

For More Information

For additional information about the Cisco IP Interoperability and Collaboration System (Cisco IPICS) server installation and upgrade procedures, refer to the *Cisco IPICS Server Installation and Upgrade Guide, Release 2.1(1)*.

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

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.html



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QUICK START



Cisco IPICS Server Installation

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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/virtual talk groups (VTGs).
- Obtain IP addresses for the router media service (RMS) interfaces.

- Use the included short-length loopback cables to connect the T1/E1 interfaces of the RMS.
- If you use the Cisco IPICS policy engine, obtain the IP address, SIP listening port, and preferred transport type of your SIP provider.
- If your network uses the Network Time Protocol (NTP), obtain the IP address or DNS name of the NTP server.

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 window prompts you to configure the network interfaces, choose the BOOTP/DHCP option.
- The installation program creates the root user ID. Cisco IPICS enforces the use of strong passwords for the root user ID (and for all user IDs).

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.
- Place the installation CD in the drive. Then, log in by using the root user ID and 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 2.1(1)*.
- Enter the following command to start the installation program:
[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. To obtain this MAC address, enter the following command:
ifconfig eth0
- Obtain a Cisco IPICS server license by accessing the following URL and using the Product Authorization Key (PAK) that came with your product package:
<http://www.cisco.com/go/license>

Completing the Server Software Installation

To complete the software installation, open a supported browser and log in to the Administration Console 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 Cisco IPICS problems:

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

- Log in to the server by using the root user ID and enter the following command 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 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 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 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 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 2.1(1)* for detailed information about the Cisco IPICS installation and other information that is contained in this reference card.