



Installing and Uninstalling the Software

This chapter contains procedures for installing Cisco UGM for the first time. If you are already running Cisco UGM 1.0 and wish to upgrade to Cisco UGM 2.0, follow the procedures described in [Chapter 2, “Upgrading Cisco Universal Gateway Manager.”](#)



Note

For latest updates and information on installation procedures, refer to the Cisco UGM and Cisco EMF Release Notes.

Installing the Cisco UGM product consists of three separate installations:

- Installing Cisco EMF—The framework on which Cisco UGM operates.
- Installing Cisco EMF patches—These are mandatory patches necessary for Cisco EMF operation.
- Installing Cisco UGM—The network management system.

For more details on Cisco EMF installation, refer to the *Cisco Element Management Installation and Administration Guide*.

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Before You Start

Before you install [Cisco EMF](#) you must have the required hardware and software. You need to:

1. Determine whether your network requires a small deployment on a single workstation, or a larger deployment in a multi-site Client/Server configuration.
2. Determine the installation type (Server, or Client, or Patch).
3. Determine the hostname of the machine on which you are installing the default [Cisco EMF](#) Server image.
4. Determine the hostnames of the machines where you are installing other [Cisco EMF](#) Server images.
5. Determine the directory where the [Cisco EMF](#) software will be installed, (recommended path is `/opt/cemf`).
6. Determine the DNS domain for the system.
7. Determine where the [Cisco EMF](#) backups will be stored.
8. Determine if the databases are to be installed in a raw partition.



Note If you have a large deployment, place the databases in a raw partition. This enables improved [Cisco EMF](#) performance and also allows databases to grow larger than 2GB in size. Refer to *Cisco Element Management Framework Installation and Administration Guide* for more information.

9. Remove any old versions of ObjectStore. [Cisco EMF](#) requires V5.1 Service Pack 4. If this already exists, you must know where it has been installed.
10. Obtain Root or superuser (su) password and privileges from your UNIX system administrator.
11. Locate the [Cisco EMF](#), Cisco EMF Patch 1, and Cisco UGM product CD-ROMs.
12. If the system on which you are installing the [Cisco EMF](#) server software has multiple network cards, determine which network card/hostname/IP address pair will be used.

13. Have a valid license key file available on the system. (Refer to *Cisco Element Management Framework Installation and Administration Guide* for more information.) If you do not have a license you can still continue the installation, but you will not be able to start the [Cisco EMF Server](#).
14. [Store Cisco EMF](#) databases on a separate disk from the [Cisco EMF Server](#) image. Determine where these databases will be stored.

Task Checklist

Before beginning installation of Cisco EMF, complete these items:

- Check the web site for latest bulletins and updates.
- Check the minimum hardware requirements. (Refer to the *Cisco Universal Gateway Manager 2.0 Release Note*).
- Check the software requirement list to be sure that you have all the necessary software. (Refer to the *Cisco Universal Gateway Manager 2.0 Release Note*.)
- Check the latest validated patch level of Cisco EMF for the Element Manager packages that are to be installed. (Refer to the *Cisco Universal Gateway Manager 2.0 Release Note*.)
- Partition hard drives on the workstation. (Refer to the *Cisco Element Management Framework Installation and Administration Guide*.)
- Make Cisco EMF performance modifications. (Refer to the *Cisco Element Management Framework Installation and Administration Guide*.)

Sequence of Installation Tasks

Cisco UGM software installation consists of several installation procedures:

1. Install Cisco EMF. (See the [“Overview of Cisco EMF Installation”](#) section on [page 1-5](#).)
2. Install Cisco EMF patches. (See the [“About Cisco EMF Patches”](#) section on [page 1-14](#).)
3. Start Cisco EMF. (See the [“Starting Cisco EMF”](#) section on [page 1-16](#).)
4. Install Cisco UGM. (See the [“Overview of Cisco UGM Installation”](#) section on [page 1-16](#).)

When all these procedures are completed, you can start a Cisco EMF user session.

Overview of Cisco EMF Installation

Every [Cisco EMF](#) deployment must have a [Cisco EMF](#) Server image installed. Processes in the [Cisco EMF](#) Server image track the status of various aspects of network operation. The ObjectStore database system will be installed on this machine.



Note

The Server includes all Client application graphical user interfaces (GUIs).

A [Cisco EMF](#) deployment may also have the Client image installed on separate workstations which run [Cisco EMF](#) applications to access objects on the server.

A Client installation contains only those parts of the [Cisco EMF](#) system necessary for a [Cisco EMF](#) user session. This user session communicates back to the [Cisco EMF](#) server when required to retrieve management information. The [Cisco EMF](#) GUI runs on the [Cisco EMF](#) client machine, which frees system resources on the [Cisco EMF](#) server machine to process network information.

The [Cisco EMF](#) Client installation process installs the Client software on the local machine; therefore, you need not access files across a network. Network traffic occurs only when the client requires more data from the server.



Note

The [Cisco EMF](#) Server installation process also installs all the files required to establish a client to server session on a single machine. Therefore, you can install the entire [Cisco EMF](#) system including both server and client functionality on the same machine by installing just the Server image. Thereafter, you can install Client images on additional machines as required.

Using a Remote CD-ROM Drive for Installing Cisco EMF

The Cisco EMF installation program and software are on the Cisco EMF product CD-ROM.

To install software onto a system that does not have its own CD-ROM drive, place the CD-ROM on the remote system that is accessible over the network. Both of these operations are done on the remote system with the CD-ROM drive. Then mount the remote CD-ROM on the local system where the installation is to take place.

-
- Step 1** Insert the [Cisco EMF](#) CD-ROM into the CD-ROM drive on the remote host.
- Step 2** On the remote host, log in as superuser (su).
- Step 3** On the remote host, export the CD-ROM device as follows:
- Check if the Volume Manager is running:

```
/usr/bin/ps -ef | grep vold
```

If the Volume Manager is running, you see a message similar to:

```
root      591      1 0 Feb 26  ?        0 :01      /usr/sbin/vold
```
 - If the Volume Manager is not running, start the Volume Manager:

```
/etc/rc2.d/S92volmgt start
```
 - Start the NFS related daemons by entering:

```
/usr/lib/nfs/nfsd 8  
/usr/lib/nfs/mountd
```
 - Share the mount point from the remote host by entering:

```
share -F nfs -o ro /cdrom/cdrom0
```
 - Verify that this host has made the CD-ROM drive accessible. At the command line prompt, enter:

```
share
```

The output that appears includes the /cdrom mount point.
- Step 4** On the local host (where the installation is to take place), mount the remote CD-ROM.
- If it does not already exist (see [Step 3e](#)), create a mount point. At the command line prompt, enter:

mkdir /mnt/CEMFmnt

- b. Mount the remote directory. At the command line prompt, enter:

mount -r <remote-host> : /cdrom/cdrom0 /mnt/CEMFmnt

where *<remote-host>* is replaced by the hostname of the remote device.

The contents of the CD-ROM are now visible under the /mnt/CEMFmnt mount point.

About the cemfinstall Command

This section details the commands used when installing [Cisco EMF](#) and explains how to proceed with the installation.

With Cisco EMF and Patch 1 or later patches installed, enter the `<CEMF_ROOT>/bin/cemf` command to perform many administrative operations on Cisco EMF. (Refer to the *Cisco Element Management Framework Installation and Administration Guide*.)



Note

You must be logged in as the superuser (su) to use the installation program.

The cemfinstall command parameters detailed in [Table 1-1](#) are used when [Cisco EMF](#) and patches are installed and uninstalled. Do not enter the entire parameter, just specify the first letter of the parameter's name. For example, **cemfinstall -h** and **cemfinstall -help** can both be used to display help information.

Table 1-1 cemfinstall Command Options

Parameter	Description
show	Shows the installed packages.
remove [forupgrade] [skipportcheck skipallchecks]	Displays a menu from which you choose a package to remove. <ul style="list-style-type: none"> • forupgrade specifies that a new version of the Element Manager will be installed later. • Use skipportcheck and skipallchecks if you have problems installing or uninstalling Element Management Systems.
help	Displays help.
-choice <choice>	Choose the <choice> menu option. For example, entering cemf install -c 3 shows the third menu option.
-echoonly	Does not run (only echoes) commands.
-yestoall	Answer Yes to all cemf install script questions
-o <option>	Allows you to customize cemfinstall by prepending the <option> argument to any Cisco EMF commands started by cemfinstall . The <option> is therefore specific to the type of installation or uninstallation being performed.

For example, **cemfinstall -show** lists all installed packages, and **cemfinstall -help** displays help for the command.

Installing Cisco EMF

To install [Cisco EMF](#), proceed as follows:

Step 1 Log in as superuser (**su**) on the workstation where [Cisco EMF](#) is to be installed.

Step 2 Insert the [Cisco EMF](#) product CD-ROM into the CD-ROM device.

Step 3 At the command line prompt, enter:

```
cd /cdrom/cdrom0
```

Step 4 Start the [Cisco EMF](#) installation script. At the command line prompt, enter:

```
./cemfinstall
```



Note When you have not logged in as superuser, the `ERROR: You must be root to run this script` error message is displayed. Log in as superuser (**su**) and run the `cemfinstall` script again.

A menu listing the [Cisco EMF](#) installation options is displayed.

Step 5 Choose the desired installation option, [Installing the Server Image](#) or [Installing a Client Image](#), then press **Enter**.

Step 6 When the installation is complete, or when you do not wish to proceed, press **Q** to exit the installation process, and then press **Enter**.



Note If a package is already installed, the `**Already Installed**` message is displayed beside the option and the option to install that package cannot be selected.

Installing the Server Image

The Server installation installs the Server processes. It also installs a local client on a Server workstation. This section describes the procedure for installing a [Cisco EMF Server image](#).



Note

You must always install a Server image; Client image installation depends on your system size and requirements.

-
- Step 1** After choosing the Server installation option, you are asked where the installation should be placed. The default location is `/opt/cemf`.
- Step 2** If the default location is acceptable, press **Enter**.
If the default is not acceptable choose **n**, and press **Enter**. You are then asked where you want [Cisco EMF](#) to be installed. Enter the path to the directory you want, then press **Enter**.
- Step 3** The specified directory is displayed and you are asked to confirm. Press **Enter** to accept the directory, or choose **n**, press **Enter**, then specify the correct directory.
- Step 4** You are asked to enter the directory to be used for Backups and Restores. The default directory `/opt/Backup` is displayed. You should specify a separate disk to gain better performance from Cisco EMF.



Note

Refer to *Cisco Element Management Framework Installation and Administration Guide* for full details of the Backup and Restore process.

- Step 5** If the machine has more than one hostname, the hostname menu is displayed. Choose the correct hostname, then press **Enter**. If the correct hostname is not listed in the menu, press **Enter**, enter the desired hostname, then press **Enter**.
- Step 6** When you have specified the directory, the Server Hostname and Server IP Address are displayed. If the setup is correct, press **Enter**. Otherwise, choose **n**, then press **Enter** when you wish to change these values. You normally only change these values if your system has multiple network card interfaces from which to choose.



Note If you enter an incorrect Hostname or IP Address, the `Error : IP Address <IP Address> entered for <server name> Server system is invalid.` message is displayed.

- Step 7** When you have specified the valid hostname and IP address, the installation process checks your system for a valid version of Object Store. You now proceed with the ObjectStore installation and configuration. (For an explanation of ObjectStore options, refer to the *Cisco Element Management Framework Installation and Administration Guide*.)
- Step 8** When the ObjectStore options are configured, you are asked for the DNS domain of your system. To accept the default, choose **y**, then press **Enter**. To change the default, enter **n**, press **Enter**, specify the relevant DNS domain, then press **Enter**.
- Step 9** You are now informed about Licensing options. The recommended option is to run the FlexLM daemon which is provided with **Cisco EMF**. Your other option is to use an existing FlexLM daemon you already have running on your system.
- Step 10** To use the FlexLM daemon provided with **Cisco EMF**, enter **y**, then press **Enter**. You are asked if you have a valid license file.
- Step 11** Press **Enter** if you have a valid license file available on your network. You are then asked to enter the full name, including the path, of the license file.



Note To obtain a license, refer to the *Cisco Element Management Framework Installation and Administration Guide*.

- Step 12** To use an existing FlexLM daemon running on your system, enter **n**, then press **Enter**.
- Step 13** You are asked to **Enter** the location of the license file. Enter the location, then press **Enter**. Your choice is displayed and you are asked to confirm that the location is correct. Choose **y**, then press **Enter** to proceed or choose **n**, then press **Enter** to correct the path.



Note If you do not have a valid license file you can continue with the installation. Choose **n**, then press **Enter**. The installation process continues, however you will not be able to start the [Cisco EMF Server](#) until a valid license key is provided and the `<CEMF_ROOT>/bin/cemf license` command is run to update the license information. (See the *Cisco Element Management Framework Installation and Administration Guide* for details.)

- Step 14** The installation process starts. This process takes several minutes. A message informing you the [Cisco EMF Server Package](#) installation completed satisfactorily is displayed.
- Step 15** Once the installation is complete, **cd** out of the directory `/cdrom/cdrom0` and enter **eject**.
- Step 16** Remove the [Cisco EMF](#) product CD-ROM from the CD-ROM drive.
- Step 17** If a valid license file was supplied, you can now start the [Cisco EMF Server](#) as described in “[Starting Cisco EMF](#)” section on page 1-16.
-

Installing a Client Image

This section describes the procedure to use when installing a [Cisco EMF Client](#) image on a remote workstation.

- Step 1** After choosing a Client installation, you are asked where the [Cisco EMF Client](#) software should be placed. The default location is `/opt/cemf`.
- Step 2** If the default installation location is acceptable, press **Enter**.



Note If the default is not acceptable, choose **n**, then press **Enter**. You are asked where you want [Cisco EMF](#) to be installed. Enter the path to the installation directory you want, then press **Enter**. The directory is displayed and you are asked to confirm. Press **Enter** to accept the directory, or choose **n**, then press **Enter** to correct the specified directory.

- Step 3** When the installation directory is set, you are asked to specify the hostname of the system where the [Cisco EMF Server](#) is installed.
- Step 4** Type the relevant hostname, then press **Enter**.
- Step 5** You are asked to confirm that the hostname is correct. Press **Enter** to accept the displayed hostname. Otherwise, choose **n**, then press **Enter** if you want to change the displayed hostname.
- Step 6** The Server Hostname and corresponding IP address are displayed. If they are correct, press **Enter**. Otherwise, choose **n**, then **Enter** if you want to change these values.



Note If you enter an incorrect Hostname or IP Address, the `Error : IP Address <IP Address> entered for <server name> Server system is invalid.` message is displayed. Specify the valid hostname and IP address.

- Step 7** The installation process now starts. This process takes several minutes. A message indicates that the [Cisco EMF Client Package](#) installed successfully.
- Step 8** Once the installation is complete, **cd** out of the directory `/cdrom/cdrom0`, then enter **eject**.
- Step 9** Remove the [Cisco EMF](#) product CD-ROM from the CD-ROM drive.
- Step 10** The [Cisco EMF Client](#) can now be started as described in the “[Starting Cisco EMF](#)” section on page 1-16.
-

About Cisco EMF Patches

After installing Cisco EMF (version 3.2), first install Patch 1 and then Patch 1.1. These installation procedures are described in:

- [Installing Cisco EMF Patch 1, page 1-14](#)
- [Installing Cisco EMF Patch 1.1, page 1-15](#)



Caution

Patches 1 and 1.1 are mandatory for Cisco EMF 3.2 to work properly with Cisco UGM. Deployment of Cisco EMF 3.2 (and Cisco UGM) without these patches (or later patches) is not supported.

Installing Cisco EMF Patch 1

Step 1 Download the Deployment Release Notes for Cisco Element Management Framework v3.2, Patch 1.

This document is located at:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cemf/3_2_p1/index.htm

Step 2 Log in as **root**.

Step 3 Insert the Cisco EMF 3.2 Patch 1 CD-ROM into the CD-ROM device.

Step 4 At the command line prompt enter:

```
cd /cdrom/cdrom0
```

Step 5 Run the install script to start the patch installation.

```
./ceminstall
```

The Install Package screen is displayed, for example when a Cisco EMF Server is installed, the following menu is displayed:

```
INSTALL PACKAGE
=====
1) CEMF Server 3.2 Patch 170001-18
2) CEMF Client 3.2 Patch 170101-18 - Not Installed "CSCOcemfc"
q) Quit
Which package do you wish to install? (Def:1) [?,q]
```

**Note**

The patch number identifies the type and version of the patch.

The first two digits indicate the product (**170001**-18 is for Cisco EMF).

The second pair of digits indicates that the product is for a Server (**170001**-18) or a Client (**170101**-18).

The third pair of digits identifies the patch number (1700**01**-18 is Patch 1).

The final two digits identify the build number of the patch (170001-**18** indicates that this is the eighteenth build of a patch).

Step 6 Select the package you want to install.

**Note**

Install the Server or Client patch on each machine where the Cisco EMF 3.2 Server or Client image was installed.

The installation process starts. Cisco EMF processes stop automatically before the patch installation starts.

Step 7 When the installation is complete, change out of the cdrom directory and enter:
eject

Step 8 Remove the Cisco EMF 3.2 Patch 1 CD-ROM from the CD-ROM drive.

Installing Cisco EMF Patch 1.1

Step 1 Download the Deployment Release Notes for Cisco Element Management Framework v3.2, Patch 1.1 located at:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cemf>

Step 2 Access the Patch 1.1 software at:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cemf>

Step 3 Download the patch to a directory on your hard drive.

- Step 4 From the same directory, enter:
- ```
./ceminstall
```
- 

## Starting Cisco EMF

Cisco EMF operations are fully described in the *Cisco Element Management Framework Installation And Administration Guide*.

Cisco EMF software on a server or client is automatically started during system bootup. To start this software at other times:

---

- Step 1 Log in as the **root** user on the system where you want to install Cisco UGM.

- Step 2 From the command line, enter:

```
<CEMF_ROOT>/bin/cemf start
```

where *<CEMF\_ROOT>* is the directory where Cisco EMF is installed.

The Cisco EMF processes start, and a message informs you when the startup is complete.



### Note

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Cisco EMF processes will not start if the host IP address cannot be reached. The `Host IP address <IP address> is unreachable -- aborting...` message appears. Cisco EMF processes stop.

---

Do not start a user session at this point because the Cisco UGM installation will end any running Cisco EMF GUI-based sessions. (See the [“Overview of Remote Cisco UGM Access”](#) section on page 1-20.)

## Overview of Cisco UGM Installation

After the Cisco EMF Server or Client image is installed on your systems, install Cisco UGM on your server and client.

The Cisco EMF run level is lowered (placed offline) at the start of the Cisco UGM installation process and is reset at completion to its former level (placed online).



**Caution**

If Cisco UGM is reinstalled (after the Cisco UGM initial installation), any existing data is lost. Back up any existing data before reinstalling Cisco UGM. Refer to the *Cisco Element Management Framework Installation and Administration Guide*.

If Cisco EMF detects any traces of Cisco UGM from a previous installation, this installation ends. Enter **.removeEMS** to remove traces of the previous installation.

See the “[Overview of Uninstalling Cisco UGM](#)” section on page 1-23.

If the installation script does not find the swap space disk partition, enter the location of the swap space; if the swap space disk partition is less than 2GB, the installation ends.

For help in setting up the swap space disk partition, refer to the *Cisco Element Management Framework Installation and Administration Guide*.

## About CiscoView Compatibility

- If you have Solaris 2.6 and Netscape Navigator version 4.76 installed, and are running CiscoView version 5.0 or 5.1, follow the directions in the “[Installing the Cisco UGM Software Image](#)” section on page 1-18.
- If you have Solaris 2.6 and Netscape Navigator version 4.76 installed, and are running CiscoView version 5.2 or 5.3, follow the directions in the “[Workaround for CiscoView 5.2 or 5.3 Operation with Cisco UGM](#)” section on page 1-17.
- A future release of CiscoView will support Solaris 2.8.

## Workaround for CiscoView 5.2 or 5.3 Operation with Cisco UGM

This sequence is provided with the assumption that Cisco EMF is installed in the /opt/cemf directory.

- Step 1** Obtain the port number that the CiscoView (version 5.2 or 5.3) web server uses. The default port number is 1741.

- Step 2** Log on to the Cisco UGM server as a root user.
- Step 3** Enter this command:
- ```
cd /opt/cemf/config/partitioning
```
- Step 4** Make a backup copy of the `ASThirdParty.partspec` file.
- Step 5** Edit the `ASThirdParty.partspec` file:
- Locate the line containing:
`http://`
 - Add the port number (obtained in [Step 1](#)) after the hostname or IP address.
Example: `http://hostname:1741`
 - Enter these commands:

```
cd /opt/cemf/bin  
./partitioningTool -d /opt/cemf/config/partitioning/  
ASThirdParty.partspec  
./partitioningTool -a /opt/cemf/config/partitioning/  
ASThirdParty.partspec
```
- Step 6** Install the Cisco UGM software image.
-

Installing the Cisco UGM Software Image



Note

If you are planning to operate Cisco UGM with CiscoView, make sure that Netscape Navigator 4.76 is installed on your system and that you are running CiscoView version 5.0 or 5.1.

- Step 1** Check that you are running the correct version of Cisco EMF by entering:
- ```
<CEMFROOT>/bin/cemf install -show
```
- Cisco EMF version and patch information appear. Compare this with the Release Note for Cisco Universal Gateway Manager Version 2.0.
- Step 2** If Cisco EMF is not already running, start Cisco EMF by entering:

```
<CEMFROOT>/bin/cemf start
```

**Step 3** Insert the Cisco Universal Gateway Manager 2.0 CD-ROM.

**Step 4** Change to this CD-ROM drive and directory:

```
cd /cdrom/ugm_2.0
```

**Step 5** If you are installing Cisco UGM on the server, enter:

```
./installEMS
```

Or

If you are installing Cisco UGM on the client, enter:

```
./installEMS -c
```

The installation script checks that Cisco EMF version 3.2 is installed. If it detects an older version of Cisco EMF, the installation ends.

**Step 6** Specify if you will use CiscoView with this Cisco UGM installation:

- If you answer **y** (yes), go to [Step 7](#).
- If you answer **n** (no), the installation is complete.

**Step 7** Enter the following information for CiscoView:

```
Enter path where netscape can be found: /opt/cemf/bin/netscape
Using netscape at /opt/cemf/bin/netscape
Use telnet found at /usr/bin/telnet? Press Enter to accept or enter
new location: <Enter>
Using telnet at /usr/bin/telnet
Select on which host CiscoView is installed by using
1) its HostName
2) its IP Address
Enter 1 or 2:2
Enter IP Address: 172.19.50.10
```



---

**Note** The HostName specified in this step must exist in the /etc/hosts file of the Unix system.

---

The Cisco UGM installation takes approximately one hour to complete. This installation time excludes that for the Cisco EMF, which is already installed.

If the installation fails, check the avLoad.log file (located in the /opt/cemf/logs directory) and see [Chapter 4, “Troubleshooting Cisco UGM.”](#)

---

## Checking the Installation

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When you have completed the Cisco UGM installation procedure, verify that the Cisco UGM controllers are running.

Enter:

```
/opt/cemf/bin/cemf query
```

In the resulting display, make sure that the ASMainCtrl, IOSConfigCtrl, and ASFaultStandAlone controllers are listed.

---

## Overview of Remote Cisco UGM Access

You can access Cisco UGM functions from a workstation or PC remotely.

When you access Cisco UGM remotely, it takes longer to run certain functions than if you are connected to the server. This section contains system settings that can help you optimize Cisco UGM remote access and viewing.

## Changing System Settings for Remote Access

---

- Step 1** From your Windows desktop, choose **Start > Programs > Reflection > Reflection X**.
- Step 2** From the toolbar in the X Client Manager window, select **Settings > Window Manager**.
- Step 3** In the Window Mode field, select **Microsoft Windows Desktop**.
- Step 4** In the Default Local Window Manager field, select **Microsoft Windows**.

- Step 5** In the Options field, select **Allow Remote Window Manager**.
- Step 6** Click **OK**.
- Step 7** From the toolbar in the X Client Manager window, choose **Settings > Color**.
- Step 8** In the Default Visual Type field, select **PseudoColor Emulation**.
- Step 9** In the Colormap Preallocation field, select **System Colors**.
- Step 10** In the Private field, select **None**.
- Step 11** Add the light green color (needed to view status codes) by clicking **Edit** at the bottom of the screen.
- Step 12** In the Red (R), Green (G), and Blue (B) fields, change the B and R values to 190 each; the G field remains at 248.
- Step 13** Click **Add** and enter **LightGreen** as the description for this new color.
- Step 14** Click **OK**.
- Step 15** To return to the Reflection X window, click **OK**.
- 

## Starting a User Session Remotely

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- Step 1** From your Windows desktop, choose **Start > Programs > Reflection > Reflection X**.
- Step 2** From the X Client Manager left pane, select a Telnet mode:
- `xdmcmdir.rxc` (Direct)—Use this mode if the remote device is on a different subnet than the server.
  - `xdmcbrd.rxc` (Broadcast)—Use this mode if the remote device is on the same subnet as the server.
- Step 3** In the hostname field, enter the server that you want to Telnet to, and click **Connect**.
- Step 4** Log in as **root** (username) with a password provided by your system administrator.
- Step 5** Enter the following command:
- ```
cd /opt/cemf/bin
```

Step 6 Start the Cisco EMF client by entering:

```
./cemf session
```

Step 7 Log in as an admin level user and enter the password:

```
admin
```



Note

admin is the system default password. Use the username and password assigned by your system administrator.

The Cisco EMF Launchpad appears, and Cisco UGM starts automatically.

Starting a User Session from a Local Workstation

You can run a Cisco EMF user session from a server or client machine.



Note

Cisco EMF should already be running. If, upon starting, you receive a message that Cisco EMF is not running, enter the **cemf start** command on the client.

By default, Cisco EMF is installed with one default user account for the system administrator. The default username and default password is **admin**.



Caution

Cisco recommends that for security purposes you change the administrator password when you install Cisco EMF. Also, for other users, Cisco strongly recommends that you set up individual user accounts by using the Cisco EMF Access Manager (refer to the *Cisco Element Management Framework Installation and Administration Guide*).

Step 1 To log on to Cisco EMF and start a user session, enter:

```
<CEMF_ROOT>/bin/cemf session
```

where <CEMF_ROOT> is the directory where Cisco EMF is installed.

The Cisco EMF Login window appears.

Step 2 Enter your user name and password; then click **Ok**.

You have three attempts to specify a valid user name and corresponding password. When you specify a valid user name and the corresponding password, the session starts and the Cisco EMF Launchpad window appears. Cisco UGM starts automatically.

Overview of Uninstalling Cisco UGM

Uninstalling the software is always the reverse of the installation sequence. Software components are uninstalled in this order:



Note

Cisco UGM and Cisco EMF must both be running when you uninstall Cisco UGM.

1. Cisco UGM (see the [“Uninstalling Cisco UGM”](#) section on page 1-24).
2. Cisco EMF Patch 1.1 (see the [“Uninstalling Cisco EMF Patch 1.1”](#) section on page 1-25).
3. Cisco EMF Patch 1 (see the [“Uninstalling Cisco EMF Patch 1”](#) section on page 1-26).
4. Cisco EMF (see the [“Uninstalling Cisco EMF”](#) section on page 1-27).

If you have difficulty uninstalling the software, see the [“Troubleshooting Cisco UGM Uninstallation”](#) section on page 1-27.

The Cisco EMF run level is lowered (placed offline) at the start of the Cisco UGM uninstallation process and is reset at completion to its former level (placed online).



Note

The `./removeEMS` script detects and removes the Server image, the Client image, or both.

Table 1-2 Cisco UGM Uninstallation Command Options

Command Option	Description
-help or -h	Displays online Help.
-upgrade or -u	Performs an upgrade instead of a removal. To preserve Cisco UGM databases when the system is uninstalled, use this option.
-skipportcheck	Performs a forceful removal without checks. Since the controller does not participate in this forceful removal, Cisco UGM objects are still seen in the Map Viewer. Manually delete the objects to remove them from the Map Viewer and the database. Use this command only if the <code>./removeEMS</code> command fails.
-noconfirm	Assumes a yes answer to all script prompts.

The Cisco UGM uninstall process takes approximately one hour to complete.

Uninstalling Cisco UGM



Note

You must run the uninstall script from the directory where the script is located.

-
- Step 1 Verify that you have exited from all Cisco EMF sessions.
 - Step 2 Insert the Cisco Universal Gateway Manager CD-ROM.
 - Step 3 Change to the CD-ROM drive and enter:

`./removeEMS`

This script removes Cisco UGM Version 1.0. You can specify several options with this command.

**Tip**

If the uninstallation fails, check the log file in the /tmp directory to identify the problem.

See the “[Overview of Uninstalling Cisco UGM](#)” section on page 1-23 for details.

Uninstalling Cisco EMF Patch 1.1

The patch must be uninstalled from the server and all clients on the network.

Step 1 Log in to the machine with Cisco EMF installed.

Step 2 Log in as **root**.

Step 3 Go to:

```
<CEMF_ROOT>/bin
```

Where <CEMF_ROOT> is the Cisco EMF root directory.

Step 4 To uninstall Cisco EMF, enter:

```
<CEMF_ROOT>/bin/cemf remove
```

The uninstall package screen appears, for example where the Cisco EMF Server is installed and the patch number is 170011-12, the following menu appears:

```
REMOVE PACKAGE
=====
1) Cisco EMF Server Package
2) CEMF Server 3.2 Patch 170011-12
q) Quit
Which package do you wish to remove? (Def:1) [?,q]
```

Step 5 Select the patch that has to be uninstalled.

If you proceed with the uninstallation the screen will scroll through the software being deleted and you will see the following message:

```
Removal of <package> was successful.
```

Uninstalling Cisco EMF Patch 1

The patch must be uninstalled from the server and all clients on the network.

Step 1 Log in to the machine with Cisco EMF installed.

Step 2 Log in as **root**.

Step 3 Go to:

```
<CEMF_ROOT>/bin
```

where *<CEMF_ROOT>* is the Cisco EMF root directory.

Step 4 To uninstall Cisco EMF, enter:

```
<CEMF_ROOT>/bin/cemf remove
```

The uninstall package screen appears, for example where the Cisco EMF Server is installed and the patch number is 170001-18, the following menu appears:

```
REMOVE PACKAGE
=====
1) Cisco EMF Server Package
2) CEMF Server 3.2 Patch 170001-18
q) Quit
Which package do you wish to remove? (Def:1) [?,q]
```

Step 5 Select the patch that has to be uninstalled. You will be notified that the uninstallation is about to take place.

If you proceed with the uninstallation the screen will scroll through the software being deleted and you will see the following message:

```
Removal of <package> was successful.
```

Overview of Uninstalling Cisco EMF

All [Cisco EMF](#) processes are automatically stopped and uninstalled when you run the uninstallation script. The process used to uninstall [Cisco EMF](#) during an upgrade is different, and is described in the *Cisco Element Management Framework Installation and Administration Guide*.

If ObjectStore was installed as part of the [Cisco EMF](#) installation, it is removed during uninstallation. If ObjectStore was installed as a separate package before the [Cisco EMF](#) installation, the ObjectStore installation remains after uninstallation of [Cisco EMF](#).

**Note**

Ensure that you have backed up all databases as the **cemf remove** command removes dynamically created files (for example, log files and databases). Refer to the *Cisco Element Management Framework Installation and Administration Guide*.

Uninstalling Cisco EMF

The uninstallation option is provided with the installed [Cisco EMF](#) software.

-
- Step 1** As a **root** user, log in to the machine where [Cisco EMF](#) is installed.
- Step 2** At the command line prompt, change to the [Cisco EMF](#) bin directory, and enter:
- ```
cd <CEMF_ROOT>/bin
```
- Step 3** At the command line prompt, enter:
- ```
./cemf remove or ./cemf install -r
```
- Step 4** Select the option that you require from the menu.

You are notified that the uninstallation is about to take place.

If you proceed with the uninstallation, the screen scrolls through the software being deleted and the following message is displayed:

```
Removal of <package> was successful.
```

Troubleshooting Cisco UGM Uninstallation

You may have difficulty uninstalling Cisco UGM for these reasons:

- Your temporary license ended and you cannot start Cisco EMF.

- Cisco UGM stopped operating.

If either of these conditions exists, uninstall each individual element package.

The names of the server packages are:

- ASMainEMm
- IOSCfgm

The names of the client packages are:

- ASMainEMc
- IOSCfgc

-
- Step 1** Remove the element package registration from Cisco EMF by entering:
- ```
<CEMF_ROOT>/bin/cemf load -removelock -skipportcheck -remove <Pkg Name>
```
- Step 2** Remove the element package by entering:
- ```
/usr/sbin/pkgrm <Pkg Name>
```
- Step 3** Remove Cisco EMF by entering:
- ```
<CEMF_ROOT>/bin/cemfinstall -remove
```
-