm License Server. As a result, you will need to obtain a new permanent license for an upgrade. If you are installing the software for the first time, you need to obtain an evaluation license. For more information on requesting a license, see the *Supplement and Read Me First for Cisco Network Connectivity Center*.

- You need to ensure that your license is in the proper location.

To upgrade an existing InCharge 6.0 directory, ensure that your license is in the proper location *before* you start the installation program. Save your permanent license, *smarts.lic*, to the **BASEDIR** directory. (By default, **BASEDIR** is `/opt/InCharge<n>/<productsuite>` for UNIX and `C:\InCharge<n>\<productsuite>` for Windows.)

If you are installing NCM 1.1 for the first time or are upgrading to a different directory, you will have to save your license to the proper location *after* the installation.

- Evaluation license—Save *trial.dat* to the **BASEDIR/smarts/local/conf** directory. Also, you must edit the `SM_LICENSE` variable in the *runcmd_env.sh* file so that the variable specifies the full path name of the *trial.dat* file. For example,

```
SM_LICENSE=C:/InCharge6/SAM/smarts/local/conf/trial.dat
```

- Permanent license—Save *smarts.lic* to the **BASEDIR** directory. (By default, **BASEDIR** is `/opt/InCharge<n>/<productsuite>` for UNIX and `C:\InCharge<n>\<productsuite>` for Windows.)

Note:

Do not save *smarts.lic* to the **BASEDIR/smarts/local/conf**, **BASEDIR/smarts/script**, or **BASEDIR/smarts/conf** directory.

X Server Settings (UNIX Only)

One of the installation methods, the InstallShield Wizard method, uses a graphical wizard. In this case, for UNIX, the installation program is an X11 application. The host on which you install the software and the host on which you log on must be configured to run X11.

If you use either the CLI-Mode (text-only) installation method or the unattended installation method, X11 configuration is not required.

Migration and Existing Installations

NCM 1.1 upgrades your existing installations. Depending on the version of the existing software, you can upgrade the existing directory or will need to install NCM 1.1 into a new directory. Installation scenarios and related tasks are described in the Overview chapter of the Installation Guide that accompanied your product suite.

After you have successfully installed the product suite(s), perform migration tasks as described in the Installation Guide that accompanied your product suite to make data and configuration information from your earlier installation available to NCM.

If you have received custom patches for releases earlier than 6.0, please contact the Cisco Technical Assistance Center (TAC) for assistance in migrating them, as necessary.

Uninstalling NCM Suites

NCM 1.1 uses standard install software to install and uninstall product suites. You must use either the **uninstaller** command or, for Windows, the Add/Remove Programs to uninstall software as described in the Installation Guide that accompanied your suite. Failure to use either method will result in an unstable system and/or inconsistent product directories. Do not manually delete the installed product directories.

Note: Manually copying, moving, renaming, or deleting directories after installation is not supported.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, *Packet* delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access *Packet* magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access *iQ Magazine* at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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JfreeChart - Java library for GIF generation

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GNU eTeks PJA Toolkit

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IBM Runtime for AIX

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HP-UX Runtime Environment for the Java™ 2 Platform

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