



Installation Guide for QoS Policy Manager 3.0

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Customer Order Number: DOC-7814315=
Text Part Number: 78-14315-01



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Preface

This manual describes how to install and set up CiscoWorks QoS Policy Manager.

Audience

This manual is for network architects and designers, network administrators, network management consultants, and integration partners.

To use QoS Policy Manager, you should have a basic understanding of network management, TCP/IP, and the configuration of your network. You should know how to use Microsoft Windows 2000.

Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic font</i>
Displayed session and system information	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen font</i>

Item	Convention
Menu items and button names	boldface font
Selecting a menu item	Option > Network Preferences

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Related Documentation

**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 QoS Policy Manager documentation on Cisco.com for any updates.

The following documentation is available:

PDF Files

The following PDF files are located on the QPM installation CD:

- User Guide for QoS Policy Manager
- Getting Started Guide for QoS Policy Manager
- Installation Guide for QoS Policy Manager

**Note**

Adobe Acrobat Reader 4.0 or later is required.

Online Documentation

- Online help for CiscoWorks2000, Common Services, and QPM.

In the CiscoWorks2000 desktop, select an option from the navigation tree, then click **Help**.

The online help for QPM includes all the information in the QPM user guide and QPM getting started guide.

- Context-sensitive online help for QPM.

In the QPM window, click the Help link at the top of each page.

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

Cisco documentation is available 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 corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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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

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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 to

- 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

You can self-register on Cisco.com to obtain customized information and service. 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.

Which Cisco TAC resource 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, it is recommended 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.



Introduction

This chapter contains the following topics:

- [Overview of QPM, page 1-1](#)
- [Hardware and Software Requirements, page 1-2](#)
- [Preparing for Installation, page 1-3](#)

Overview of 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.

Hardware and Software Requirements

It is recommended to use a dedicated server for QPM to realize maximum performance.

[Table 1-1](#) shows the hardware and software requirements for the QPM server.

Table 1-1 Server Hardware and Software Requirements

Hardware	<ul style="list-style-type: none"> • IBM PC-compatible computer with Pentium IV, 1 GHz or faster processor.
Memory (RAM)	<ul style="list-style-type: none"> • 1 GB minimum
Available disk drive space	<ul style="list-style-type: none"> • 7 GB minimum. (The available disk space required depends on the tasks you want to do in QPM.) <p>Note CiscoWorks Common Services installation requires 2 GB free disk space, therefore you should ensure that you have a minimum of 9 GB free disk space before you install CiscoWorks Common Services.</p>
Software	<p>One of the following:</p> <ul style="list-style-type: none"> • Windows 2000 Professional with Service Pack 2. • Windows 2000 Server with Service Pack 2.
Browser	<ul style="list-style-type: none"> • Microsoft Internet Explorer 5.5 or higher.

Table 1-2 shows the requirements for client systems.

Table 1-2 Client Requirements

Hardware	<ul style="list-style-type: none"> • IBM PC-compatible computer with Pentium, 300 MHz or faster processor.
Operating System	<p>One of the following:</p> <ul style="list-style-type: none"> • Windows 98 • Windows NT 4.0 Workstation • Windows NT 4.0 Server • Windows 2000 Professional • Windows 2000 Server
Browser	<ul style="list-style-type: none"> • Microsoft Internet Explorer 5.5 or higher

Preparing for Installation

Before you install QPM, ensure the following:

- CiscoWorks Common Services is already installed on the machine on which you are going to install QPM. (CiscoWorks Common Services installs the CiscoWorks2000 desktop, if it is not already installed.)
- The machine on which you are going to install QPM meets the requirements for running QPM. See [Hardware and Software Requirements, page 1-2](#).



Note

You can install QPM 3.0 on a machine that has QPM 2.x installed. You do not need to uninstall QPM 2.x.

If you want to use your QPM 2.1.x policy databases in QPM 3.0, you must first export them from QPM 2.1.x, using the QPM 2.1.x export utility. See [Appendix B, “Exporting QPM 2.1.x Databases”](#) for more information.



Installing and Uninstalling QPM

This chapter contains the following topics:

- [Installing QPM, page 2-1](#)
- [Setup for Working with ACS Device Groups and User Permissions, page 2-4](#)
- [Verifying QPM Installation, page 2-6](#)
- [Troubleshooting QPM Installation, page 2-7](#)
- [Uninstalling QPM, page 2-10](#)

Installing QPM



Note

CiscoWorks Common Services must be installed on your computer before you begin to install QPM.

CiscoWorks Common Services ships with a 90-day evaluation license that you can use to install the software. If you install CiscoWorks Common Services without a license, you will still be able to start QPM. Please refer to the Supplemental License Agreement in the *Quick Start Guide for QoS Policy Manager* for usage restrictions for QPM.

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

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 CiscoWorks2000 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 backup your QPM database.

Procedure

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



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** to continue. 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 CiscoWorks2000 as described in [Setup for Working with ACS Device Groups and User Permissions, page 2-4](#). For more information about QPM user permissions, see [Appendix A, “QPM User Permissions.”](#)

- Step 10** After setup is complete, verify the QPM installation. See [Verifying QPM Installation, page 2-6](#) for details.

If you encounter problems starting QPM, see [Troubleshooting QPM Installation, page 2-7](#).

Setup for Working with ACS Device Groups and User Permissions

If you want to use ACS device groups and permissions for QPM, ACS 3.1 must be installed on the network.

To work with ACS device groups and user permissions, you must configure CiscoWorks Common Services to use ACS authorization and authentication. See [Table 2-1](#) for details of the steps required.



Note

Even if you use ACS authentication, CiscoWorks Common Services uses local authorization for all CiscoWorks Common Services-based tasks. To perform these tasks, the user must also be defined in CiscoWorks Common Services, and be given the appropriate privilege level.

For more information about configuring ACS authorization authentication, see the user guide or online help for CiscoWorks Common Services.

Table 2-1 Steps Required to Work with ACS Device Groups and User Permissions

Task	Procedure
Define the QPM server in ACS.	<ol style="list-style-type: none"> 1. In ACS, select Network Configuration. 2. Add the QPM server to a device group, or add it as an individual device, depending on the ACS setup. 3. Enter the ACS shared key in the Key field.
Define the Login Module in CiscoWorks as TACACS+.	<ol style="list-style-type: none"> 1. In the CiscoWorks2000 desktop, select Server Configuration > Setup > Security > Select Login Module. 2. Select TACACS+, if it is not already selected. Click Next. 3. Enter the ACS server name. Change the default port, if required. You do not need to enter a key. 4. Click Finish.

Table 2-1 Steps Required to Work with ACS Device Groups and User Permissions (continued)

Task	Procedure
Synchronize CiscoWorks Common Services with the ACS server configuration.	<ol style="list-style-type: none"> 1. In the CiscoWorks2000 desktop, select VPN/Security Management Solution > Administration > Configuration > AAA Server. 2. In the AAA Server Information dialog box, click Synchronize. 3. Add Login details. Enter the ACS shared key that you defined for QPM server in ACS. 4. Click Register. 5. Select qpm, and click the Add button, to add the QPM permission roles in ACS. Click OK. 6. Click Finish.
Define usernames, device groups and user groups in ACS.	<ol style="list-style-type: none"> 1. In ACS, select User Setup to define usernames. You must define the same username and password as you define for CiscoWorks authentication. 2. Select Group Setup to define permissions for device groups.

**Note**

To remove the QPM permission roles from an ACS server, click **Unregister** in the AAA Server Information dialog box.

To add QPM permission roles to ACS after they were removed using the **Unregister** button, click **Register** in the AAA Server Information dialog box

**Note**

To change the authorization and authentication mode back to CiscoWorks permissions, you must configure CiscoWorks Common Services to use local authorization and authentication. For details of this procedure, see the user guide or online help for CiscoWorks Common Services.

Verifying QPM Installation

QoS Policy Manager is accessed from the CiscoWorks2000 desktop.

Procedure

Step 1 In your web browser, start CiscoWorks2000. The default URL is `http://<QPMinstall>:1741`, where `<QPMinstall>` is the name of the computer with the QPM installation.

The CiscoWorks2000 desktop is displayed.



Note The first time you start CiscoWorks2000 on a CiscoWorks2000 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 CiscoWorks2000 with your username and password.
The CiscoWorks2000 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 [Troubleshooting QPM Installation, page 2-7](#), for possible causes and solutions.

Troubleshooting QPM Installation

The following topics can help you troubleshoot problems you might encounter while installing QPM, or starting QPM:

- [Troubleshooting Problems During Installation, page 2-7](#)
- [Troubleshooting Problems Starting Common Services, page 2-7](#)
- [Troubleshooting Problems Starting QPM, page 2-8](#)
- [Obtaining System Status Information for Troubleshooting, page 2-9](#)

Troubleshooting Problems During Installation

Problem—Installation process fails. An error message appears telling you that you cannot install QPM because the “qpm” installation subdirectory already exists under the Common Services installation directory.

Explanation—The “qpm” installation directory was not completely deleted during a previous uninstall operation.

Recommended Action—Delete the “qpm” installation directory and start the installation process again. If some of the files are locked and cannot be deleted, restart the computer, and then delete.

Troubleshooting Problems Starting Common Services

Common Services might not start for any of the following reasons:

- [Changing Windows Account, page 2-7](#)
- [Port Conflict, page 2-8](#)

Changing Windows Account

Problem—If you install Common Services and QPM using a specific admin account/password, everything works as planned. However, if you change the password to this Windows account, then installed services fail to start.

Recommended Action—Change the password for all services to match the current password of the account which they were installed. Common Services include Tomcat, fms, lm, and da-framework services.

Port Conflict

Problem—You cannot start Common Services because port 1741, which is used by Common Services, is in use by another application.

Recommended Action—Try the following:

- Restart the QPM server.
- To run CiscoWorks, enter `http://<QPMinstall>:1741/login.html`, where `<QPMinstall>` is the name or IP address of the QPM server.

Troubleshooting Problems Starting QPM

QPM might not start for any of the following reasons:

- [Changed Database Password, page 2-8](#)
- [Old Version of Java Plug-In, page 2-8](#)
- [Incorrect User Permissions, page 2-9](#)
- [Unknown Cause, page 2-9](#)

Changed Database Password

Problem—If you change the QPM database password and then try to start QPM without restarting the QPM server, the connection to the database is lost.

Recommended Action—Restart the QPM server after changing the QPM database password.

Old Version of Java Plug-In

Problem—QPM might not start if there is a older version of the Java plug-in than the one required by QPM.

Recommended Action—Uninstall the old Java plug-in. When you start CiscoWorks, it automatically installs the new Java plug-in.

Incorrect User Permissions

Problem—Many buttons in the user interface are grayed out because you might not have the correct user permissions to perform those tasks.

Recommended Action—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). For more information about working with ACS user permissions, see [Setup for Working with ACS Device Groups and User Permissions, page 2-4](#).

Unknown Cause

Recommended Action—Restart the QPM server.

Obtaining System Status Information for Troubleshooting

If QPM does not run after installation, or if unusual exceptions occur or error windows are displayed while running QPM, you can obtain system status information by running the QPM Diagnostic Tool on the QPM server. This tool generates a report in a browser window of the system status with its diagnostics and suggests possible solutions where applicable.

If you want to send the diagnostics results to a TAC representative, you can run the MDCSupport.exe command-line utility, which collects configuration and system information in a zip file called MDCSupportInformation.zip. This zip file includes any problems that occurred during the installation or the running of QPM. You can send this file to the Cisco Technical Assistance Center (TAC) support staff to assist in diagnosing the problems.

Procedure

-
- Step 1** On the QPM server, select **Start > Programs > Cisco Systems > QoS Policy Manager > Diagnostic Tool**.

A report is generated and displayed in a browser window for you to view.

- Step 2** To send the diagnostics results to a TAC representative:
- a. At the command line, enter **MDCSupport.exe** and press **Enter**.
A zip file named **MDCSupportInformation.zip** is created under **c:\Program Files\CSCOPx\MDC\etc**.
 - b. Email this file to the TAC representative.
-

Uninstalling QPM

You can uninstall QPM directly from the QPM setup or from the CiscoWorks Common Services setup. If you are uninstalling only QPM, it is easier to uninstall from the QPM setup. If you want to uninstall QPM and CiscoWorks Common Services, use the CiscoWorks Common Services setup to uninstall both applications in a single procedure.

**Note**

Uninstalling QPM does not remove your deployed policies from the network devices.

Procedure from QPM Setup

- Step 1** Select **Start > Settings > Control Panel > Add/Remove Programs**. The Add/Remove Programs window opens.
- Step 2** Select **QoS Policy Manager 3.0**, and click **Change/Remove**.
The QPM uninstallation process starts, and QPM is removed from your computer.
- Step 3** Restart your computer.
- Step 4** Ensure that the QPM directory under the CiscoWorks Common Services installation directory has been completely deleted.

**Note**

You cannot reinstall QPM if the QPM installation directory exists.

Procedure from CiscoWorks Common Services Setup

- Step 1** Select **Start > Settings > Control Panel > Add/Remove Programs**. The Add/Remove Programs window opens.
- Step 2** Select **CiscoWorks2000**, and click **Change/Remove**.
- Step 3** In the Uninstallation dialog box, clear the check boxes for the applications you do not want to uninstall. Leave **QoS Policy Manager** selected. Click **Next**.
The QPM uninstallation process starts, and QPM is removed from your computer.
- Step 4** Restart your computer.
- Step 5** Ensure that the QPM directory under the CiscoWorks Common Services installation directory has been completely deleted.



Note You cannot reinstall QPM if the QPM installation directory exists.



QPM User Permissions

The following sections describe the user permissions for QPM, which are handled by the CiscoWorks Common Services application:

- [Working with User Permissions, page A-1](#)
- [CiscoWorks User Permissions, page A-2](#)
- [ACS User Permissions, page A-3](#)

Working with User Permissions

CiscoWorks Common Services provides management of QPM user roles and privileges. QPM can work with either Cisco Secure Access Control Server (ACS) permissions or CiscoWorks permissions. QPM permissions for authentication and authorization are mapped to CiscoWorks permission roles or ACS permissions, as specified.



Note

To use ACS authentication and authorization, ACS 3.1 must be installed on the network.

Before you begin to work with QPM, you should ensure that you have the appropriate permissions. ACS and CiscoWorks permissions in QPM rely on the usergroup or username, the command set or privileges associated with the usergroup or username, and the device or device group for which privileges are

requested. If your username or usergroup is not authorized for certain QPM actions, the related menu items, TOC items, and buttons will be hidden or disabled.

CiscoWorks User Permissions

CiscoWorks uses the following permission roles:

- help desk (guest)
- system administrator
- network administrator
- network operator
- approver

The following QPM permissions are mapped to CiscoWorks permission roles:

- View—You can view any page in QPM, but you cannot make any changes.
- Modify—You can make changes to the QPM device inventory, QPM policies, and global library components, but you cannot deploy policies to the network.
- Deploy—You can deploy policies to the network. You cannot make any changes to QPM device or policy configurations.

[Table A-1](#) shows how CiscoWorks roles are mapped to QPM permissions.

Table A-1 CiscoWorks Roles Mapped to QPM Permissions

CiscoWorks Role	QPM Permissions		
	View	Modify	Deploy
Help Desk	Yes	No	No
System Administrator	Yes	Yes	No
Network Administrator	Yes	Yes	Yes
Network Operator	Yes	No	No
Approver	Yes	No	No

You can add your username for CiscoWorks authentication in the CiscoWorks2000 desktop.

Procedure

Step 1 In the CiscoWorks2000 desktop, select **Server Configuration > Setup > Security > Add Users**.

Step 2 Enter your username and password.

See *Getting Started with the CiscoWorks Server* for more information about setting CiscoWorks usernames and permissions.

ACS User Permissions

When you configure CiscoWorks Common Services to use ACS authorization and authentication, you add the QPM permission roles in ACS, and three new ACS permission roles are created:

- help desk
- system administrator
- network administrator

The following QPM permissions are mapped to ACS permission roles:

- View—You can view pages in QPM, but you cannot make any changes.
- Modify—You can view and make changes to the QPM device inventory, QPM policies, and so on. Modify permission does not include Deploy permission.



Note

To modify global components, such as library components, global device settings, and so on, you must have Modify permission for the device group that contains the CiscoWorks Common Services server.

- Deploy—You can view and deploy policy configuration to devices or files. Deploy permission does not include Modify permission.

Table A-2 shows how ACS roles are mapped to QPM permissions.

Table A-2 ACS Roles Mapped to QPM Permissions

ACS Role	QPM Permissions		
	View	Modify	Deploy
Help Desk	Yes	No	No
System Administrator	Yes	Yes	No
Network Administrator	Yes	Yes	Yes



Note

If you intend to work with ACS device groups and user permissions, you must perform the setup configuration described in [Setup for Working with ACS Device Groups and User Permissions, page 2-4](#).



Exporting QPM 2.1.x Databases

You can export information from your QPM 2.1.x databases to an XML file and then import the device information and the policies from the XML file into QPM 3.0.

The following topics describe how to install the QPM 2.1.2 patch that contains the export utility and how to use the utility to export your QPM 2.1.x databases to an XML file.

- [Installing QPM Export Utility, page B-1](#)
- [Using the QPM Export Utility, page B-2](#)

Installing QPM Export Utility

The QPM Export Utility is contained in the QPM 2.1.2 patch, which is included on your QPM 3.0 installation CD-ROM. Use the following procedure to install the patch on the computer on which QPM 2.1 is installed.



Note

We do not recommend installing QPM 2.1.2 from a network CD-ROM drive.

Before You Begin

- If you have the Policy Manager or Distribution Manager windows open, we recommend that you close them.

Procedure

- Step 1** Insert the QoS Policy Manager CD-ROM into the CD-ROM drive on the computer on which QPM 2.1 is installed.
- Step 2** Select **Start > Run**, and enter `d:\QPM-PRO-Patch\QoSPolicyManager-Patch2.1.2g.exe`, where *d* is your CD-ROM drive.

This will start the installation on your system. Before replacing files, the installation will stop the Cisco QoS Manager service and will restart it after the installation completes.

Using the QPM Export Utility

Use the QPM export utility to export the contents of a QPM 2.1.x database to an XML file. The XML file will be required if you want to import device and policy information from QPM 2.1.x databases into QPM 3.0.

The XML file contains all the device and policy information in the database.

Procedure

- Step 1** In QPM 2.1, choose **File > Export Database to XML File**. The Export Database to XML File dialog box opens. QPM assigns a default name to the XML file based on the database name.
- Step 2** Navigate to the folder in which you want to save the XML file. Change the default name, if required.
- Step 3** Click **Save**. A message appears in the Status bar after the database has been exported to the XML file.

You can view the XML file in your browser.

See the *User Guide for QoS Policy Manager* for information about importing device information and policy information from the XML file to QPM 3.0.



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