Tidal Enterprise Orchestrator: Cannot Install while Running Cisco ACS Monitor

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Introduction

When a user attempts to install Tidal Enterprise Orchestrator and runs ACS Monitor (CSMon.exe), the Tidal Enterprise Orchestrator install fails with the error Code 1001.

Prerequisites

Components Used

The information in this document is based on these software and hardware versions:

- Tidal Enterprise Orchestrator 2.1 or later
- Cisco ACS Monitor

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

When a user installs Tidal Enterprise Orchestrator and runs CSMon.exe, the installation fails with the error Code 1001. This is because CSMon.exe locks down the performance counters that Tidal Enterprise Orchestrator attempts to install.

Solution

The solution is to install Tidal Enterprise Orchestrator on the same server that runs CSMon.exe. In order to do this, complete these steps:

1. Disable or stop the CSMon.exe service.
2. Install Tidal Enterprise Orchestrator. This bypasses the 1001 error.
3. After a successful installation, restart the CSMon.exe service.

Related Information

- **Technical Support & Documentation – Cisco Systems**

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