

## For More Information

For additional information about the Cisco IP Interoperability and Collaboration System (Cisco IPICS) server installation, refer to the [Cisco IPICS Server Installation and Upgrade Guide, Release 2.0\(1\)](#).

Refer to the following URL for the complete Cisco IPICS documentation set:

[http://www.cisco.com/univercd/cc/td/doc/product/cis/c\\_ipics/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/cis/c_ipics/index.htm)



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78-17779-01  
DOC-7817779=



## Cisco IPICS Server Installation

[General Installer Information](#)

[Preinstallation Tasks](#)

[Installing the Cisco IPICS Operating System Software](#)

[Installing the Cisco IPICS Server Software](#)

[Troubleshooting Tips](#)

## General Installer Information

You install two Cisco IPICS software components:

- Cisco IPICS operating system software—This installation is GUI-based, and you install this software from a directly-connected console terminal
- Cisco IPICS server software—This installation is text-based, and you install this software from a console terminal or a remote console

## Preinstallation Tasks

Perform the following preinstallation tasks before you install Cisco IPICS:

- Check that you have both CDs from the Cisco IPICS installation package.
- Attach an Ethernet network cable to the NIC1 (eth0) port on your server.
- Obtain the IP address, subnet mask, default gateway, and DNS server information for the Cisco IPICS server.
- Obtain multicast IP addresses for channels and virtual talk groups (VTGs).

- Use the included short-length loopback cables to connect the T1/E1 interfaces of the router media service (RMS).
- Obtain IP addresses for the RMS interfaces.
- If you use the Cisco IPICS policy engine, obtain the IP address, SIP listening port, and preferred transport type of your SIP provider.

## Installing the Cisco IPICS Operating System Software

Be aware of the following caveats when you install the Cisco IPICS operating system software.

- If you are installing Cisco IPICS on a Cisco media convergence server (MCS) 7825, you must disable SATA software RAID and Virtual Install Disk by pressing F10 while the system is booting.
- If the Kudzu hardware detection window displays, press **Configure** to configure the interfaces, Intel SATA controller, or Intel IDE controller, as prompted.

- If the Kudzu hardware detection utility prompts you to configure the network interfaces, choose the BOOTP/DHCP option.
- Cisco IPICS enforces the use of strong passwords for the root user (and for all users).

## Installing the Cisco IPICS Server Software

The following caveats apply to the Cisco IPICS server software installation:

- The Cisco IPICS installation requires a minimum of 2 GB of RAM. To check the size of the server RAM, enter the **free** command from the console.
- After you place the installation CD in the drive, mount the contents of the CD onto the server by entering the **mount /mnt/cdrom** command. For detailed information, refer to the *Cisco IPICS Server Installation and Upgrade Guide, Release 2.0(1)*.
- To begin the server software installation, enter the following command:  
[root]# bash  
*<name-of-installer-file>.run*

## Obtaining a License for Cisco IPICS

To receive a license for your Cisco IPICS solution, perform the following actions:

- You use the MAC address of the eth0 interface to obtain the license. Enter the following command to obtain the MAC address of the eth0 interface:  
**ifconfig eth0**
- Obtain a license for your server by navigating to the following URL and using your Product Authorization Key (PAK) that came with your Cisco IPICS product package:  
<http://www.cisco.com/go/license>

## Completing the Server Software Installation

To complete the server software installation, log in by using the ipics user ID and password. Then, upload and apply the license file(s) to the server.

## Troubleshooting Tips

Be aware of the following guidelines and tips to help you troubleshoot problems with Cisco IPICS:

If the license does not upload successfully, perform the following actions:

- Make sure that the license file has a file extension of .lic, and has no spaces or special characters in the file name.
- Make sure that the MAC address for the license file matches the MAC address of the eth0 interface of the Cisco IPICS server. The license manager does not run if the MAC addresses do not match.
- Check the status of the license manager by opening a console terminal, logging in with the root user ID, and entering the following command:  
**service ipics\_lm status**

If the license manager is not running, restart it by entering the **service ipics\_lm restart** command.

If you cannot log in to the Administration Console, perform the following actions:

- Enter the following command from a console terminal session with the root user ID to check the status of the tomcat service:  
**service ipics\_tomcat status**

If the tomcat service is not running, enter the **service ipics\_tomcat restart** command to restart it.

- Enter the following command to check the status of the database server:  
**onstat -**  
If the shared memory of the database server is not initialized, enter the **service ipics\_db start** command to start it.
- Enter the following command from another host on the network to verify network connectivity:  
**ping <server-ip-address>**  
If you cannot ping the server, troubleshoot the network connectivity with your network administrator.

If you have a time-bound license, be aware of the following caveats:

- Do not change the date of your server to a date that is earlier than the time and date that is stamped on the license file.
- Your time-bound license will remain active for a maximum of 24 hours after its expiration date.

**Note:** Refer to the *Cisco IPICS Server Installation and Upgrade Guide, Release 2.0(1)* for detailed information about the Cisco IPICS installation and other information that is contained in this reference card.