CISCO SYSTEMS

Quick Start Guide for CiscoWorks QoS Policy Manager 3.0

1 SUPPLEMENTAL LICENSE AGREEMENT

SUPPLEMENTAL LICENSE AGREEMENT FOR CISCO SYSTEMS NETWORK MANAGEMENT SOFTWARE: CiscoWorks QOS POLICY MANAGER (UNRESTRICTED AND RESTRICTED VERSIONS)

IMPORTANT—READ CAREFULLY: This Supplemental License Agreement ("SLA") contains additional limitations on the license to the Software provided to Customer under the Software License Agreement between Customer and Cisco. Capitalized terms used in this SLA and not otherwise defined herein shall have the meanings assigned to them in the Software License Agreement. To the extent that there is a conflict among any of these terms and conditions applicable to the Software, the terms and conditions in this SLA shall take precedence.

By installing, downloading, accessing or otherwise using the Software, Customer agrees to be bound by the terms of this SLA. If Customer does not agree to the terms of this SLA, Customer may not install, download, or otherwise use the Software. When used below, the term "server" refers to central processor unit.

1. ADDITIONAL LICENSE RESTRICTIONS.

- Device Restricted Version. By purchasing the Restricted version of the QoS Policy Manager Customer may manage up to twenty (20) devices.   Customers whose requirements exceed the Restricted version limit of twenty devices must upgrade to the Unrestricted version of the Software.

- Installation and Use. The Software components are provided to Customer solely to install, update, supplement, or replace existing functionality of the applicable Network Management Software product. Customer may install and use following Software components:
  - QoS Policy Manager (QPM): May be installed on one (1) server in Customer's network management environment.
  - Common Services: May be installed on one (1) server in Customer's network management environment.

- Reproduction and Distribution. Customer may not reproduce nor distribute software.

2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

Please refer to the Cisco Systems, Inc. Software License Agreement.

2 QoS Policy Manager Overview

This quick start guide provides basic requirements and procedures for installing, upgrading, and setting up CiscoWorks QoS Policy Manager (QPM) 3.0 so you can get your server up and running as quickly as possible.

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Note This guide contains quick start typical installation instructions. For additional installation information, see the installation guides available in PDF in the Documentation directory on the product CDs. To read the PDF files, Adobe Acrobat Reader 4.0 must be installed.

This section contains:

- About QPM
- Contents
- Server Requirements
- Client Requirements
- Installation Sequence

About QPM

QoS Policy Manager (QPM) lets you analyze traffic throughput by application or service class, and then leverage that information to configure QoS policies to differentiate traffic and to define the QoS functions to be applied to each type of traffic flow.

By simplifying QoS policy definition and deployment, QPM makes it easier for you to create and manage end-to-end differentiated services in your network, thus making more efficient and economical use of your existing network resources. For example, you can deploy policies that ensure that your mission-critical applications always get the bandwidth required to run your business.

QPM is suitable for large-scale enterprise deployments, and IP telephony deployments, consisting of hundreds or thousands of devices. QPM facilitates management of large networks by providing advanced user authorization capabilities through integration with Cisco Access Control Server (ACS).

QPM runs on the CiscoWorks Common Services server, which can be installed as a standalone server, or as an add-on to CD One 5th Edition. CiscoWorks Common Services provides the infrastructure required by QPM to run from the CiscoWorks desktop environment, and also provides management of user roles and privileges, allowing you to control who gets access to specific tasks in QPM.

Contents

The QPM package contains two CDs:

- Common Services
- QPM

The following table provides information about the CDs and lists the contents of each sub-box in the QPM package.

Product	Provides this functionality...	Sub-box consists of...
Common Services	CiscoWorks desktop environment, login access, user authentication and authorization	• Common Services product CD • Release notes
QPM	Configuration, deployment, and monitoring of QoS policies in a network	• QPM product CD • Release notes

Server Requirements

System Components	System Requirements
Hardware	IBM PC-compatible with: • CD-ROM drive • 3.5 inch floppy disk drive
Processor	Pentium 4, 1 GHz, minimum
Operating System	*One* of the following: • Windows 2000 Server with Service Pack 2 • Windows 2000 Professional with Service Pack 2 ✎ **Note** Common Services has not been tested with any other Windows or Windows 2000 operating system or service pack; therefore, installing Common Services on any other operating system is not supported.
File System	*One* of the following: • NTFS (recommended) • FAT32
Memory	1 GB, minimum
Hard Drive Space	9 GB free hard drive space if you are installing both Common Services and QPM. 7 GB free hard drive space if Common Services is already installed on your system and you are only installing QPM.

For maximum performance, it is recommended you use a dedicated server for QPM.

Do not install QPM CDs on a Windows server running any of the following services:

• Primary domain controller
• Backup domain controller
• Terminal server

Client Requirements

The following table lists the requirements for a client system.

System Components	System Requirements
Hardware	• IBM PC-compatible computer with Pentium, 300 MHz or faster processor.
Operating System	One of the following: • Windows 98 • Windows NT 4.0 Workstation • Windows NT 4.0 Server • Windows 2000 Professional • Windows 2000 Server
Browser	• Microsoft Internet Explorer 5.5 or higher

Installation Sequence

The following table provides the installation sequence:

If You are Installing CiscoWorks QPM Package on a System That...	Then...
Has no other CiscoWorks products	Install: 1. Common Services 1.0 2. QoS Policy Manager 3.0[1]
Has QPM 2.x	Install: 1. Common Services 1.0 2. QoS Policy Manager 3.0[1] ✎ **Note** You can install QPM 3.0 without uninstalling QPM 2.x. ✎ **Note** To use the QPM 2.1.x policy database in QPM 3.0, export the policy database from QPM 2.1.x to QPM 3.0. See the *Installation Guide for CiscoWorks QoS Policy Manager* for information about the export utility.
Has Common Services with or without CD One 5th edition	Install QPM.
Has CD One 5th edition without Common Services	Install: 1. Common Services 1.0 2. QoS Policy Manager 3.0[1] ✎ **Note** If you try to install Common Services on a system that has CD One 4th edition or earlier, the Common Services installation will abort.
Has ACS	Do not install the QPM package CDs.

1. QPM is automatically installed in the Common Services installation folder.

3 Installing Common Services

Note   Common Services ships with a 90-day evaluation license that you can use to install the software. If you install Common Services without a license, you will still be able to start QPM. Please refer to the SUPPLEMENTAL LICENSE AGREEMENT, page 2 for usage restrictions for QPM.

Before you begin:

- Disable any virus scanning or intrusion detection software that may be running on the server. These types of software can interfere with the installation. Close all other running programs.

- If you are reinstalling Common Services, make sure the target directory is empty or does not exist before beginning the installation.

To install Common Services in a standalone configuration:

Step 1   Insert the Common Services CD-ROM into the CD-ROM drive.

The Common Services installation program starts. The Welcome panel of the installation application appears.

If the installation program does not start, select Start > Run from the Windows taskbar, and then type d:/setup in the Run dialog box, where d is the drive letter of the CD-ROM drive. Press Enter to start the installation program.

Step 2   Click Next. The Software License Agreement panel appears.

Step 3   To review all conditions of the license agreement, use the scroll bar on the right side of the page. To accept the terms of the license agreement and continue with the installation, click Yes. To decline the terms of the license agreement and exit the installation, click No.

If you accepted the terms of the license agreement, the Choose Destination Location panel appears.

Step 4   The default installation directory, C:\Program Files\CSCOpx, appears in the Destination Folder area. To change the default installation directory, click Browse:

- You can enter a new path in the Path field. If the directory specified does not exist, the installation program creates it.

- You can use the Directories and Drives fields to navigate to an existing directory.

Click Next.

If you are installing Common Services on a FAT32 partition, the installation program prompts you to change directories. You can choose one of the following options:

- Select the Choose another directory option to change the installation directory to a directory that resides on an NTFS partition, and then click Next.

- Select the Use selected directory option to keep your original directory choice then click Next.

- Click Cancel to terminate the installation and convert the target drive to NTFS. Refer to the *converting file systems* topic in Windows help for more information about converting a FAT32 file system to NTFS.

Note If you install Common Services on a FAT partition, you must convert that partition to NTFS to be able to install CiscoWorks later.

The System Requirements panel appears.

Step 5 Review the requirements to ensure that the drive specified has enough free space for the installation. If the selected drive does not have enough space, click Back to return to the Choose Destination Location page and select another drive.

Verify that the system has enough memory. If the system does not have enough memory, click Cancel to terminate the installation. You should either install additional memory in the target system or install Common Services on a system that meets the minimum memory requirements.

If your system meets all the system requirements, click Next. The Select license file screen appears.

Step 6 Enter the path to the license file in the License file location field. You can also use the Browse button to navigate to the correct license file. Click Next.

The system displays a message while validating your license. If the license is valid, the Account Information panel appears.

Step 7 Enter the password used to log into Windows in the Password and Confirm Password fields. Click Next.

If the two passwords do not match, the system prompts you to enter them again. If the passwords match, the Ports Configuration panel appears.

Step 8 To change the external port numbers used by the Lock Manager (lm.exe) and database (fms.exe) services, enter the new information in the following fields:

- LM Port—The port used by Lock Manager. The default value is 1272. Use the default value unless it conflicts with another application on the server.

- FMS Port—The port used by the Common Services database. The default value is 9652. Use the default value unless it conflicts with another application on the server.

Click Next. The Database Configuration panel appears.

Step 9 Enter the information used by the SQL database component of Common Services:

- Server Port—The port used by the SQL database. The default value is 2638. Use the default value unless it conflicts with another application on the server.
- Password—The password used by the SQL database. The password must be at least 4 characters long.
- Confirm Password—The same value you entered in the Password field.

Click Next. The Apache Server Configuration panel appears.

Step 10 Enter the information used by the Apache server component of Common Services:

- HTTPS Port—The port used by the Apache for Secure Socket Layer (SSL) requests. Use the default value, 443, unless it conflicts with another application on the server.
- Email Address—The email address of the system administrator (required).
- SMTP Server—The DNS name or IP address of your SMTP server.

Click Next.

Step 11 Enter the following information required to generate the local certificate. The local certificate is used for authentication and authorization when logging into the CiscoWorks desktop:

- Country Code—A two-character code for the country where the Common Services server is located.
- State—The name of the state or province where the Common Services server is located.
- City—The name of the city where the Common Services server is located.
- Company—Your company name.
- Organization—The name of the organization or division you work in.
- Domain—The name of the domain the server resides in.
- Certificate Password—A password for the certificate. The password must have a minimum of 4 and a maximum of 10 alphanumeric characters.
- Confirm Password—The same value you entered in the Certificate Password field.

Click Next. The Create Shortcuts panel appears.

Step 12 Select the Create a shortcut... check box to create a shortcut on the Windows desktop.

Click Next. The Verification panel appears.

Step 13 Review your settings. To change any settings, click Back to return to the setting you want to change. Click Next.

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Note If you abort the installation during the file copy stage, you must run the uninstall program before installing again.

The Start Copying Files panel appears. During the file copy, the system prompts you at four different times to change passwords for the following components:

- casuser (the user created by Common Services to run the desktop services)
- the "admin" account
- the "guest" account
- the CMF database

Step 14 To accept the default passwords, click No.

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Note   The default password for the admin account is "admin". The default password for the "guest" account is none (blank). The default passwords for causer and the CMF database are generated by the system and cannot be changed later.

To change a password:

a. Click Yes.

b. Type the password in the Password field.

c. Retype the password in the Confirm field.

d. Click OK.

The installation may take a few minutes to complete while the components are installed and the services are configured. When the installation is complete, the Restart panel appears.

Step 15 Select Yes and click Finish to restart the computer. Select No and click Finish to restart the computer at a later time.

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Note   You must restart the computer before you use Common Services.

Step 16 Configure the web browser on the client system for use with CiscoWorks.

For information about configuring the web browser on the client system, see the "Preparing to Use CiscoWorks Common Services" chapter in *Installing Common Services 1.0 on Windows 2000.*

4 Installing QPM

Before you begin:

- Verify that Common Services is already installed. QPM is automatically installed in the Common Services installation folder.
- The machine on which you are going to install QPM meets the requirements for running QPM.

During the QPM installation process, you will be asked for the following information:

- QPM database password—The QPM database password is required internally by the system to ensure database security. You do not need to use the password. You can change the password through Common Services in the CiscoWorks desktop. Select VPN/Security Management Solution > Administration > Configuration > Database Credentials.

- Percentage of free disk space—QPM keeps a percentage of the disk free for database backups. If you intend to perform QPM monitoring tasks, your QPM database will be larger, and will need more free disk space for backup purposes. When you run out of available disk space, QPM notifies you and you can compact your database using the QPM Rebuild Database utility on the QPM server. Before using this utility you must back up your QPM database.

To install QPM:

Step 1   Insert the QoS Policy Manager CD-ROM into your CD-ROM drive.

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Note   We do not recommend installing QPM from a network CD-ROM drive.

Step 2   Select Start > Run, and enter *d:*\ `QPM-K9.exe`, where *d* is your CD-ROM drive. The Welcome window opens.

Step 3   Click Next. The Select Program Folder window opens.

Step 4   In the Select Program Folder window, specify or select a program group, if you do not want to use the default name. Click Next.

Step 5   Enter the password for the QoS Policy Manager Database, and confirm your password. Click Next.

Step 6   In the Setup Type window, enter the percentage of disk space to keep free on the current partition. If you intend to perform QPM monitoring tasks, we recommend that you keep a larger amount of disk space free for backup purposes. Click Next.

Step 7   Review your selections in the Start Copying Files window. If you are satisfied, click Next. If you are not satisfied, click Back until you come to the window that has selections you want to change.

After you click Next, QPM is installed on your machine. This process takes a few minutes.

After QPM is installed, the Wizard Complete window opens.

Step 8 Select whether you want to restart your computer now or later, and click Finish to complete the setup. You must restart your computer before you begin to work with QPM.

The QPM services start automatically whenever you start your computer.

> **Note** Remove the QPM CD-ROM before you restart your computer.

Step 9 If you intend to work with ACS device groups and user permissions, configure settings in ACS and CiscoWorks as described in *Installation Guide for CiscoWorks QoS Policy Manager* for information.

> **Note** After setup is complete, verify the QPM installation.

5 Verifying Installation

The CiscoWorks Server desktop is the interface for CiscoWorks network management applications, including QPM.

Before you begin to work with QPM, you should ensure that you have the appropriate permissions. Verify your user permissions in the CiscoWorks2000 desktop (Server Configuration > Setup > Security), or in ACS (depending on the method you are using for user authentication).

To verify QPM installation, log into CiscoWorks:

Step 1 In your web browser, start CiscoWorks. The default URL is http://<*QPMinstall*>:1741, where <*QPMinstall*> is the name of the computer with the QPM installation.

The CiscoWorks desktop is displayed.

> **Note** The first time you start CiscoWorks on a CiscoWorks server or a client machine, the Java Runtime Environment is automatically installed.

Step 2 Verify on the front page that Java, JavaScript, and cookies are enabled. If they are not enabled, change your browser preferences to enable them, then continue to the next step.

Step 3 Log into CiscoWorks with your username and password.

The CiscoWorks navigation tree appears in the left pane.

Step 4 Click QoS Policy Manager in the navigation tree.

Step 5 Click QPM under the QoS Policy Manager drawer.

A Security Alert window opens. Click Yes to proceed. QPM opens in a separate browser window.

If you encounter problems starting QPM, see *Installation Guide for CiscoWorks QoS Policy Manager* for possible causes and solutions.

6 Where to Go Next

This section contains:

- Related Documentation
- Obtaining Documentation
- Obtaining Technical Assistance

Related Documentation

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Note Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the documentation on Cisco.com for any updates.

For information about installing, troubleshooting, getting started, and using the products within the QPM package, see these sources of information:

To learn more about...	See this document	Product Package (Printed Copy)	Product CD (PDF[1] in Documentation directory)	Cisco.com (PDF[1] and HTML)	Cisco Doc. CD[2] (PDF[1], HTML)	Online Help (PDF[1])
Product's known bugs (DDTSs)	*Release Notes for QoS Policy Manager* *Release Notes for Common Services 1.0 on Windows 2000*	Yes	No	Yes	Yes	No
Quick start installation	*Quick Start Guide for CiscoWorks QoS Policy Manager*	Yes	No	Yes	Yes	No
Detailed installation and setup information	*Installation Guide for QoS Policy Manager* *Installing Common Services 1.0 on Windows 2000*	No	Yes	Yes	Yes	No
Introduction to QPM with end-to-end scenarios and examples	*Getting Started Guide for QoS Policy Manager*	No[2]	Yes	Yes	Yes	Yes[3]

To learn more about...	See this document	Product Package (Printed Copy)	Product CD (PDF[1] in Documentation directory)	Cisco.com (PDF[1] and HTML)	Cisco Doc. CD[2] (PDF[1], HTML)	Online Help (PDF[1])
QPM features, tasks, and troubleshooting	*User Guide for QoS Policy Manager*	No[2]	Yes	Yes	Yes	Yes[4]
User authentication and database password management through the CiscoWorks2000 desktop	*Using Common Services 1.0*	No[2]	Yes	Yes	Yes	Yes
Devices and software releases that QPM supports	Device support table available at this url: http://www.cisco.com/ univercd/cc/td/doc/ product/rtrmgmt/qos/ qpm3_0/qpm30dev/ index.htm	No	No	Yes	No	No

1. Requires Adobe Acrobat 4.0 or later.
2. Not shipped in the QPM package. To order printed versions of the user guides, see the "Obtaining Documentation" section on page 16 and refer to the product numbers listed in the table.
3. To access online help for the Getting Started Guide, click Help in the CiscoWorks desktop. In the Help window, click Main. In the Contents tab select QoS Policy Manager > Getting Started with QPM. To open the PDF, select View PDF in the Contents tab.
4. To access online help for the QPM User Guide, click Help in the QPM window. To open the PDF, select View PDF in the Contents tab.

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com

Translated documentation is available at this URL:

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

Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

    http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

    http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the Fax or Email option in the "Leave Feedback" section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

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

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

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

http://www.cisco.com

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

http://www.cisco.com/register/

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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