



Cisco TelePresence Manager Release 1.1 Administration and Installation Guide

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Cisco TelePresence Manager Release 1.1

Administration and

Installation Guide

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Preface

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Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Audience and Scope

The *Cisco TelePresence Manager Administrator's Guide* is directed to the administrator that configures, monitors, and maintains the Cisco TelePresence Manager application, and troubleshoots problems that may occur.



End User License Agreement

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Note

It is important that you read and understand the conditions of the end user license agreement. Downloading, installing, and using Cisco and Cisco-supplied software constitute acceptance of the agreement.

You can display the end user license agreement from two places, the login window and the About window.

CISCO

Cisco TelePresence Manager
Version 1.1.0.0

Username

Password

Login Cancel

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Click the **License** button available in each window to display the agreement.



CHAPTER 1

Using Cisco TelePresence Manager

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Overview

The Cisco TelePresence Manager application enhances the Cisco TelePresence meeting experience by combining technology inherent in Cisco Unified IP phones with Microsoft Exchange Server database software to provide an integrated solution that makes scheduling and managing meetings a simple task.

The Cisco TelePresence Manager is a web-based application that requires login using one of three password types—one for a concierge, one for an administrator, and one for a superuser.

The Cisco TelePresence Manager is visible in the following places within the Cisco TelePresence meeting system:

- In the web-based interface provided by the Cisco TelePresence Manager application that is used by the concierge, the administrator, and the superuser.
- On the display screen of the Cisco Unified IP phone provided in a Cisco TelePresence-enabled meeting room. The phone user interface displays a schedule of meetings and provides the easy “one button to push” function used to connect participants for a meeting.

The Cisco TelePresence Manager provides the following functionality and information:

- Coordinates conference scheduling between Cisco TelePresence endpoints and Multipoint Conference Units (MCU).
- Sharing of information between the Cisco TelePresence system servers and IP phone.

- Reports and links that assist a concierge to identify scheduled meetings, conference room names, telephone numbers, and system status and to provide information to an administrator who will troubleshoot problems.
- Ability for an administrator to perform remotely such tasks as monitoring the servers, updating system settings, maintaining the database, and troubleshooting call connection problems.

Concierge's Role

The concierge is the first person contacted when there are questions or problems pertaining to connecting meeting participants. The concierge understands how to perform the following tasks:

- Scheduling meetings
- Using the Cisco Unified IP phone in a Cisco TelePresence-enabled meeting room
- Using the tools supplied by the Cisco TelePresence Manager to monitor the system and the schedule of upcoming meetings and to update meeting requests
- Gathering data to supply to the administrator when a problem cannot be easily solved

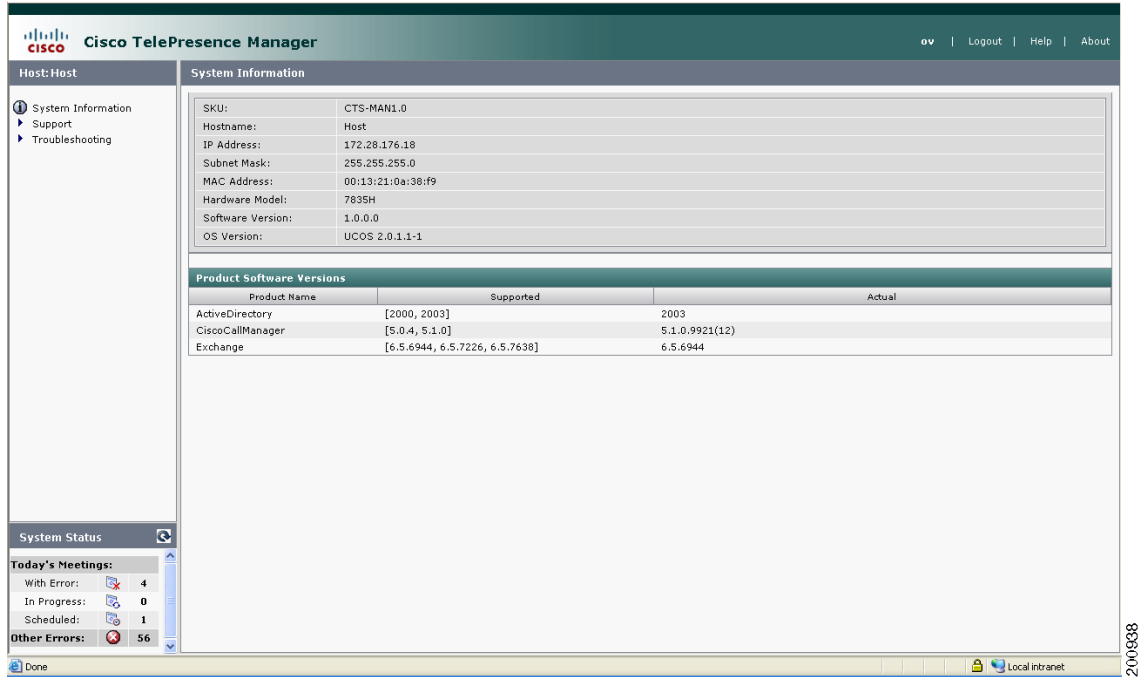
Concierges can be assigned rooms to monitor in the Cisco TelePresence Manager application. Assigned concierges are reached by dialing the Help soft key on the Cisco Unified IP phone in a Cisco TelePresence-enabled meeting room.

When a concierge logs into the Cisco TelePresence Manager, the following selections and information are available:

- System Information
- System Status
- Support
- Troubleshooting

Figure 1-1 shows the window when the concierge logs in.

Figure 1-1 Cisco TelePresence Manager Concierge's Window



Administrator's Role

When an administrator logs into the Cisco TelePresence Manager, the following selections and information are available:

- System Information
- System Status
- Support
- System Configuration
- Troubleshooting

In day-to-day operations, the administrator assists the concierge with monitoring system status and, when problems occur, takes action to correct them by analyzing system error messages and debugging log files.

Additionally, the administrator performs system configuration tasks. The administrator has a different login name and password from those of the concierge. The administrator's access privileges allow access to the internal workings of the system where the administrator can modify system settings such as passwords, IP addresses, and security settings. The administrator is also responsible for defining schedules to back up the database and for assigning a concierge to a meeting room.

Figure 1-2 shows the windows when the administrator logs in.

Figure 1-2 Cisco TelePresence Manager Administrator's Window

The screenshot displays the Cisco TelePresence Manager Administrator's Window. The interface includes a top navigation bar with the Cisco logo and the title 'Cisco TelePresence Manager'. Below this, there is a sidebar on the left with a tree view containing 'System Information', 'Support', 'System Configuration', and 'Troubleshooting'. The main content area is divided into two sections: 'System Information' and 'Product Software Versions'.

System Information

| | |
|-------------------|-------------------|
| SKU: | CTS-MAN1.0 |
| Hostname: | Host |
| IP Address: | 172.28.176.18 |
| Subnet Mask: | 255.255.255.0 |
| MAC Address: | 00:13:21:0a:38:f9 |
| Hardware Model: | 7835H |
| Software Version: | 1.0.0.0 |
| OS Version: | UCOS 2.0.1.1-1 |

Product Software Versions

| Product Name | Supported | Actual |
|------------------|--------------------------------|----------------|
| ActiveDirectory | [2000, 2003] | 2003 |
| CiscoCallManager | [5.0.4, 5.1.0] | 5.1.0.9921(12) |
| Exchange | [6.5.6944, 6.5.7226, 6.5.7638] | 6.5.6944 |

System Status

Today's Meetings:

| | |
|--------------|---|
| With Error: | 3 |
| In Progress: | 0 |
| Scheduled: | 1 |

Other Errors: 56

The bottom of the window shows a status bar with 'Done' and 'Local intranet'.

Superuser Role

The system superuser has a special login account that allows access to two additional administrative tasks—changing system settings and upgrading software. These tasks are only visible by logging in using the superuser password.

Figure 1-3 shows the configuration tasks available to an administrator with the superuser password.

Figure 1-3 System Configuration Tasks with the Superuser Password

Changing system settings and upgrading system software require the superuser password.

System Information

Host: tu-sr33

SKU: CTS-MAN1.0
 Hostname: tu-sr33
 IP Address: 172.28.176.18
 Subnet Mask: 255.255.255.0
 MAC Address: 00:13:21:0a:38:f9
 Hardware Model: 7835H
 Software Version: 1.0.0.0
 OS Version: UCOS 2.0.1.1-1

Product Software Versions

| Product Name | Supported | Actual |
|------------------|--------------------------------|----------------|
| ActiveDirectory | [2000, 2003] | 2003 |
| CiscoCallManager | [5.0.4, 5.1.0] | 5.1.0.9921(12) |
| Exchange | [6.5.6944, 6.5.7226, 6.5.7638] | 6.5.6944 |

System Status

Today's Meetings:

- With Error: 5
- In Progress: 0
- Scheduled: 2

Other Errors: 56

System Information

Use the System Information window to see a quick summary of information about the Cisco TelePresence system. The window is divided into two areas:

- System Information lists model numbers, hostname, addresses, and hardware and software version information.
- Product Software Versions lists software currently configured in the system. It includes product names and version numbers. The numbers on the Exchange row are basic, SP1, and SP2 versions, respectively, of Microsoft Exchange Server 2003.

System Status

System Status is always in view in the lower left corner of the Cisco TelePresence Manager window. Both the concierge and the administrator must closely monitor this area for notification of system errors and changes in the status of today's meetings.

The icons and numbers are links. They will take you to a window in the Cisco TelePresence Manager that helps you identify problems for the With Error state or see more information about meetings in the In Progress and Scheduled states.

The following meeting states are displayed for Today's Meetings:

- With Error
- In Progress
- Scheduled

The Other Errors area displays a cumulative number of errors other than those occurring with meetings, such as errors detected in the database.

For fast interpretation, icons indicate meeting status. The numbers associated with each icon indicate the number of meetings that are in the specified state. Pass the mouse over an error icon in the System Status area to see a brief description of the error.

Navigation

You can see the list of selections available from the Cisco TelePresence Manager in two places.

- In a drop-down list displayed in the left-side navigation pane. Click an arrow next to a selection so that it points down and displays a list of tasks.
- In the main window when instead of the arrow you click the highlighted Support, System Configuration, or Troubleshooting feature name.

In both places, you can quickly access a task by clicking its highlighted name (Database, for example).

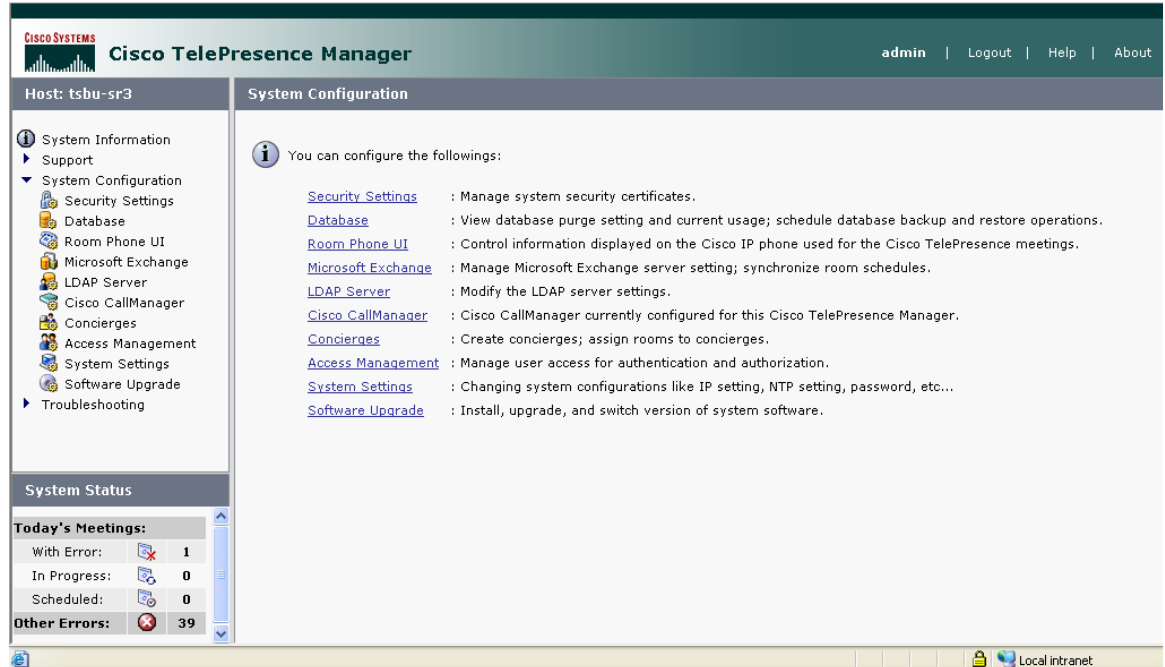
Figure 1-4 **Selecting Tasks**

The screenshot displays the Cisco TelePresence Manager web interface. The top header shows the Cisco logo and the text "Cisco TelePresence Manager" with user links for "admin", "Logout", "Help", and "About". The left navigation pane is titled "Host: tsbu-bw-30" and lists various system components under "System Information", "Support", "System Configuration", and "Troubleshooting". The "System Configuration" section is expanded, showing a list of configuration tasks with their descriptions. The bottom section, "System Status", includes a "Today's Meetings" table and an "Other Errors" count.

| Today's Meetings: | |
|----------------------|-----------|
| With Error: | 0 |
| In Progress: | 0 |
| Scheduled: | 0 |
| Other Errors: | 10 |

Figure 1-5 **Selecting Tasks**

Choose tasks from the drop-down list that appears when you click the arrow, or by clicking the highlighted text in the large window.



The following sections describe objects, functions, and information displayed in the windows associated with the Cisco TelePresence Manager selections.

Header

A header at the top of all Cisco TelePresence Manager windows shows either “admin” or the login name of the concierge currently logged in and provides three links:

- **Logout**—Click to log out of the system.
- **Help**—Click to display online help for using the Cisco TelePresence Manager.
- **About**—Click to display licensing information.

Content Area

The frame on the right is the content area. The gray bar above the content area shows the navigational path so you can see where you are at any time.

Tabs

Some windows have tabs that you click to display additional windows related to a task.

Filtering Information

Some windows provide fields where you can enter criteria by which to display reports. Click the Filter button to display the reports using the criteria you specify. The settings are temporary; when you exit the page, the criteria are removed.

Obtaining Additional Information and Help

To access additional information or relevant windows, click a highlighted link.

Navigating Long Lists

When there is a long list of data in a window, you can navigate through it using Next, Last, First, and Previous buttons at the bottom of the window. The Rows Per Page drop-down list also found at the bottom of the window can be used to change the number of rows displayed. Choose 10, 20, 50, 100, or 500 rows per page. The setting is temporary, and when you exit the page the default setting is restored.

Copying and Pasting Information

You can place information displayed by the Cisco TelePresence Manager in a file using standard copy-and-paste functions.

Typing Information in Fields

For information provided in fields, use the mouse to highlight and delete existing information. Type in new information.

New or modified information is applied using the Apply button.

To back out of changes and return to original settings, use the Reset button.

Typing Telephone Numbers

Telephone numbers must be entered in Cisco TelePresence Manager fields exactly as they will be dialed by the IP phone. For example, if you need to dial 9 to get an outside telephone line and you are calling a different area code or international dialing code, you must provide all the required numbers to the Cisco TelePresence Manager in the exact sequence in which they should be dialed. The following is an example: 915105550100.

Typing Meeting Room Names

The names of meeting rooms must be typed into Cisco TelePresence Manager fields exactly as they are entered in the Microsoft Outlook and Exchange Server databases. If a room is listed as “M-Room 1/3 at Main” in the Microsoft Outlook list of resources, that name must be typed exactly the same way in the Cisco TelePresence Manager; otherwise, the system will not be able to match records, and an error will occur.

Viewing All Information

Sometimes only a portion of text is visible and is completed by ellipses. You can see the full text in a tooltip by slowly passing the mouse pointer over the partial text. You can do this in any field in the user interface where text is cut off.



CHAPTER 2

Supporting Cisco TelePresence Manager

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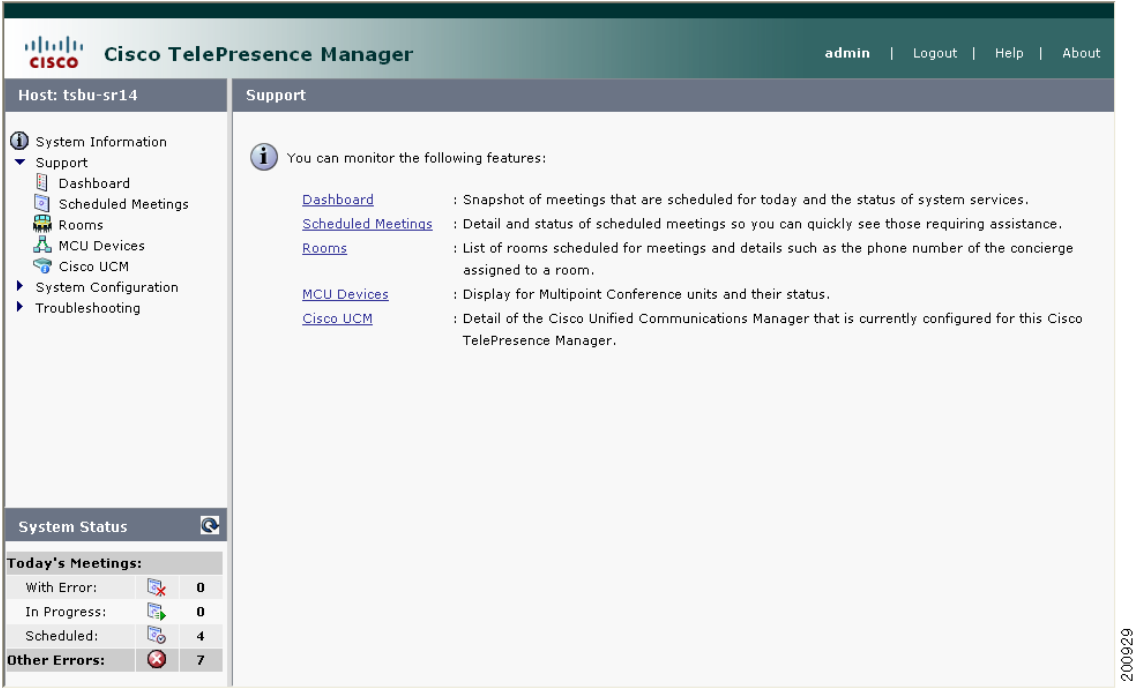
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Introduction

System support tasks consist primarily of monitoring and updating meeting schedules and monitoring the status of rooms and system services. [Figure 2-1](#) shows the support tasks.

Figure 2-1 *Support Window*



Support Tasks

Use [Table 2-1](#) to locate support tasks in this section.

Table 2-1 *Support Tasks*

| Task | Location of Information |
|---|--|
| Meetings | |
| Details View and modify details about a scheduled meeting, including starting and ending times and meeting room phone number. | “Meeting Details” section on page 2-23. |
| Frequency Find out whether a meeting is scheduled as a single or recurring event. | “Meeting Details” section on page 2-23. |
| List List meetings by a specific criterion such as room name, person who scheduled the meeting, or time period. | “Scheduled Meetings” section on page 2-22. |
| Phone numbers Check the number of meetings scheduled today. | System Status or the Dashboard window. See the “System Status” section on page 1-15 and the “Dashboard” section on page 2-22. |

Table 2-1 **Support Tasks (continued)**

| Task | Location of Information |
|---|---|
| Privacy View and modify meeting privacy settings. | “Meeting Details” section on page 2-23. |
| Problems View details about meetings that are having problems. | <p>System Status window. Click the Other Errors icon.</p> <p>In the Dashboard window, click the highlighted link next to the With Error report.</p> <p>See the “System Status” section on page 1-15 and the “Dashboard” section on page 2-22.</p> |
| Rooms | |
| Concierge Find out who the concierge is for a room. | “Rooms” section on page 2-24. |
| Problems View details about rooms that are having problems. | <p>In the Dashboard window, click the highlighted link next to the Rooms report under Services.</p> |
| Schedule Update a room’s schedule. | “Rooms” section on page 2-24. |
| Status Create a list of rooms that are in a specific state, or check the states for a particular room. | “Rooms” section on page 2-24. |
| Services | |
| MCU Conference Management <ul style="list-style-type: none"> • Push meeting schedules to all registered MCUs. • Manage meeting migration between MCUs. | “MCU Devices” section on page 2-26 |
| Settings View Cisco Unified Communications Manager settings. | “Dashboard” section on page 2-22 |
| Status Monitor the status of the following Cisco TelePresence services: <ul style="list-style-type: none"> • Cisco Unified Communications Manager • Microsoft Exchange • LDAP Server • Room Phone UI • Database • Discovery | “Dashboard” section on page 2-22. |

Dashboard

Choose Dashboard to display a concise report of system activity. The dashboard provides a snapshot of meetings that are scheduled for the day and shows the status of system services. This is a good place to monitor meetings and equipment. Click highlighted links in this window for quick access to other windows that provide meeting and room-scheduling functions.

Table 2-2 describes information in the Dashboard report.

Table 2-2 **Dashboard Report**

| Field | Description or Setting |
|-------------------------|--|
| System Time | Day, date, and time in coordinated universal time (UTC). |
| Local Time | Local day, date, and time. |
| Today's Meetings | Status of current and upcoming meetings: <ul style="list-style-type: none">• With Error—Reports the number of meetings that have errors.• All Meetings—All meetings scheduled for today. Click the link associated with each report to go to the Scheduled Meetings window. |
| Services | Status report of following system services: <ul style="list-style-type: none">• Rooms• MultiPoint Conference Unit (MCU) Devices• Cisco Unified Communications Manager• Microsoft Exchange• LDAP Server• Room Phone UI• Database• MultiPoint Connection• Discovery Status either will be OK or will be a highlighted link listing the number of errors. Click a link to go a window where you can see further status information and resolve problems. You can also pass your mouse over a highlighted link to see a brief description of the error. |

To update the reports, click **Refresh**.

Scheduled Meetings

When a Cisco TelePresence meeting is scheduled using Microsoft Outlook, an e-mail is sent to the meeting scheduler to confirm the meeting and provide a link to meeting details. The Scheduled Meetings window provides another way to view and modify meeting details.

You can also generate a report about specific meeting rooms and/or activity between specific dates by supplying any or all of the following details:

- Type the meeting room name in the Room field.
- Type the login name of the person who scheduled the room in the Scheduler field.
- From the Status drop-down list, choose the All, With Error, In Progress, Scheduled, Completed, or No Show meeting status.
- Use the Calendar icon to choose beginning and ending dates, or type the dates in the Start On and End On fields using the MM/DD/YYYY date format.
- Type the name of the MCU.
- Click **Filter**.

Table 2-3 describes the Scheduled Meetings information.

Table 2-3 Scheduled Meetings Information

| Field | Description or Setting |
|------------|---|
| Start Time | The scheduled starting time for a meeting. Click the arrow in the header of the Start Time column to sort the time from earliest to latest or latest to earliest. |
| End Time | The scheduled ending time for a meeting. |
| Status | Room status: All, With Error, In Progress, Scheduled, Completed, or No Show. |
| Room | Meeting room name as specified in the Microsoft Exchange database. |
| Scheduler | Login name of the person who scheduled the meeting. Click the arrow in the header of the Scheduler column to sort the list in ascending or descending alphabetical order. |
| Subject | Information (such as the meeting subject) provided about the meeting. |

Meeting Details

To see meeting details, click the radio button next to a report and click **Details**.

Table 2-4 describes meeting details.

Table 2-4 Meeting Details

| Field | Description or Setting |
|-------------------|---|
| Series | When selected, this radio button indicates a meeting as a recurring event when it is scheduled as such. Days and times for the meeting are noted. |
| Single Occurrence | When selected, this radio button indicates that a meeting is a single event when it is scheduled as such. Scheduled start and end time are noted. |
| Subject | Displays information provided about the meeting. You can hover the mouse over the Subject field to see the full description. |
| Scheduler | Login name of the person who scheduled the meeting. |

Table 2-4 Meeting Details (continued)

| Field | Description or Setting |
|----------------------------|--|
| Rooms | <p>Meeting room name, which is also a link to the Cisco TelePresence System Administration application where information can be reviewed and revised. Click the arrow in the Rooms header to sort the list in ascending or descending alphabetical order.</p> <p>A field is provided for entering the meeting room telephone number. The field accepts characters when there is only one room in a meeting and the telephone number to connect the meeting can be manually dialed.</p> |
| MultiPoint Conference Unit | <p>Identifies the MCU used to schedule the meeting.</p> <p>You can migrate the meeting to another MCU by checking Migrate Meeting and choosing a different CTMS from the drop-down list.</p> |
| Privacy Preference | <p>Radio buttons select whether information about an upcoming meeting will be displayed on the room's IP phone.</p> <ul style="list-style-type: none"> Click the Display meeting information on room phone radio button to display meeting information on the phone user interface. Click the Do not display radio button to preserve meeting privacy. |
| Auto Assist | <p>Cisco TelePresence meetings are scheduled between two meeting rooms. If you have a meeting scheduled with only one or more than two rooms, Cisco TelePresence Manager cannot automate call launch and the Auto Assist button will be displayed.</p> <p>By default, Auto Assist is enabled. When it is enabled, the meeting is considered with error and is not eligible for an auto-assisted meeting call.</p> <p>If Auto Assist is disabled, it indicates a decision to manually dial the phone number for the meeting. The meeting is then in the Scheduled state (rather than with error).</p> |
| Status | Meeting status: All, With Error, In Progress, Scheduled, Completed, or No Show. |
| Instance Type | Describes the meeting as one time only or recurring. |

Rooms

Choose Rooms to display information about the Cisco TelePresence meeting rooms. The Rooms Support window is divided into two, tabbed views.

- The **Rooms** view displays the status of a Cisco TelePresence room.
[Table 2-5](#) describes information in this window.
- The **Detail Status** view displays the different error types for Cisco Unified Communications Manager, each Cisco TelePresence System registered with Cisco TelePresence Manager, and Microsoft Exchange connection errors.
[Table 2-6](#) describes information in this window.

You can generate a report about specific meeting rooms and meeting status, as follows:

- Choose the call status—All, OK, Error, Needs Help, or In Use—from the **Status** drop-down list.
- Type the number of the meeting room in the **Room** field.
- Click **Filter**.

Table 2-5 Summary

| Field | Description or Setting |
|--------------------------------------|---|
| Status | Room status: All, OK, Error, Needs Help, or In Use. Click the arrow in the header of the Status column to sort the list in ascending or descending alphabetical order. |
| Room Name | Meeting room name. |
| Room Phone | Meeting room telephone number. |
| Help Contact | Concierge who is assigned to the room. |
| Description | Meeting room description. If text is truncated in this field, move your mouse pointer over the text to see the entire description. |
| IP Address | IP address of the Cisco TelePresence System. <ul style="list-style-type: none"> • Click the address to go to the Cisco TelePresence System Administration login page. |
| Cisco Unified Communications Manager | IP address of Cisco Unified Communications Manager <ul style="list-style-type: none"> • Click the address to go to the Cisco Unified Communications Manager Administration login page. |

To update a room's IP phone with what is currently scheduled in the Microsoft Exchange database:

- Click **Update Schedule**.

To obtain additional information about any meetings associated with a room:

- Click the radio button associated with a room and click **View Meetings**.

Table 2-6 Status

| Field | Description or Setting |
|---------------------|--|
| Status | Room status: All, OK, Error, Needs Help, or In Use. Click the arrow in the header of the Status column to sort the list in ascending or descending alphabetical order. |
| Room Name | Meeting room name. |
| Connectivity | |
| CUCM/CTS | An "X" indicates a problem with the connection between Cisco Unified Communications Manager and the Cisco TelePresence room. |
| CUCM/Phone | An "X" indicates a problem with the connection between Cisco Unified Communications Manager and the IP phone in the TelePresence meeting room. |
| CTS Man/CTS | An "X" indicates a problem with the connection between the Cisco TelePresence Manager and the Cisco TelePresence room. |

| Field | Description or Setting |
|---------------------------|--|
| CTS | |
| CTS Error | An "X" indicates a communication problem between the Cisco TelePresence meeting room and Cisco Unified Communications Manager. |
| Cisco UCM | |
| Profile | An "X" indicates a problem with the Cisco TelePresence System user profile stored in Cisco Unified Communications Manager. |
| Email ID | An "X" indicates a problem with the Cisco TelePresence System email ID stored in Cisco Unified Communications Manager. |
| Microsoft Exchange | |
| Subscription | An "X" indicates a subscription problem between the TelePresence meeting room and Microsoft Exchange. |
| Sync | An "X" indicates a synchronization problem between the TelePresence meeting room and Microsoft Exchange. |

MCU Devices

Choose MCU Devices to display information about the multipoint conference units associated with Cisco TelePresence Manager.

You can generate a report about specific MCU devices, as follows:

- Choose the status—All, OK, or Error—from the **Status** drop-down list.
- Type the MCU Hostname in the **MCU** field.
- Click **Filter**.
- Select a MCU device and click **Details** to display a detailed report about the MCU device.
- Select a MCU and click Update Schedule to send the latest meetings schedule to the MCU.
- Select a MCU device and click **View Meetings** to display a list of meetings assigned to that device.

Table 2-7 *Multipoint Conference Unit*

| Field | Description or Settings |
|---------------|---|
| Status | MCU status: All, OK, or Error. Click the arrow in the header of the Status column to sort the list in ascending or descending alphabetical order. |
| Hostname | The address of the MCU. |
| MCU Type | This is always CTMS. |
| Control state | Control state: Scheduled or Non-scheduled. A MCU is available for meetings if it is in a Scheduled Control state. |
| Description | The description field displays information about the MCU. |

Table 2-8 **MCU Details**

| Field | Description or Settings |
|-------------------------|--|
| Type | This is always CTMS. |
| MCU Hostname | This is the address of the MCU. |
| Timezone | Displays the timezone where the MCU is located. |
| Access Numbers | The MCU dial-in phone number. |
| Segment Count | The number of resources available on the MCU. |
| MCU Devices | Scheduled or Non-scheduled. A MCU is available for meetings if it is in a Scheduled Control state. |
| Migrate All Meetings To | All meetings scheduled to use the MCU can be migrated to a Non-scheduled MCU. Click the checkbox and choose another MCU from the drop-down list. |

Cisco Unified Communications Manager

To display settings that associate the Cisco TelePresence Manager with Cisco Unified Communications Manager, choose Cisco UCM in Configuration.

Table 2-9 describes fields and settings.

Table 2-9 **Cisco Unified Communications Manager Settings**

| Field | Description or Settings |
|----------------|---|
| Service Status | Display-only status report of system services. Note You may see a progress indicator in the status field, especially if many Cisco TelePresence meeting rooms are being managed by Cisco TelePresence Manager. Each time this page is accessed, the status is updated, and the progress indicator will be seen while the system is discovering meeting rooms. |
| Hostname | Name of the Cisco Unified Communications Manager server host. |
| IP Address | IP address of Cisco Unified Communications Manager server host. |



CHAPTER 3

Configuring Cisco TelePresence Manager

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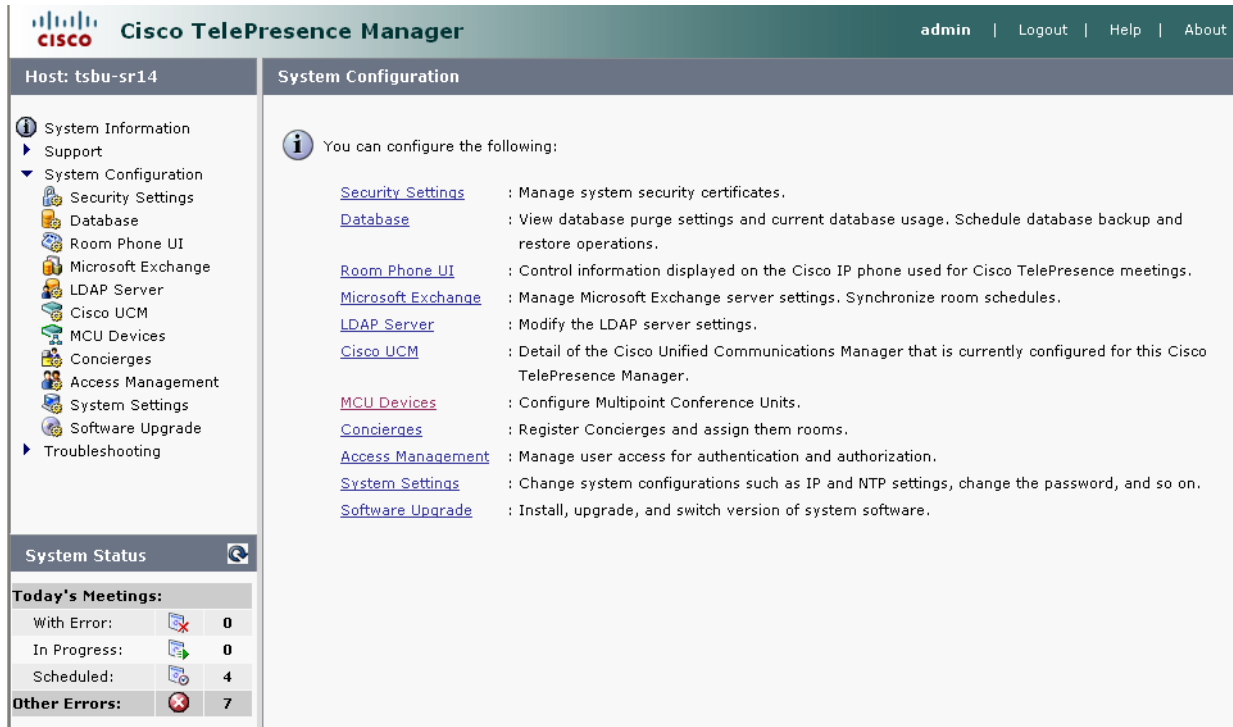
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Introduction

The administrator makes use of the System Configuration window to perform such tasks as upgrading system software, synchronizing system databases, managing security, and reconfiguring system settings.

[Figure 3-1](#) shows the system configuration tasks.

Figure 3-1 System Configuration Window



System Configuration Tasks

Use [Table 3-1](#) to locate system configuration tasks in this section.

Table 3-1 System Configuration Tasks

| Task | Location of Information |
|--|--|
| Meeting Room Phone User Interface | |
| Define how long schedules and alerts are displayed on the phone user interface. | “Room Phone UI” section on page 3-35. |
| Cisco Unified Communications Manager | |
| Display and modify settings that associate Cisco TelePresence Manager with Cisco Unified Communications Manager. | “Cisco Unified Communications Manager” section on page 3-40. |
| Discover new meeting rooms that have been added. | “Cisco Unified Communications Manager” section on page 3-40. |
| Concierges | |
| Assign a meeting room to a concierge. | “Concierges” section on page 3-41. |
| System Settings (superuser only) | |
| View and modify IP system settings. | “IP Setting” section on page 3-42. |
| View and modify NTP settings. | “NTP Setting” section on page 3-43. |
| View and modify SNMP settings. | “SNMP Setting” section on page 3-43. |

Table 3-1 **System Configuration Tasks (continued)**

| Task | Location of Information |
|---|--|
| Set up a system account for remote login. | “Remote Account” section on page 3-45 |
| Change the system password. | “Change Password” section on page 3-45. |
| Restart the system. | “Restart Host” section on page 3-46. |
| Security Certificates | |
| View system security certificates. | “Security Settings” section on page 3-32. |
| Delete system security certificates. | “Security Settings” section on page 3-32. |
| Upload new certificates. | “Security Settings” section on page 3-32. |
| Upgrade Software (superuser only) | |
| Switch software versions stored in server partitions. | “Switch Version” section on page 3-46. |
| Install new system software. | “Software Upgrade” section on page 3-46. |
| Informix Database Maintenance | |
| Manage the size and age of meeting information. | “Database” section on page 3-32. |
| Schedule database backups. | “Settings” section on page 3-33. |
| Back up the database. | “Backup” section on page 3-33. |
| View backup history. | “Backup” section on page 3-33. |
| Restore data from backup. | “Restore” section on page 3-35. |
| View history of restore operations. | “Restore” section on page 3-35. |
| Microsoft Exchange Server Maintenance | |
| View server status and amount of mailbox storage allocation used for the Cisco TelePresence Manager user account in Active Directory/Exchange. | “Microsoft Exchange” section on page 3-35. |
| Modify binding method and server settings. | “Microsoft Exchange” section on page 3-35. |
| Resynchronize information between Microsoft Exchange and a meeting room, and view history of this operation. | “Re-sync Operations” section on page 3-36. |
| LDAP Server | |
| Modify the Lightweight Directory Access Protocol (LDAP) server configuration. | “Settings” section on page 3-37. |
| Map objects and attributes used by the Cisco TelePresence Manager server to the objects and attributes defined in the LDAP Active Directory schema. | “Field Mapping” section on page 3-39. |
| Access Management | |
| View roles for LDAP group mappings. | “Access Management” section on page 3-42. |
| MCU Conference Management | |
| <ul style="list-style-type: none"> Register Multipoint Conference Units for conference scheduling. Push meeting schedules to all registered MCUs. | “MCU Devices” section on page 3-40 |

Security Settings

The Security Settings window assists with managing system security certificates. The Cisco TelePresence Manager supports the following security certificates:

- Tomcat—Security Keystore to store self-generated Apache Tomcat certificates.
- CTM-trust—Cisco TelePresence Manager Security Keystore to store digital certificates for Microsoft Exchange, Active Directory, and Cisco Unified Communications Manager.

Viewing Security Certificates

You can generate a list of certificates containing a specific category and unit by supplying the following criteria:

- Choose All, Own, or Trust from the Category drop-down list.
- Choose All, CTM-trust, or Tomcat from the Unit menu.
- Click **Filter** to generate the list of certificates that match the search criteria.
- Click the arrow in the header of the Certificate Name column to sort the names in ascending or descending alphabetical order.

To view contents of a security certificate:

- Click the radio button next to the certificate unit name and click **View**.

The contents of the certificate can be copied and pasted in a text file.

Deleting Security Certificates

- To delete a security certificate, click the radio button next to the certificate unit name and click **Delete**.

Uploading Security Certificates

- To display the Certificate Upload window, from which you can copy a security certificate to this Cisco TelePresence Manager, click **Upload**.
 - In the Certificate Upload window, choose the category and unit for the certificate.
 - Click **Browse** to choose a location where a certificate file is located, and add it to the Certificate field.
 - Click **Upload** to copy the file.
 - Click **Close** to close the Certificate Upload window.

Database

The Cisco TelePresence Manager uses an Informix database server to store information. The Database window allows the administrator to view the database status and run backup and restore operations. Open the Database window to see the following choices:

- [Settings](#)
- [Backup](#)
- [Restore](#)

Settings

The Settings window allows you to manage the size and age of meeting information in the Informix database.

- Click the **Settings** tab to view and modify database backup settings.

Table 3-2 describes the information and settings that are accessible from the Database window.

Table 3-2 Database Settings

| Field | Description or Settings |
|--|---|
| Service Status | Display-only status report of the Informix database server. |
| Connection Pool Size | Default pool size and recommended setting. |
| Current Database Size | Display-only report showing the size of the database as a percentage of the amount of total space available. The number displayed should not exceed 75%. |
| Automatically purge data older than (months) | <p>Sets the number of months of storage for the information in the database.</p> <p>Data older than the prescribed number of months is purged by the automatic purge scripts and will no longer be available to the application.</p> <p>The purge cutoff date for this setting should be selected by balancing the number of months of data retention against the size of the database required to store the data created during that period. The default setting of 24 months is considered a reasonable midpoint.</p> |

To register the new settings, click **Apply**.

To return to the original settings, click **Reset**.

Backup

Choose the Backup tab to display fields and settings that will assist you in scheduling backups of the database.

Changing the Backup Schedule

The backup schedule currently set is displayed in the Backup window.

To change the backup schedule:

- Click **Change**.
- Choose the starting time from the Start Time drop-down list. This sets the backup time in GMT.
- Choose the frequency of the backups by clicking the **Daily** or **Weekly** radio button.
 - If you click **Weekly**, check the box for the day of the week on which the backup should occur.
- Click **OK** to register your settings, or **Cancel** to restore the original settings.
- To register new or modified settings, click **Apply**.
- To restore the original settings, click **Reset**.

Backing Up Database Files

To back up files in the database:

- From the drop-down list, choose the number of backup files to keep. If you choose 3, the last three backup files will be kept, but earlier backup files will be purged.
- Choose the type of backup by clicking the **Local** or **Remote** radio button.

A remote backup uses Secure FTP (SFTP) to store files remotely. You must fill in the following fields:

- Remote Storage Host pathname.
 - Port number; default is port 22 for SFTP.
 - Username for login to the remote server.
 - Password for login to the remote server.
 - Storage pathname where you want the backup file stored.
- Test your connection to a remote host by clicking **Verify Remote Host**.
 - Click **Back-up Now** to begin the operation.

Viewing Backup History

This area of the Database window provides a history of database backups.

Table 3-3 describes the Backup History fields.

Table 3-3 Backup History and Restore Fields

| Field | Description |
|-----------|---|
| Timestamp | Date and time of backup. Click the arrow in the header of the Timestamp column to sort the list in ascending or descending order. |
| Status | Status of the backup. |
| Type | Type of backup, either local or remote. |
| Hostname | Name of host for the backup files. |
| Location | Pathname where the files are stored. |

Restoring Backup Data

To restore data from a backup:

- Click the **Refresh** button to view the list of backups.
- Click the radio button next to the backup filename that is to be used for the restore operation.
- Click **Restore**. This action initiates a full restore of the database from the backup file.



Note

When you restore from a backup file, all changes made to the database since the backup will be lost. These changes must be added by the Exchange Sync Up and Discovery functions of the Cisco TelePresence Manager server. The database Restore function should be run only as a last resort; for example, when the database is corrupted or the disk fails and has to be replaced.

The restore operation will stop the Informix database server, so some Cisco TelePresence Manager

operations might be impacted during the operation. While the restore operation is in progress, all other processes are stopped. The user interface will only display progress of the restore operation. When the restore operation is complete, the Cisco Telepresence Manager is automatically restarted and the login page is displayed. You will have to login to resume use of the Cisco Telepresence Manager application.

Restore

The Restore screen displays the history of the restore operations attempted on the database. Click the arrow in the header of the Timestamp column to sort the list in ascending or descending order. See [Table 3-3](#) for a description of the fields.

Room Phone UI

The Cisco Unified IP phone installed in a Cisco TelePresence meeting room is equipped with a touch-screen user interface (UI). The Room Phone UI window allows you control over information displayed on this interface. The UI alerts users of an upcoming meeting so they can end theirs on time. It also allows a meeting scheduler to see a list of meetings scheduled for a room.

[Table 3-4](#) describes the information and settings seen in this window.

Table 3-4 Room Phone User Interface Settings

| Field | Description or Setting |
|--|--|
| Service status | Display-only status report of phone service. |
| Update Window (days) | Defines how often the meeting schedule is updated. Default is 14 days, but this period can be modified by highlighting and deleting the current value and typing in a new value. |
| Upcoming Alert Duration (mins) | Defines how long before the end of the in-progress meeting the message alerting meeting participants of an upcoming meeting is displayed. Default is 15 minutes, but this period can be modified by highlighting and deleting the current value and typing in a new value. |
| Phone Display Duration Prior to Call Launch (mins) | Defines how long the announcement of an upcoming meeting is displayed. Default is 30 minutes, but this period can be modified by highlighting and deleting the current value and typing in a new value. |

To register new or modified settings, click **Apply**.

To restore the original settings, click **Reset**.

Microsoft Exchange

The Microsoft Exchange window helps you manage the database that stores meeting information.

[Table 3-5](#) describes the information and operations accessible from this window.

Table 3-5 *Microsoft Exchange Server*

| Field or Button | Description or Settings |
|------------------------------|--|
| Service status | Display-only status report of system service. |
| Mailbox Usage | Meeting information is mailed to users. This display-only field reports the amount of storage space taken up by the e-mails as a percentage of total space available. |
| Host | Hostname provided for the Microsoft Exchange server account, which can be modified. |
| Bind Method | Choose the Secure or Normal radio button to select the binding method, as follows: <ul style="list-style-type: none"> Secure—The Cisco TelePresence Manager communicates with the Microsoft Exchange server in secure mode using HTTPS. This method requires enabling Secure Socket Layer (SSL) on the Microsoft Exchange server. Normal—The Cisco TelePresence Manager communicates with the Microsoft Exchange server in cleartext using HTTP. |
| Port | Communication port number. |
| Domain Name | Domain name provided for the Microsoft Exchange server account, which can be changed. |
| Username | Username provided for the Microsoft Exchange server account, which can be changed. |
| Password | Password used to access the Microsoft Exchange server account, which can be changed. |
| Certificate | Use the field to provide a trust certificate for new Microsoft Exchange server. |
| Number of Meetings Per Query | The maximum number of meetings that Cisco TelePresence Manager can retrieve from the Exchange server for each query. |

To test the connection between this system and the Microsoft Exchange server, click **Test Connection**.

To register new or modified settings, click **Apply**.

To restore the original settings, click **Reset**.

Re-sync Operations

The Re-sync Operations area tells you when information in the Microsoft Exchange server database was last updated with meetings scheduled for a particular room.

When mismatched information in the databases causes meeting conflicts or there are other problems that prevent a meeting from being launched successfully, this area of the Microsoft Exchange window allows you to synchronize information between Microsoft Exchange and the Cisco TelePresence Manager database. Synchronization takes time and system resources to accomplish and should be done only when necessary.

[Table 3-6](#) describes the information displayed in this area of the Microsoft Exchange window.

Table 3-6 *Microsoft Exchange Server Synchronization Report*

| Field or Button | Description |
|---------------------------|--|
| Room Name | Name of the meeting room. Click the arrow in the header of the Room Name column to sort the list in ascending or descending alphabetical order. |
| Last Synchronization Time | Time the synchronization operation was started. |
| Status | Status of the synchronization operation. Click the arrow in the header of the Room Name column to sort the list in ascending or descending alphabetical order. |

To synchronize information between Microsoft Exchange and the Cisco TelePresence Manager database:

- Check the boxes next to the rooms to select them. To synchronize information for all meeting rooms, check the box next to Room Name in the display header.
- Click **Re-sync** to start the operation.
- Once the synchronization operation completes, click **Refresh** to update the display.

LDAP Server

The Cisco TelePresence Manager uses Lightweight Directory Access Protocol (LDAP) to retrieve information related to users and conference rooms from Active Directory deployments. Enterprises typically use specialized databases called *directories* to store information related to users, meeting rooms, and so on. LDAP is a protocol for accessing directories.

This window specifies LDAP Active Directory server settings that are used by Cisco TelePresence Manager to access the directory information. Open the LDAP Server window to see the following choices:

- [Settings](#)
- [Field Mapping](#)

Settings

The Settings window is where you make changes to the LDAP server after first-time installation.

[Table 3-7](#) describes the settings for this window.

Table 3-7 *LDAP Server Settings*

| Field or Button | Description or Settings |
|-----------------|-------------------------------------|
| Service Status | Display-only status of the service. |
| Host | LDAP server host name. |

Table 3-7 **LDAP Server Settings (continued)**

| Field or Button | Description or Settings |
|----------------------|--|
| Bind Method | Click the Secure or Normal radio button to select the binding method: <ul style="list-style-type: none"> Secure—Secure SSL connection requires the Distinguished Encoding Rules (DER) Certificate for the LDAP server. Normal—The Cisco TelePresence Manager communicates with the Microsoft Exchange server in cleartext using HTTP. |
| Port | The default port for secure connection is 636. The default port for normal connection in a single LDAP server deployment is 389. In cases where deployments consist of multiple Active Directory LDAP servers, this port should be configured with 3268, which is the Global Catalog port. |
| Default Context | The default context from which the LDAP queries are performed. To change the context string: <ul style="list-style-type: none"> Choose the context from the Fetch DNs drop-down list adjacent to this field. |
| Username | The username used to authenticate to the LDAP server. This must be in the LDAP fully qualified domain name (FQDN) format. Example: cn=adminstrator,cn=users,dc=<mydomain>,dc=com |
| Password | Password to access the LDAP server. |
| Certificate | LDAP certificate. |
| Connection pool size | The number of concurrent connections used by the Cisco TelePresence Manager server to retrieve data from the LDAP server. This is primarily used for optimizing the server's access to the LDAP server. |
| User containers | The containers from which queries are performed to retrieve user objects. More than one user container or user object can be specified. The Cisco Telepresence server uses the values entered to search through the containers in sequence to retrieve user and meeting room information from the Active Directory. Additionally, these containers are used to retrieve user information for authentication. <ul style="list-style-type: none"> To append the default context, check the Append box next to the user container field. |

To test the connection between this system and the LDAP server, click **Test Connection**.

To register new or modified settings, click **Apply**.

To restore the original settings, click **Reset**.

Field Mapping

The Cisco TelePresence Manager server uses application objects and attributes that are internally mapped to the objects and attributes in the LDAP Active Directory server. Most of these mappings are predefined and fixed. However, some of the information required for the Cisco TelePresence system may be stored in different attributes of the LDAP Active Directory server, based on the enterprise deployment. The Field Mapping window provides a mechanism to map such objects and attributes used by the Cisco TelePresence Manager server to the object and attributes defined in the LDAP Active Directory schema.

The object and attribute mappings listed in [Table 3-8](#) can be changed.

Table 3-8 *LDAP Objects and Attributes*

| Application Object | Application Attribute | LDAP Object | LDAP Attribute |
|---------------------------|-----------------------|-------------|----------------|
| Person | | | |
| | EmailID | User | proxyAddresses |
| | DisplayName | User | displayname |
| EnterpriseConfRoom | | | |
| | EmailID | User | proxyAddresses |
| | DisplayName | User | displayname |

The attributes are used by the Exchange server to store the user's e-mail and display name information. For most of the Exchange deployments, this information does not have to be changed. If this information is stored in other attributes in the LDAP server, use the following steps to change the mapping:

- Click the icon beside the Object Class column to change the LDAP object class for an application object (Person or EnterpriseConfRoom). This action displays the window containing available LDAP object classes.
- Click the radio button corresponding to the LDAP object class you want to select from the popup window. Click **Save**.
- Click the icon beside the Attribute column to change the LDAP attribute for the object. This action displays the window containing available LDAP attributes for the object class.
- Click the radio button corresponding to the LDAP attribute you want to select from the popup window. Click **Save**.
- Click **View Sample Data** to retrieve objects based on the mappings specified.



Note

Verify that the data retrieved is as you expected. If data is incorrect, the application will not operate correctly.



Caution

Setting the LDAP objects and attributes used by the Exchange server requires experience using Active Directory and Exchange software. Consult the LDAP and Exchange server administrator for your deployment before changing the default mappings in these screens.

Cisco Unified Communications Manager

To display and modify settings that associate the Cisco TelePresence Manager with Cisco Unified Communications Manager, choose Cisco UCM in Configuration.

Table 3-9 describes fields, buttons, and settings.

Table 3-9 Cisco Unified Communications Manager Settings

| Field | Description or Settings |
|----------------|---|
| Service Status | Display-only status report of system services. Note You may see a progress indicator in the status field, especially if many Cisco TelePresence meeting rooms are being managed by Cisco TelePresence Manager. Each time this page is accessed, the status is updated, and the progress indicator will be seen while the system is discovering meeting rooms. |
| Host | Name of the Cisco Unified Communications Manager server host. |
| Username | Username for login to the Cisco Unified Communications Manager server. |
| Password | Password to access the Cisco Unified Communications Manager server. |
| Certificate | Use the field to provide a trust certificate for new Cisco UCM server. |

To test the connection between this system and the Microsoft Exchange server, click **Test Connection**.

To manually start the process that is periodically performed to discover new rooms that have been added to Cisco Unified Communications Manager, click **Discover Rooms**.



Note This process consumes a large amount of system processor time. System operation will be noticeably slower from the time that the Discover Rooms button has been clicked until the process is completed.

To register new or modified settings, click **Apply**.

To restore the original settings, click **Reset**.

MCU Devices

Use the MCU Devices window to specify the number of days of scheduled meetings to send to the multipoint conference unit and to add MCU Devices to be scheduled through the Cisco TelePresence Manager.

The MCU Devices support screen displays several attributes for each MCU device registered with Cisco TelePresence Manager.

Cisco TelePresence Multipoint Switch (CTMS) is a multipoint conference unit that communicates with Cisco TelePresence Manager. The CTMS provides the functionality for three or more Cisco TelePresence rooms to attend a conference call. Cisco TelePresence Manager provides the scheduling information to the CTMS and the CTMS provides the multipoint switching capabilities for the conference.

Table 3-10 describes the MCU Device fields.

Table 3-10 **MCU Devices**

| Field | Description or Settings |
|---------------|--|
| Hostname | The URL of the CTMS. Clicking the hostname hyperlink opens a new browser window, with the CTMS login page. |
| MCU Type | The MCU Type is always CTMS. |
| Control state | The Control state is either Scheduled or Non-Scheduled |
| Description | The Description field |
| IP Address | The IP address of the CTMS. |

To register additional MCU devices, click **New**.

To edit MCU Device registration information, click the radio button next to the device and click **Edit**.

To delete a MCU Device, click the radio button next to the device and click **Delete**.

Concierges

The Concierges window has two areas, a list of concierges and a list of rooms that need a concierge assigned to them. Use the areas in this window to assign a concierge to a meeting room.

A phone number is associated with the concierge, which is displayed on the Cisco TelePresence meeting room phone user interface when the Concierge soft key is pressed. Meeting participants can dial the concierge and ask for help when problems occur with the Cisco TelePresence system.

To register a concierge for an assignment:

- Click **New** to display the New Concierges window.

You must enter an identifier for the concierge in the ID field and a phone number in the Phone Number field. You can choose to supply other information identifying the concierge in the Description field.

Once concierges have been registered, assign them meeting rooms as follows:

- Check the box next to a room that has not been assigned.
- Select a concierge from the **Assign Selected Rooms** drop-down list.
- Click **Apply**.

To edit the concierge assignment:

- Select the radio button next to the concierge ID and click **Edit**.
- In the Edit Concierges window, you can change the phone number and other information identifying the concierge.

To delete a concierge, select the radio button next to the concierge ID and click **Delete**.

Access Management

From the Microsoft Exchange/AD server, it is possible to create groups, such as a Concierge group and an Admin group. Use this window to view and create roles for these groups. The Cisco TelePresence Manager supports two roles—a concierge and an administrator.

The two roles have different levels of privilege and access when using the Cisco TelePresence Manager application user interface. Members in the group mapped to the Concierge role have limited privileges that allow them to view the meetings, rooms, and system error and log files. Members in the group mapped to the Admin role have the privileges of the concierge role plus additional privileges that allow them to make configuration changes.

System Settings

If you are the system administrator and know the superuser password, you can open the System Settings window to see the following choices:

- [IP Setting](#)
- [NTP Setting](#)
- [SNMP Setting](#)
- [Remote Account](#)
- [Change Password](#)
- [Restart Host](#)

Use the tabs in this window to modify IP settings, configure a Network Time Protocol (NTP) server, enable or disable Simple Network Management Protocol (SNMP), set up a temporary account for access, change the system password, and restart the system.

IP Setting

The IP Setting window lists information that is provided to the Cisco TelePresence Manager during first-time installation and configuration. Although it is typically not necessary to change IP settings, this window offers a place to modify some of them. [Table 3-11](#) describes the fields and buttons.

Table 3-11 *IP Settings*

| Field or Button | Description or Settings |
|-----------------|---|
| MAC Address | Display-only MAC address number supplied for this Cisco TelePresence Manager. |
| Hostname | Display-only hostname configured for this Cisco TelePresence Manager. |
| Domain Name | Domain name for this Cisco TelePresence Manager. |
| Primary DNS | Primary DNS server IP address supplied for this Cisco TelePresence Manager. |
| Secondary DNS | Secondary DNS server IP address supplied for this Cisco TelePresence Manager. |
| Ethernet Card | Name supplied for the system Ethernet card. |

Table 3-11 *IP Settings (continued)*

| Field or Button | Description or Settings |
|-----------------|--|
| DHCP | Enable and Disable radio buttons determine whether DHCP is enabled or disabled. When the Enable radio button is chosen, information in the IP address fields cannot be modified. <ul style="list-style-type: none"> To modify the IP settings for this Cisco TelePresence Manager, click the Disable radio button. |
| IP Address | IP address supplied for this Cisco TelePresence Manager. |
| Subnet Mask | Subnet mask used on the IP address. |
| Default Gateway | Default gateway IP address supplied for this Cisco TelePresence Manager. |

To add new information, type it in the fields provided.

To change information, highlight and delete existing information and type in the new information.

To register new or modified settings, click **Apply**.

To restore the original settings, click **Reset**.

NTP Setting

Click the NTP Setting tab in the System Settings window to list the configured IP address of the Network Time Protocol (NTP) servers.

NTP is used to synchronize the clocks on Cisco IP telephony servers with an external network time server that uses NTP.

To add an NTP server to the configuration, type the IP address in an NTP Server field.

To change an NTP server in the configuration, highlight and delete the IP address in the NTP Server field and type in the new address.

To register new or modified settings, click **Apply**.

To restore the original settings, click **Reset**.

SNMP Setting

SNMP is an industry-standard interface used by network management systems to capture system status and error information, including information provided by Cisco Unified Communications Manager. Use this window to enable and disable SNMP service and change the default configuration.

By default, SNMP service is disabled. Once SNMP is enabled, the following default SNMP settings are also enabled:

- One SNMP username set to “admin”. This name cannot be changed.
- SNMP service password set to “snmppassword”. The password should be changed.
- No trap receiver configured. Use the Trap Receiver Configuration fields in this window to configure a trap receiver. The fields collect trap receiver username, password, authentication algorithm, hostname or IP address, and port.

To configure SNMP, click the **SNMP Setting** tab in the System Settings window.

Table 3-12 describes the fields and buttons.

Table 3-12 SNMP Settings

| Field or Button | Description or Settings |
|------------------------------------|--|
| Engine ID | The engine ID for the SNMP agent on this Cisco TelePresence Manager. If you configure the trap receiver, this engine ID is used to create a trap user on the trap receiver system and to compute the security digest for authenticating and encrypting packets sent to a user on the remote host. |
| SNMP | To enable or disable SNMP, click the Enable or Disable radio button, as appropriate. When SNMP is enabled, supply a password for the SNMP server in the Configuration area. |
| Configuration | |
| Username | SNMP server username. |
| Current Password | SNMP server password. The password must be 8 characters long. Enter it twice for verification. |
| Trap Receiver Configuration | To select whether to use an SNMP trap receiver, click the Yes or No radio button, as appropriate. When a trap receiver is used, supply login information for the trap receiver in the following fields. |
| Username | Trap receiver username. |
| Current Password | Trap receiver password. The password must be 8 characters long. Enter it twice for verification. |
| Authentication Algorithm | Choose Message Digest 5 (MD5) or Secure Hash Algorithm (SHA) for authentication. |
| Host | Trap receiver IP address or hostname. |
| Port | Trap receiver port number. |

To register new or modified settings, click **Apply**.

To restore the original settings, click **Reset**.

Technical Notes

Cisco TelePresence Manager uses SNMP v3, which supports only one trap receiver. A string of trap receiver settings is added to the '/etc/snmp/snmpd.conf' file to configure the trap receiver on the Cisco TelePresence Manager server. The string must include the following information, which is collected in the fields described in Table 3-12 or is set by default:

- IP address and port number of the trap receiver
- Trap receiver username
- Trap receiver user password
- Trap sender engine ID
- Authentication method, either MD5 for Message Digest 5 or SHA for Secure Hash Algorithm

- Security model, which by default is `authNoPriv`
- SNMP version, which by default is version 3
- Included MIBs, which by default is `ALL`

The following is an example trap receiver entry:

```
trapsess -e 0x80001f880474657374 -v 3 -m ALL -l authNoPriv -u traper -a MD5 -A changeme  
171.71.232.113:162
```

These fields can be viewed and configured using **get** and **set** commands on the `/usr/sbin/snmpconfig` script. To test your configuration, run **snmptrapd** with **net-snmp** on the trap receiver system. You can create the user in `/etc/snmp/snmptrapd.conf` on the trap receiver system before starting **snmptrapd**.

Remote Account

Use this window to set up limited access for remote users of this Cisco TelePresence Manager. The remote account is intended for use by Cisco technical support personnel so they can access the system remotely to troubleshoot problems. Secure Shell (SSH) is used to access the system. The remote account is typically enabled for a brief period. Disabling the account will cause whoever is logged onto the system to be logged off. Only one remote account can be set up at a time, but more than one remote account can be active at the same time.

Login to the remote account is done using the account name and a pass phrase generated by software in this Cisco TelePresence Manager. The remote user uses the account name, the pass phrase, and a utility available at an internal Cisco web site to generate a login name and password that allow access to this Cisco TelePresence Manager.

To start the remote login account process:

- Type a name for the remote login account in the Account Name field.
This name can be anything you choose.
- Type in the number of days that the account should be active.
- Click **Add**.
This step generates a pass phrase.

To complete this process, the account name and pass phrase are entered into a utility at the following Cisco Internal website:

<https://remotesupporttool.cisco.com/logon.php>

For security reasons, if remote users fail to log off, they will be logged off automatically at the time listed in the Expires field.

Change Password

Use this window to change the password for this Cisco TelePresence Manager. You must know the current password. Supply the new password twice for verification.

- To display the password fields, click **Change Password**.
- To register the new password, click **Apply**.
- To restore to the original password, click **Reset**.

It is not possible to change the username for this Cisco TelePresence Manager.

Restart Host

Use this window to restart the Cisco TelePresence Manager. You must know the system password to access the Restart button.

Software Upgrade

If you are the system administrator and know the superuser password, you can open the Software Upgrade window to monitor and maintain system software. This window reports the version number of the system software. There are also two buttons to assist you in maintaining the system software, as follows:

- **Switch Version**—The hard drive on the server on which this Cisco TelePresence Manager is installed is partitioned into two areas. Each area can contain a system image. The Switch Version button allows you to switch the location of two stored versions of the system software.
- **Software Upgrade**—This button loads a patch file for upgrading system software. The Cisco-supplied patch file can be stored on a CD-ROM or a Secure FTP (SFTP) host network. A wizard displays dialog boxes to prompt you through the process.

Switch Version

You may find it necessary to switch the version of the Cisco TelePresence Manager software.

- To switch two software versions stored in the partitions, click the **Switch Version** button.

The system will swap the software versions and reboot. Screens will describe activity.

The active partition in the server hard drive contains the active system image. The software versions that are loaded will be displayed in the Active Version and Inactive Version fields.

Software Upgrade

This task upgrades the Cisco TelePresence Manager software by loading a file from either a CD-ROM or an SFTP host network. Before starting this task, find out the source of the patch file.

-
- Step 1** To start the software upgrade process, click the **Upgrade Software** button.

The Source Selection dialog box appears.



Note

If you need to stop the software installation, click the **Cancel** button when the button is active.

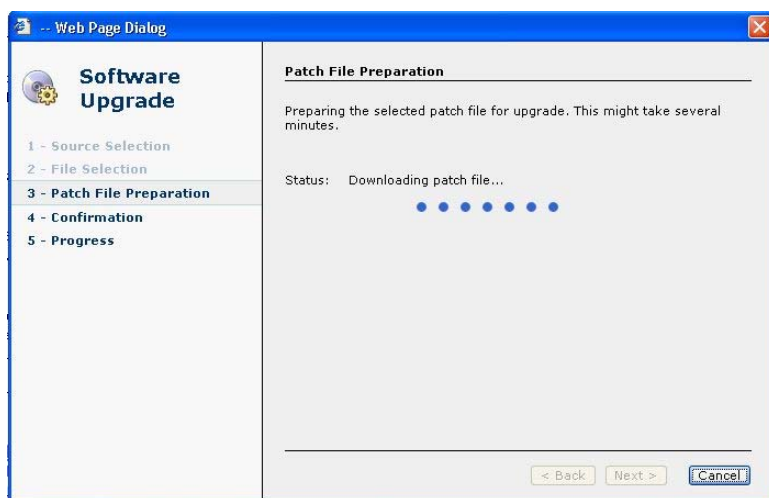
Step 2 Click the **CD-ROM** or **Network** radio button to choose the location of the patch file.

If you chose CD-ROM, click **Next** to go to the File Selection window.

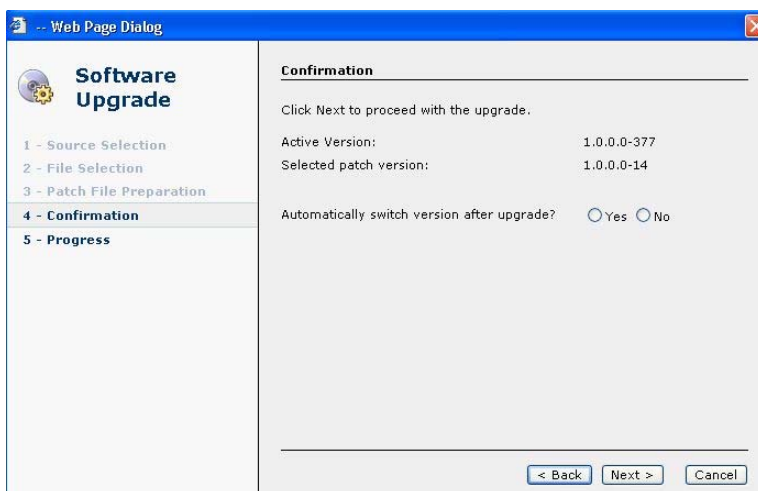
If you chose Network, provide the hostname, login username, password, and the path to the patch file. By default, port 22 is used to access the server; supply the correct port number, if required. Click **Next** to go to the File Selection window.

Step 3 At the File Selection window, choose the file to load by clicking its radio button. Then click **Next**.

Step 4 The Patch File Preparation window appears. Watch this window to monitor the progress of the file download. Buttons will be inactive until the patch file is loaded.



Once the file is loaded, the window displays a Confirmation message.



The software wizard displays the software versions that are installed and provides active Yes and No radio buttons so you can choose to switch the newly loaded software to the active partition.

Step 5 Click **Yes** or **No** to make your choice. Then click **Next** to finish the software upgrade task.

The install wizard displays a dialog window that logs the progress of the update.

Step 6 When the log indicates that the files have been switched, click **Finish** to complete this task.

**Note**

If you selected to automatically switch to the new version, a message is displayed letting you know there is no connectivity to the server during the switch.

It takes approximately ten minutes to complete the upgrade. You can then log into the upgraded version of Cisco TelePresence Manager.



CHAPTER 4

Using Meeting Manager

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Cisco TelePresence meetings are scheduled between two meeting rooms. Problems occur when it is detected that only one one-button-to-push meeting was scheduled in Microsoft Outlook or more than two meeting rooms have been scheduled. Cisco TelePresence Manager provides a Meeting Manager window where you can take steps to correct these problems. The link to the Meeting Manager window is embedded in the e-mail notification that is sent to the person who scheduled the meeting.

When the meeting starting time has passed, a single status window is displayed with the following message:

The meeting has already begun (its scheduled starting time has passed). No modification action is allowed.

Figure 4-1 *Expired Meeting Window*

The screenshot shows the Cisco TelePresence Manager interface. At the top, there's a header with the Cisco Systems logo and the text "Cisco TelePresence Manager". To the right of the header, there's a user name "santoriuser4" and links for "Logout", "Help", and "About". Below the header, the title "Meeting Manager" is displayed. A sub-header states: "Meeting Manager helps automate Cisco TelePresence calls by reviewing your meeting request and presetting the appropriate equipment to launch your Cisco TelePresence experience with "One-Button-to-Push."".

| | | |
|-----------------------|--|----------------------|
| Scheduled Start Time: | Thursday, September 14, 2006 3:30:00 PM (GMT -7) | |
| Scheduled End Time: | Thursday, September 14, 2006 4:00:00 PM (GMT -7) | |
| Subject: | Test to see if I can kill cca | |
| Scheduler: | santoriuser4 (santoriuser4@devtest.com) | |
| Rooms: | Room Name | Phone Number to Dial |
| | tsbu.tbuser1 | |
| Privacy Preference: | <input type="radio"/> Display meeting information on room phone <input type="radio"/> Do not display | |
| Status: | No Show | |
| Condition: | One Cisco TelePresence room and opne phone number scheduled. | |

The meeting has already begun (its scheduled start time has passed). No modification action is allowed.

If the scheduled time for the meeting has not passed, the Meeting Manager displays an additional window that aids you in resolving the problem with the meeting.

Figure 4-2 Meeting Manager Problem Resolution Windows

Cisco TelePresence Manager santoriuser4 | Logout | Help | About

Meeting Manager

Meeting Manager helps automate Cisco TelePresence calls by reviewing your meeting request and presetting the appropriate equipment to launch your Cisco TelePresence experience with "One-Button-to-Push."

The following meeting was reviewed and could not be auto assisted for the reason listed below:

☒ **Series** Daily, occurs every day, effective 09/14/2006, for 2 occurrences from 08:00 PM to 08:30 PM (GMT -7)
☐ **Single Occurrence** Scheduled Start Time: Thursday, September 14, 2006 8:00:00 PM (GMT -7)
 Scheduled End Time: Thursday, September 14, 2006 8:30:00 PM (GMT -7) Select Instance

Subject: Updated: Modify recurring - change subject
 Scheduler: santoriuser4 (santoriuser4@devtest.com)

| Rooms | Room Name | Phone Number to Dial |
|-------|--------------|----------------------|
| | tchu.tbuser2 | |

Privacy Preference: ☒ Display meeting information on room phone ☐ Do not display
 Status: With Error
 Condition: Only one Cisco TelePresence room.

To correct this error condition, choose one of the following options:

| | |
|--------------------------------------|--|
| Fix using Microsoft Outlook | Add a second Cisco TelePresence room to your meeting using your Microsoft Outlook calendar application. |
| Fix using Cisco TelePresence Manager | <input checked="" type="radio"/> Enable auto launch. Enter the phone number to dial: <input type="text"/> <input type="radio"/> Disable auto launch |

Apply Reset

If the meeting was scheduled as a series, first select either the Series radio button to indicate that you want to revise the entire meeting series or the Single Occurrence radio button to revise just one occurrence of the meetings. When you click the Single Occurrence radio button, you must further select which meeting to revise by clicking Select Instance. A popup calendar appears with the scheduled meetings highlighted. Click the date to select the single-occurrence meeting you want to correct.

Table 4-1 and Table 4-2 describe the information and features available from the windows.

Table 4-1 Meeting Manager Status Window

| Field | Description or Settings |
|--------------------|--|
| Subject | Displays information provided about the meeting. You can hover the mouse over the Subject field to see the full description. |
| Scheduler | Login name of the person who scheduled the meeting. |
| Rooms | Meeting room name, which is also a link to the Cisco TelePresence System Administration application where information can be reviewed and revised. A field is provided for entering the meeting room telephone number. |
| Privacy Preference | Radio buttons indicate whether information about an upcoming meeting will be displayed on the room's IP phone. <ul style="list-style-type: none"> Click the Display meeting information on room phone radio button to allow the display of information. Click the Do not display radio button to preserve meeting privacy. |
| Status | Meeting status. |
| Condition | Cause of the problem. |

Table 4-2 Meeting Manager Solution Window

| Field | Description or Settings |
|--------------------------------------|--|
| Fix using Microsoft Outlook | Message instructing you to open Microsoft Outlook and correct the meeting setup by adding or deleting rooms so that only two rooms are scheduled to be connected to each other in a given meeting. |
| Fix using Cisco TelePresence Manager | Provides a radio button that allows you to use the current meeting settings, as follows: <ul style="list-style-type: none"> • Enable Auto Launch. Click this button and then enter the phone number to dial in the box provided. • Disable Auto Launch. Click this button to select that no phone number will be associated with the meeting and no call will be made. |

To register new or modified settings, click **Apply**.

**Note**

Before clicking the Apply button, check that the appropriate radio button is selected for a meeting scheduled as a series. Changes will be applied either to the entire series or to a selected instance of the meeting.

To restore the original settings, click **Reset**.



CHAPTER 5

Troubleshooting Cisco TelePresence Manager

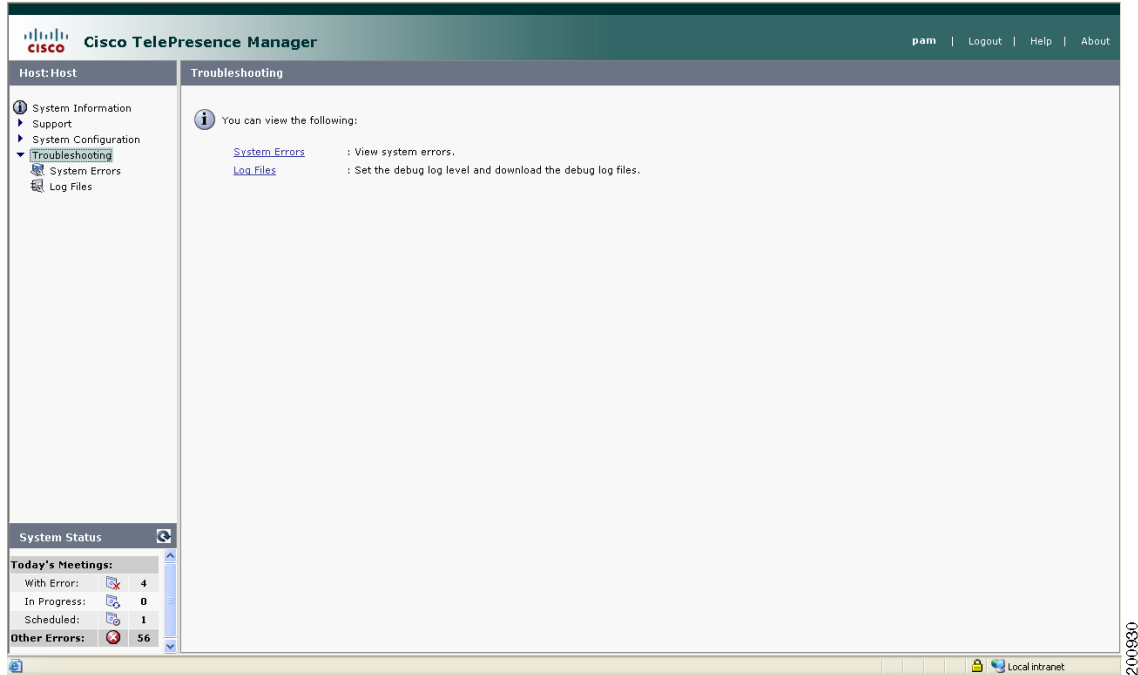
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Introduction

Troubleshooting meeting connections and network problems is one of the more important responsibilities of the Cisco TelePresence system administrator. When a problem is detected, you must collect messages and system logs so they can be analyzed for prompt resolution. [Figure 5-1](#) shows the tools available to assist you with the troubleshooting tasks.

Figure 5-1 Troubleshooting Window

Troubleshooting Tasks

Table 5-1 Troubleshooting Tasks

| Task | Location of Information |
|--|---|
| System Messages | |
| Sort errors by date, ID number, and module. | "System Errors" section on page 5-55. |
| View error messages. | "System Errors" section on page 5-55. |
| View system messages. | "System Error Messages" section on page 5-64. |
| System Log Files | |
| Set the level for logging error messages from the following services: <ul style="list-style-type: none"> Discovery Service Exchange Adapter Service Room Phone UI Service Admin UI Service | "Log Files" section on page 5-55. |
| Create a list of specific message types. | "Log Files" section on page 5-55. |
| Download messages to a file. | "Log Files" section on page 5-55 |

Table 5-1 Troubleshooting Tasks

| Task | Location of Information |
|----------------------------------|---|
| Web Browser Messages | “Web Browser Error Messages” section on page 5-61 |
| Meeting and Room Problem Solving | “Cisco TelePresence Manager Meeting and Room Problems” section on page 5-56 |
| Phone User Interface Problems | “User Interface Problems” section on page 5-59 |
| Database Problems | “Cisco TelePresence Manager Database Problems” section on page 5-60 |
| LDAP Server Problems | “LDAP Interface Problems” section on page 5-61 |

System Errors

Choose the System Errors window to see a list of system messages. You can filter the list by starting and ending dates and message type All, Fatal, Severe, Moderate, Warning, and Info, as follows:

- Use the Calendar icon to choose dates, or type the dates in the **Start On** and **End On** fields using the MM/DD/YYYY date format.
- Click **Filter** to generate the list.

[Table 5-2](#) lists information provided.

Table 5-2 System Error Report

| Field | Description |
|-----------|---|
| Timestamp | Date and time the message was logged. You can sort the messages in ascending or descending order by the time stamp. |
| Type | Message type. |
| ID | Message identification number. You can sort the reports in ascending or descending order by ID. |
| Module | Component within Cisco TelePresence Manager that generated the error. |
| Message | Explanation of problem detected. Move your mouse pointer over a message field to see a complete description. |

Log Files

At the Log Files window, you can set the level for logging system errors from the following services that contribute messages:

- Discovery Service
- Exchange Adapter Service
- Room Phone UI Service

- Admin UI Service
- Multipoint Connection Service
- TelePresence Engine Service

You can set the message types from these services to the following levels:

- **DEBUG**—Detailed errors and information messages.
- **ERROR**—Errors that are likely to terminate system activity.
- **FATAL**—Errors that will automatically terminate system activity.

Note The default logging level is typically set to **ERROR**. There may be times when Cisco technical personnel will instruct you to modify the logging level for one or more of the services, to help them diagnose a problem. Be sure to reset the logging level immediately after the problem has been resolved, or else disk space may become filled with messages and negatively impact system performance.

Once you have made your logging level choices for each service:

- Click **Apply** to register new or modified settings, or click **Reset** to restore the original settings.

You can generate a list of specific error types.

- From the Service drop-down list, choose one of the following to specify the type of errors to display:
 - All
 - Discovery
 - Exchange Adapter
 - Room Phone UI
 - Admin UI
 - Multipoint Connection Service
 - TelePresence Engine Service
- Click **Filter** to generate the list.

Log files are named with a .log extension. The log filename provides a link to the contents of the error log file. This window also shows the date the file was last modified and the size of the log file. The lists can be sorted by filename and time last modified.

- To update the error log, click the **Refresh** button.

Download All Files

Use the Download All button to collect all log data for Cisco technical support personnel when submitting a case for problem solution. The data is automatically compressed in a file that can be e-mailed.

Cisco TelePresence Manager Meeting and Room Problems

Meeting information is retrieved via Processing room notifications from Microsoft Exchange. A notification is generated when a meeting room is added, modified, or deleted.

Each day, scheduled meetings are synchronized with the meeting database at a user-specified time. Synchronization resolves any problems that might have occurred when Exchange connectivity was not available and notifications were not received. If required, you can also trigger a manual synchronization of the room meeting schedule using the Re-sync Operation in the Microsoft Exchange window.

Meeting information is stored in the database, and the Room Phone UI service is notified when it is time to send the meeting schedule to the phone user interface.

The Rooms window displays the room status as “In Use” when a call is placed. The Scheduled Meeting window displays meetings as “In Progress” or “Completed” reflecting the actual state of the call.

If the concierge is called, this condition will be reflected in the Room UI view and Scheduled Meeting view as “Needs Help”.

Refer to troubleshooting information in [Table 5-3](#) to solve common problems that prevent Cisco TelePresence meetings from being scheduled correctly.

Table 5-3 Troubleshooting Meeting and Room Problems

| Problem or Message | Possible Causes | Recommended Action |
|---|--|--|
| A scheduled meeting does not appear on the Cisco TelePresence phone user interface. | The room name configured in Cisco Unified Communications Manager does not match the actual room name (e-mail alias) configured in the Active Directory. | The room name must exactly match the name (e-mail alias) provided in the Active Directory. |
| | Duplicate room names are configured. | Remove duplicate room names configured in Cisco Unified Communications Manager. |
| | Cisco TelePresence IP phone associated with participating rooms has not been added to the Cisco TelePresence Manager Application User Profile. | Update the Cisco TelePresence Manager Application User Profile with correct room data. |
| | The Exchange user account for Cisco TelePresence Manager does not have permission to retrieve calendar data. | Change the Cisco TelePresence Manager user account for Exchange so it has permissions to retrieve (read) room and calendar data. |
| A proposed meeting was deleted from Microsoft Outlook, but it still appears on the Cisco TelePresence phone user interface. | This problem can occur when: <ul style="list-style-type: none"> Outlook Web Access (OWA) is used to schedule meetings because OWA does not receive delete updates. Cisco TelePresence is not synchronized with the database. | Log into Microsoft Outlook and Calendar and use that application to delete the meeting. Use the Re-Sync Operations under Microsoft Exchange to resynchronize the database and meeting schedule. |

Table 5-3 **Troubleshooting Meeting and Room Problems (continued)**

| Problem or Message | Possible Causes | Recommended Action |
|--|--|---|
| Detailed view of Meetings reports that the Cisco TelePresence meeting is “Pending for more information from Exchange”. | <p>This message appears when one of the two following conditions occurs:</p> <ul style="list-style-type: none"> • When Cisco TelePresence Manager receives notice of an event, it waits 120 seconds to see if any further event details are forthcoming from Microsoft Exchange and then validates the meeting. • If the room is in manual-accept mode and the meeting scheduler has accepted a meeting only tentatively or has not responded to meeting e-mail notification | <p>Wait a few moments and view Meetings status again to see if the meeting has been validated.</p> <p>Advise the scheduler to respond to meeting e-mail notification.</p> |
| User who scheduled the meeting receives no e-mail to confirm the meeting arrived. | This problem occurs when a room is not in auto-accept mode. | <p>Make sure reserved rooms are in auto-accept mode.</p> <p>If a room remains in manual-accept mode, the meeting must be confirmed using Microsoft Outlook or OWA.</p> |

Table 5-3 Troubleshooting Meeting and Room Problems (continued)

| Problem or Message | Possible Causes | Recommended Action |
|---|--|--|
| Scheduled Meetings or Rooms do not show the status “In Progress” when a call is placed. | Connectivity between the Cisco TelePresence system and Cisco TelePresence Manager is lost. | <p>Check the Rooms window for status.</p> <p>The SSH username and password should be configured for the Cisco TelePresence system. See the <i>Cisco Unified Communications Manager Installation Guide for Cisco TelePresence</i> for more help.</p> <p>Verify that the Calendar service is running on the Cisco TelePresence system.</p> |
| Room status indicates an error condition. | <p>Place your mouse over the status to see the error described in a tooltip. This problem can occur when:</p> <ul style="list-style-type: none"> The phone associated with the Cisco TelePresence meeting room is not included in Cisco TelePresence Manager application user profile. The phone associated with the Cisco TelePresence meeting room is not registered with the Cisco Unified Communications Manager. More than one Cisco TelePresence phone could be configured with the same room name. | <p>Cisco TelePresence IP phone associated with participating rooms must be added to the Cisco TelePresence Manager Application User Profile.</p> <p>Update the Cisco TelePresence Manager Application User Profile with correct room data.</p> <p>Check the Rooms window for status.</p> <p>Check the IP connectivity between the equipment and Cisco TelePresence Manager.</p> <p>Missing Secure Shell username and password for the Cisco TelePresence IP phone should be configured in the Cisco Unified Communications Manager configuration.</p> <p>Verify that the Calendar service is running on the Cisco TelePresence system.</p> |

User Interface Problems

Once a scheduled Cisco TelePresence meeting has been confirmed by participating rooms in Microsoft Exchange, it should be listed on the IP phone user interface in less than three minutes. Use [Table 5-4](#) to troubleshoot problems between scheduled meetings and the phone user interface.

Table 5-4 Troubleshooting Phone User Interface Problems

| Problem or Message | Possible Causes | Recommended Action |
|--|---|---|
| The Cisco TelePresence IP phone displays the standard idle screen instead of the meeting list managed by Cisco TelePresence Manager. | <p>This problem can occur when:</p> <ul style="list-style-type: none"> There is no connectivity between the Cisco TelePresence IP phone and Cisco TelePresence Manager. The scheduled meeting is outside the user-specified time window. The Secure Shell username and password for the Cisco TelePresence IP phone in the Cisco Unified Communications Manager configuration are missing. Cisco TelePresence Manager has not sent required information to the Cisco TelePresence IP phone. The network is not properly configured or is down. | <p>Check the dashboard for phone status. See the “Dashboard” section on page 2-22.</p> <p>Only meetings within the user-specified time window are displayed on the phone user interface. The administrator can configure the number of days displayed. See the “Room Phone UI” section on page 3-35.</p> <p>Verify that the Calendar service is running in the Cisco TelePresence system.</p> |

Cisco TelePresence Manager Database Problems

Status for database services is displayed on the Dashboard window.

You can verify Cisco TelePresence Manager database status using the following CLI command:

```
utils service list
```

The result should indicate the Cisco TelePresence Manager database as running.

You can start the Cisco TelePresence Manager database using the following CLI command:

```
utils service start Cisco DB
```

You can stop the Cisco TelePresence Manager database using the following CLI command:

```
utils service stop Cisco DB
```



Caution

Use this command with extreme caution: The Cisco TelePresence Manager server must be stopped before stopping the Cisco TelePresence Manager database.

LDAP Interface Problems

Status for the LDAP server is displayed in the Dashboard window. If problems are indicated, verify the attribute mappings that were specified during installation of the Cisco TelePresence Manager application. See Settings in the LDAP Server window under System Configuration.

For deployments with multiple Active Directory server deployments, LDAP uses port 3268 (the Global Catalog port) by default. For a single server deployment, port 389 is generally used, but you can reconfigure this port at the LDAP Server window under System Configuration.

Web Browser Error Messages

The only version of Microsoft Internet Explorer supported on Cisco TelePresence Manager is version 6. Use information in the following sections to help you resolve web browser problems.

- [JavaScript Error Message, page 5-61](#)
- [Safe ActiveX Checking Message, page 5-63](#)

JavaScript Error Message

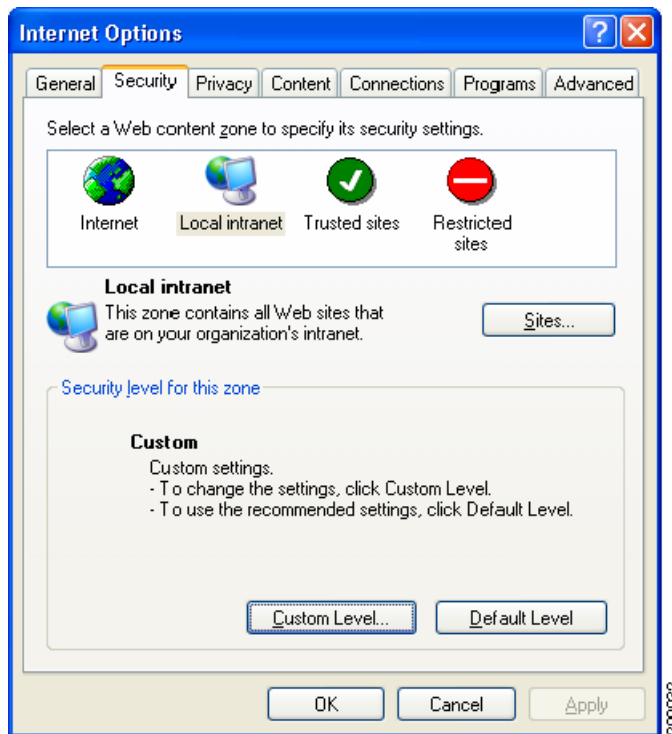
Error Message JavaScript is not enabled on this browser. Log-in is not allowed.

Explanation Cisco TelePresence Manager must have JavaScript enabled in the web browser in order to work. Without it, the login screen will appear and users can enter a username and password, but the Login button is disabled.

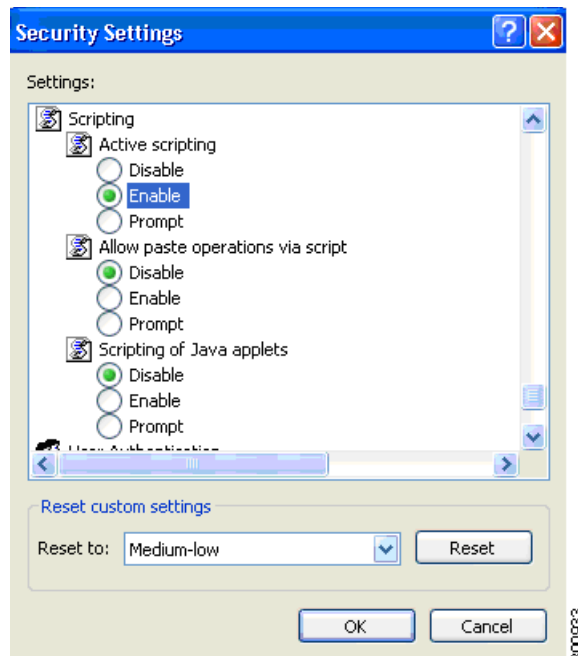
Recommended Action Users must enable JavaScript in their web browser to log into the Cisco TelePresence Manager user interface.

To enable JavaScript, perform the following steps on Microsoft Internet Explorer (which is the only version of Microsoft IE that is supported on Cisco TelePresence Manager):

Step 1 Click the Custom Level button. See [Figure 5-2](#).

Figure 5-2 Custom Level Button

Step 2 Scroll down to the Active scripting section and click **Enable**. See [Figure 5-3](#).

Figure 5-3 Enable Button

Step 3 Click **OK** to apply the changes.

Safe ActiveX Checking Message

Error Message WARNING: Your security settings do not allow the use of safe ActiveX controls installed on your computer. Most features will not work properly.

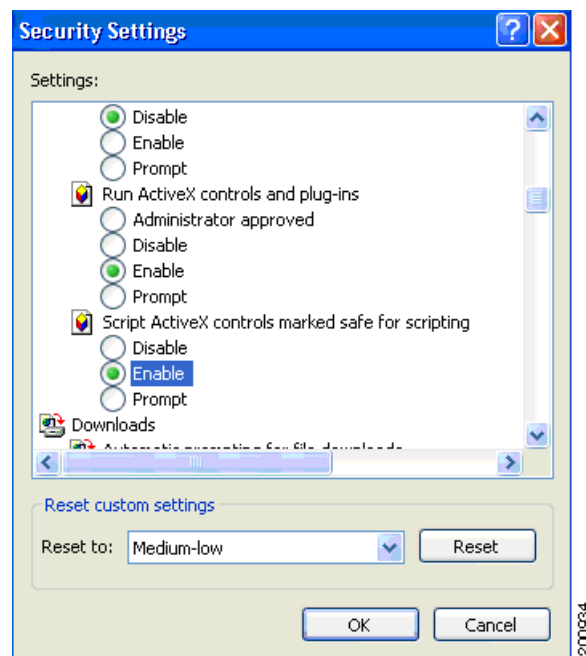
Explanation The Cisco TelePresence Manager user interface uses XMLHttpRequest technology. In Microsoft IE Version 6, this technology is implemented as a safe ActiveX control, and it is bundled with IE by default. However, if ActiveX controls have been disabled in the browser, Cisco TelePresence Manager will not work correctly. For example, the status pane will not display any meeting counts.

Recommended Action Enable safe ActiveX control in the web browser so the Cisco TelePresence Manager user interface works correctly.

To enable safe ActiveX control, perform the following steps on Microsoft IE Version 6:

- Step 1** Click **Tools**. Select **Internet Options** from the choices.
- Step 2** Click the **Security** tab.
- Step 3** Select the zone in which the Cisco TelePresence Manager server resides. This zone is usually the Local intranet.
- Step 4** Click the **Custom Level** button.
- Step 5** Scroll down to the ActiveX controls and plug-ins section.
- Step 6** Enable the following items:
 - Run ActiveX controls and plug-ins
 - Script ActiveX controls marked safe for scripting

Figure 5-4 Active X Selection



Step 7 Click OK to apply the changes.

System Error Messages

Table 5-5 lists messages that are displayed by the Cisco TelePresence Manager software, along with possible causes and solutions for correcting the problem that caused the message.



Note

When reading the following messages, consider that “\$1” or “\$2” are placeholder tokens. When the message actually appears in the application, the tokens will be replaced by text or a value.

Table 5-5 Cisco TelePresence Manager Messages

| Code | Message | Explanation | Recommended Action |
|------|--|---|---|
| 1000 | Internal server error: \$1. | A generic message for all untyped errors. The detailed message would contain the actual error. | Contact your Cisco technical support representative for further assistance. |
| 1001 | Failed to parse config file '\$1'. Error: \$2. | The server fails to parse the 'config/ctis.xml' configuration file. The application should fail to start up. | Check syntax of 'ctis.xml'. This file should be changed only by qualified technicians. If possible, restore the original content and restart the Tomcat server. Contact your Cisco technical support representative for further assistance. |
| 1004 | Version \$1 is not supported for component: \$2. | The software does not support the version extracted from the given component. | Deploy the software using only supported versions of Exchange and LDAP. |
| 1005 | The operation is unsupported on OS '\$1'. | The current operation is not supported on the given platform. | Users should not see this error because the software is deployed on the Linux operating system. Contact your Cisco technical support representative for further assistance. |
| 1006 | Could not create scheduler home URL. Error: '\$1'. | The software is unable to form an URL that points to the scheduler correction page. | Contact your Cisco technical support representative for further assistance. |
| 1007 | Failed to restart host. Error: '\$1'. | The software fails to restart the system as requested. A more detailed message is displayed. | Contact your Cisco technical support representative for further assistance. |
| 1008 | The functionality '\$1' is not yet implemented. | The given functionality has not been implemented yet. | Upgrade Cisco TelePresence Manager. |
| 1009 | Error in initialization: '\$1'. | Database maintenance manager fails to initialize because of missing scripts for either backup, purge or cron job. | The installation process has failed. Contact your Cisco technical support representative for further assistance. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|--|--|---|
| 1010 | One or more arguments are null. | Exchange component is failing to test connection because one of the required parameters (host, superuser account name, password, or bind method) is null. | Check information provided on the Exchange configuration screen. |
| 1011 | Unable to dispatch API call. | Cisco TelePresence Manager is unable to communicate with the Cisco TelePresence Manager engine. | Check for any errors in the log file and contact your Cisco technical support representative for further assistance. |
| 1200 | Invalid meeting. Error: Field '\$1' (\$2) is invalid. | A field in the given meeting has an invalid value. | Contact your Cisco technical support representative for further assistance. |
| 1201 | Invalid single meeting. Error: '\$1' (\$2) is invalid. | The given meeting is not a single meeting as expected. | Contact your Cisco technical support representative for further assistance. |
| 1202 | Invalid master meeting. Error: '\$1' (\$2) is invalid. | The given meeting is not a master meeting as expected. | Contact your Cisco technical support representative for further assistance. |
| 1203 | Invalid exception meeting. Error: '\$1' (\$2) is invalid. | The given meeting is not an exception meeting as expected. | Contact your Cisco technical support representative for further assistance. |
| 1204 | Too many Cisco TelePresence rooms. | Used by the Exchange component in its e-mail notification to inform schedulers that a meeting has more than two Cisco TelePresence rooms scheduled. | Remove extra Cisco TelePresence rooms from the meeting. |
| 1205 | Missing required number of TelePresence rooms. | Used by Exchange component in its e-mail notification to inform schedulers that a meeting has less than two Cisco TelePresence rooms scheduled. | Add another Cisco TelePresence room to the meeting, or provide a phone number to dial using the URL in the confirmation e-mail. |
| 1208 | Recurring meeting instance: '\$1'. | An error occurred during calculation of the instances for a recurring meeting. | Contact your Cisco technical support representative for further assistance. |
| 1209 | Missing Conference ID and Bridge Number for the Multipoint meeting. | Used by Exchange component in its e-mail notification to inform schedulers that a Multipoint meeting is missing a conference id or bridge phone number. | Verify MCUs are configured properly and at least one is available for Multipoint meeting allocation. |
| 1210 | Missing required number of Cisco TelePresence rooms for a Multipoint meeting | Used by Exchange component in its e-mail notification to inform schedulers that a meeting has less number of rooms than what is required for a Multipoint meeting. | Contact your Cisco technical support representative for further assistance. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|--|--|--|
| 1211 | Selected Cisco TelePresence rooms are incompatible for a multi-room conference. | Used by Exchange component in its e-mail notification to inform schedulers that a meeting is scheduled with room(s) that cannot support a Multipoint conference. | Check the version of Cisco TelePresence equipment of each room and verify it is a version that supports Multipoint meetings. Upgrade if necessary. Contact your Cisco technical support representative for further assistance. |
| 1212 | Insufficient resources to set up a multi-room conference. | Used by Exchange component in its email notification to inform schedulers that there is no available MCU for a multipoint meeting. | Verify that MCU is configured properly, and at least one is available for multipoint meeting allocation. Add a new MCU if necessary, or reschedule the meeting to a different time. Contact your Cisco technical support representative for further assistance. |
| 1213 | Resources not setup to support multiroom conference. | Used by Exchange component in its email notification to inform schedulers that there is no MCU configured for a multipoint meeting. | Verify that MCU is configured properly, and at least one is available for multipoint meeting allocation. Add a new MCU if necessary. Contact your Cisco technical support representative for further assistance. |
| 1214 | Scheduler does not have enough privileges to setup this TelePresence meeting. Contact help desk. | Used by Exchange component in its email notification to inform schedulers that they don't have enough privilege for scheduling a multipoint meeting. | Verify the scheduler has been assigned with the required user privilege. Add the scheduler to the user group that has the required privilege if necessary. Contact your Cisco technical support representative for further assistance. |
| 1215 | Resource allocation error. \$1 | There is not enough resource available to migrate all meetings from one MCU to another MCU. | Verify that the target MCU has the proper configuration and that it is available. |
| 1216 | Meeting migration error. \$1 | An error occurred when attempting to migrate meetings from one MCU to another MCU. | Check the error message in the logfile. Contact your Cisco technical support representative for further assistance. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|---|---|---|
| 1400 | Fail to \$1 concierge. Error: \$2. | Cisco TelePresence Manager has failed to perform the given operation for a concierge. A detailed error message is displayed. | Most likely real cause would be DB operation error. DB might be down. Contact your Cisco technical support representative for further assistance. |
| 1401 | This device has \$1 future meetings scheduled. Please migrate the meetings to another device first and try again. | Selected MCU has some future meetings scheduled and therefore it can't be deleted. | Migrate the meetings from the MCU (to be deleted) to another MCU and try the deletion again. |
| 1402 | A device with hostname \$1 already exists. Please use a different hostname and try again. | A device with the same hostname and/or IP address already exists, therefore it doesn't allow the addition of the new device. | Check the hostname configuration for any conflict. Correct it and try the addition again. |
| 1403 | Duplicate entry. \$1 already exists. Please use a different name and try again. | A configuration entry with the same value already exists, therefore it doesn't allow the addition of the new entry. | Check the entry value uniqueness to make sure it does not have any conflict with any existing configuration. Correct it and try the addition again. |
| 1601 | Invalid username and/or password and/or certificate. Error: '\$1'. | Invalid username, password, or certificate. | Check username, password, and certificate and try again. |
| 1602 | Unsupported authentication type '\$1'. | The authentication specified during configuration (as an example, for LDAP against Active Directory) is not supported. | Contact your Cisco technical support representative for further assistance. |
| 1603 | Error during encryption: '\$1'. | An error occurred while encrypting a string. A detailed error message is displayed. | Contact your Cisco technical support representative for further assistance. |
| 1604 | Error during decryption: '\$1'. | An error occurred while unencrypting a string. A detailed error message is displayed. | Contact your Cisco technical support representative for further assistance. |
| 1605 | Insufficient credential '\$1'. Requires credential '\$2'. | User does not have the necessary privileges to access a URL. | Obtain correct credential and try again. |
| 1606 | Access permitted to email ID '\$1' only. | Only the scheduler is permitted to access the URL given in the e-mail notification. Any other user trying to log in will be rejected with this error. | Use scheduler's credential to log in. |
| 1607 | New password is too simple. New password should contain both mixed-case alphabetic and non-alphabetic characters. It should not base on common words found in dictionary. | The new superuser password is easy to guess. | Make up a stronger password and try again. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|--|---|---|
| 1608 | Password was change successfully, but could not be saved for future upgrade. | Could not save the new password to 'platformConfig.xml' because of some internal error. | Contact your Cisco technical support representative for further assistance. |
| 1609 | Could not change password: current password does not match. | You must enter the old password correctly before you are allowed to change to the new password. | Enter the old password correctly. |
| 1700 | Unknown configuration component '\$1'. | Configuration for the specified component does not exist. | Ensure that the first-time configuration is done and all the values are properly specified. |
| 1701 | No parameter '\$1' found under configuration component '\$2'. | Specific configuration parameter for a component does not exist in a stored configuration. | Ensure that the first-time configuration is done and all the values are properly specified. |
| 1702 | Failed to set parameter '\$1' to value '\$2'. Error: '\$3'. | Cisco TelePresence Manager is unable to save the given parameter because of the reason specified in the message. This error is likely to be caused by the database. | Check database component status using CLI commands. Restart the database, if necessary. Restart Tomcat after the database is running. |
| 1704 | Failed to update schedule to rooms '\$1'. Error: '\$2'. | Cisco TelePresence Manager has failed to submit a schedule update request to the given rooms. | Check room equipment and try again. |
| 1901 | Failed to authenticate the TB device: | Username and password do not match for the Cisco Telepresence equipment. | Try solving this problem by performing the following tasks in the order listed: 1. Configure username and password in Cisco Unified Communications Manager for the specified Cisco Telepresence equipment. 2. Run Cisco Unified Communications Manager Discovery so the software can become synchronized with the configured username and password. |
| 1902 | Failed to send message to the TB device: | Software could not deliver an updated calendar to Cisco Telepresence equipment because connectivity was lost. | Verify that the Cisco Telepresence equipment is registered with Cisco Unified Communications Manager. If Cisco Telepresence equipment is not registered correctly, contact Cisco technical support. |
| 1903 | No Communication link on TB: | Web service on Cisco Telepresence equipment is not running. | Use information in the “Troubleshooting Cisco TelePresence Manager” chapter to ensure that the web service is running. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|--|---|--|
| 1904 | Failed to update the SSH username/password from DB into cache. | Software failed to retrieve the SSH username password from the database. | Use information in the “Troubleshooting Cisco TelePresence Manager” chapter to verify database connectivity |
| 2000 | Data Access Error: \$1. | This message reflects a general error in data access operations. | Look at the specific error message. Based on the message, verify that the database is running, then verify using the Test Connection button that the Active Directory is running. Troubleshoot the specific message. |
| 2001 | Metaschema Parsing Error: \$1. | An error occurred while parsing the metaschema file. | Ensure that the installation and first-time configuration completed successfully. |
| 2002 | Error loading Metaschema file: \$1. | The metaschema file is not loaded. | Ensure that the installation and first-time configuration completed successfully. Ensure that the disk is not corrupted. |
| 2003 | Datastore '\$1' not found in Metaschema file. | Datastore values are not properly configured in the metaschema file. | Ensure that the installation and first-time configuration completed successfully. |
| 2004 | Error updating override metaschema file. | Unable to write the values specified in the Field Mapping tab to the metaschema file. | Ensure that the installation and first-time configuration completed successfully. Ensure that the values specified in the Field Mappings tab are valid. |
| 2005 | Data Access Initialization Error: \$1. | An error occurred during the time that data access plug-ins were initialized. | Evaluate the specific message and troubleshoot the database, LDAP connectivity, and first-time setup. |
| 2006 | Error in object creation: \$1. | An error occurred when software attempted to create an object in the database. | Evaluate the object to be created and troubleshoot based on specific message. |
| 2007 | Error during object write: \$1. | An error occurred when software attempted to update an object in the database. | Evaluate the object to be updated and troubleshoot based on specific message. |
| 2008 | Error during object delete: \$1. | An error occurred when software attempted to delete an object in the database. | Evaluate the object to be deleted and troubleshoot based on specific message. |
| 2009 | Error during object get: \$1. | An error occurred when software attempted to retrieve an object from the database. | Evaluate the object to be retrieved and troubleshoot based on specific message. |
| 2010 | Specified object '\$1' not found in '\$2' data store. | The specified object does not exist in the data store. | Evaluate object to be retrieved and troubleshoot based on specific message. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|---|--|--|
| 2011 | Invalid Parameter Specified: '\$1'. | The specified parameter is not valid. | Contact your Cisco technical support representative for further assistance. |
| 2012 | Error in Data Purge. | An error occurred during data purge. | Evaluate the message and contact your Cisco technical support representative for further assistance. |
| 2013 | Error in Data Backup. | An error occurred during data backup. | Evaluate the message and contact your Cisco technical support representative for further assistance. |
| 2014 | Error in Data Restore. | An error occurred during data restore. | Evaluate the message and contact your Cisco technical support representative for further assistance. |
| 2015 | Error in DB Maintenance Operations. | An error occurred during database maintenance operation (backup, restore, or purge). | This is an error that is not handled by previous error explanations. Evaluate the specific message and contact your Cisco technical support representative for further assistance. |
| 2016 | Error returned by spawned process: \$1. | An error has been returned by a script spawned by the server Java process. | Evaluate the specific message. Contact your Cisco technical support representative for further assistance if required. |
| 2017 | Error acquiring connection: \$1. | An error occurred obtaining a connection from the connection pool. | Check the connection type (database or LDAP) and verify connectivity. If problem persists, may require server restart. Contact your Cisco technical support representative for further assistance. |
| 2018 | Error closing connection: \$1. | Error in closing a connection from connection pool. | This problem may not be severe, but it needs to be monitored. Check the connection type (database or LDAP) and verify connectivity. If the problem persists, you may need to restart the server. Contact your Cisco technical support representative for further assistance. |
| 2019 | Error closing statement: \$1. | Error closing a JDBC SQL statement object. | This problem may not be severe, but it needs to be monitored. Check that the database is running. |
| 2020 | Error instantiating class: \$1. | Error using pluggable methods during data access operations. | Ensure that the installation and first-time setup completed properly. This problem may be resolved by a server restart, but contact your Cisco technical support representative before doing this. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|---|---|--|
| 2021 | Error instantiating method '\$1' for class: '\$2'. | Error using pluggable methods during data access operations. | Ensure that the installation and first-time setup completed properly. This problem may be resolved by a server restart, but contact your Cisco technical support representative before doing this. |
| 2022 | Error retrieving field '\$1' for class: '\$2'. | Error using pluggable methods during data access operations. | Ensure that the installation and first-time setup completed properly. This problem may be resolved by a server restart, but contact support before doing this. |
| 2023 | Error setting value for field '\$1' for class: '\$2'. | Error using pluggable methods during data access operations. | Ensure that the installation and first-time setup completed properly. This problem may be resolved by a server restart, but contact support before doing this. |
| 2024 | Specified object '\$1' is already deleted. | An object marked for deletion is already deleted. | This is a warning to be monitored. Contact your Cisco technical support representative for further assistance. |
| 2025 | Object handler not found for specified object: '\$1'. | The object handler for data access operations is not found. | This is a fatal error. Contact your Cisco technical support representative for further assistance. |
| 2026 | Object key not found for specified object: '\$1'. | Primary key is not found for the object. | This is a severe error, but need not be fatal. Contact your Cisco technical support representative for further assistance. |
| 2027 | Attribute '\$1' was not retrieved. | The requested attribute is not found in the object, either because application does not retrieve all the attributes for the object or it does not use the correct attribute name. | This is a severe error, but need not be fatal. Contact your Cisco technical support representative for further assistance. |
| 2302 | The parameter '\$1' with value '\$2' is not valid. | Specified value for a parameter is not valid. | Evaluate the parameter. If it is a configurable parameter, ensure that the proper value is specified. |
| 2400 | Failed to connect to call manager: | Failure retrieving information from Cisco Unified Call Manager. | Cisco AXL WebService should be in a running state. |
| 2401 | Failed to authenticate into call manager: | No digital certificate found in trust store. | Upload updated digital certificate for Cisco Unified Communications Manager. |
| 2402 | Failed to locate attached phone to TelePresence device: | No phone configured on a shared line with the Cisco TelePresence IP phone. | Configure a shared line with the IP phone. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|---|--|--|
| 2403 | Failed to locate room information attached to TelePresence equipment: | Missing meeting room information. | Configure room information. |
| 2404 | Failed to send AXL Message to call manager: | Failure sending information request to Cisco Unified Communications Manager because of one of the following reasons: <ul style="list-style-type: none"> An incorrect digital certificate was uploaded. Incorrect credentials were specified in Cisco Unified Communications Manager Application user. | Try the following solutions: <ul style="list-style-type: none"> Fix the certificate. Correct the Cisco Unified Communications Manager AppUser credentials. |
| 2405 | Failed to retrieve publisher and/or subscriber nodes: | Failure discovering Cisco Unified Communications Manager Node information from the database because of one of the following reasons: <ul style="list-style-type: none"> Incompatible Cisco Unified Communications Manager version. Specified node is not a Cisco Unified Communications Manager publisher. | Try the following solutions: <ul style="list-style-type: none"> Use a compatible Cisco Unified Communications Manager version. Use the correct Publisher node hostname. |
| 2406 | Failed to authenticate and register with CTI Manager: | Invalid credentials or hostname were applied because of one of the following reasons: <ul style="list-style-type: none"> Incorrect Cisco Unified Communications Manager AppUser credentials. Incorrect publisher node hostname is specified. | Try the following solutions: <ul style="list-style-type: none"> Use the correct AppUser credentials. Use the correct Publisher node hostname. |
| 2407 | Failed to create CTI Adapter to Call manager: | There was a failure when authenticating and connecting to CTI Manager. | Try the following solutions: <ul style="list-style-type: none"> Verify the Cisco Unified Communications Manager AppUser credentials. Verify that CTI Manager service is activated on the publisher node. |
| 2409 | Failed to create or update Cisco TelePresence equipment information: | Failure creating Cisco TelePresence phone in the database. | Ensure that DN is configured. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|---|---|---|
| 2411 | CTI Manager on CCM is down, no events will be received: | Failure creating provider instance. | CTI Manager is not running |
| 2415 | Failed to connect to RIS Manager. | Failure retrieving IP address from Cisco Unified Communications Manager. | SOAP Webservice for RIS should be running. Check that Cisco Unified Communications Manager AppUser has correct privileges. |
| 2417 | Failed to update connectivity of a terminal. | Failure retrieving information from CTI Manager. | CTI Manager is not running. |
| 2418 | Failed to get list of addresses from CTI Provider. | Cisco Unified Communications Manager CTI Provider is in error state. | Contact your Cisco technical support representative for Cisco Unified Communications Manager issues. |
| 2419 | Failed to retrieve IP Address for requested device. | Cisco Unified Communications Manager RIS webservice is not running. | Active SOAP webservice. |
| 2420 | Failed to discovery TelePresence equipment. | One of the Cisco Unified Communications Manager interfaces is down. | Contact your Cisco technical support representative for Cisco Unified Communications Manager issues. |
| 2422 | Directory number is not configured. | Directory number is not configured. | Configure Directory number. |
| 2423 | Incompatible CCM Configured. Please verify the supported CCM version inside Supported versions table. | Incompatible Cisco Unified Communications Manager version. | Use or install correct Cisco Unified Communications Manager version. |
| 2424 | Failure inside scheduled maintenance operation | In trying to run scheduled maintenance for database or Cisco TelePresence equipment, the discovery, Exchange database synchronization, or a push of the calendar schedule failed. | Contact your Cisco technical support representative to launch a detailed investigation. |
| 2425 | Failed to discover time zone information from CCM. | Time zone information is not configured or not available in Cisco Unified Communications Manager. | Contact your Cisco technical support representative for Cisco Unified Communications Manager issues. |
| 2426 | Failed to discover telepresence capability information from endpoints. | Failure in discovering capability information from Telepresence equipment endpoints. It is most likely due to an older version of the Telepresence equipment not having the support for capability information. | Check the version of Telepresence equipment, and upgrade to a later version if necessary. |

Table 5-5 Cisco TelePresence Manager Messages (continued)

| Code | Message | Explanation | Recommended Action |
|------|--|---|---|
| 2500 | Failed to send message/event | The ActiveMQ message system is failing. | Contact your Cisco technical support representative to launch a detailed investigation. |
| 2601 | Error getting detail for meeting ID '\$1'. | Cisco TelePresence Manager has failed to extract meeting detail because either the scheduler ID or the meeting serial ID is null. | Check the URL that is provided in the email notification. The URL cannot be altered in any way. |
| 2602 | Error getting certificate config file: '\$1'. | The 'cert-conf.xml' file does not exist under catalina.home. Something went wrong during installation. | Contact your Cisco technical support representative for further assistance. |
| 2603 | Error loading certificate named: '\$1'. | Cisco TelePresence Manager has failed to load the given certificate into the system. | Take corrective action according to the message details and try again. |
| 2604 | Error deleting certificate unit '\$1' of category '\$2'. Error: '\$3'. | Cisco TelePresence Manager has failed to delete the given certificate. | Take corrective action according to the message details and try again. |
| 2605 | Error \$1 DHCP setting. CLI error code: \$2. | Cisco TelePresence Manager has failed to enable or disable a DHCP setting. Detail error message is given. | Take corrective action according to the message details and try again. |
| 2606 | Error setting IP address and/or subnet mask. CLI error code: \$1. | Cisco TelePresence Manager has failed to set new IP settings. | Take corrective action according to the message details and try again. |
| 2607 | Error setting default gateway. CLI error code: \$1. | Cisco TelePresence Manager has failed to change default gateway setting. | Take corrective action according to the message details and try again. |
| 2608 | Error setting SNMP data. Command executed: '\$1'. Error: '\$2'. | Cisco TelePresence Manager has failed to execute SNMP setting script to set new SNMP setting. | Take corrective action according to the message details and try again. |
| 2609 | Failed to '\$1' SNMP service. Error: '\$2'. | Cisco TelePresence Manager has failed to use ControlCenter to perform the given action on SNMP daemon. | Try to use CLI to activate and deactivate SNMP service. Contact your Cisco technical support representative for further assistance. |
| 2610 | Software upgrade already in progress. | User attempted to start another software upgrade while there was one going on. There can be only one upgrade at any time. | Wait until the current upgrade completes and try again. |
| 2611 | Failed to upgrade software. Error: '\$1'. | Cisco TelePresence Manager failed to upgrade software because of reason provided in the error message. | Take corrective action according to the message details and try again. |
| 2612 | System is restarting. Try again later. | The system is being restarted. Users are not allowed to log in while the system is being restarted. | Wait a few minutes and try to log in again. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|---|--|---|
| 2613 | Directory '\$1' does not exist. | The webapp directory does not exist. Something went wrong during installation. | You should not see this error, but if it is displayed contact your Cisco technical support representative for further assistance. |
| 2614 | System is being maintained. Try again later. | This error is shown on the log-in page when either a database restore or system restart is in progress. Users will not be able to log in. | Wait a few minutes and try to log in again. |
| 2615 | Cannot delete own role mapping: '\$1'. | User whose role is administrator is trying to delete his own role mapping on the Access Management screen. | Users cannot delete their own role mapping. The superuser can delete anything and must perform this task. |
| 2616 | FQDN '\$1' is not a group FQDN. | User entered an invalid user fully qualified domain name (FQDN) in the role-to-LDAP mapping dialog box during Access Management configuration. | Check the entered FQDN and try again. |
| 2617 | Failed to create remote account '\$1'. Error: '\$2'. | CTM fails to create the requested remote account. Detail error message is given. | Take corrective action according to the detail message and try again. |
| 2618 | Cannot view more than one meeting in the same session. Log out of session on meeting '\$1' first. | Viewing more than one meeting in the same UI session is not allowed. | Log out of the session on the other meeting first and try again. |
| 2619 | Server is being restarted. Try again later. | An attempt to view the UI while server is being restarted. | Wait a few minutes and try to log in again. |
| 2700 | Failed to display requested certificate: | Invalid certificate. | Reload a new certificate and try again. |
| 3001 | Unable to start adapter '\$1'. Error: '\$2'. | Cisco TelePresence Manager has failed to start one of its client adapters. The adapter name and details are provided in the message. | This is a fatal error. Contact your Cisco technical support representative for further assistance. |
| 3100 | Unexpected Error: \$1. | The Cisco TelePresence Manager Exchange Adapter has encountered an internal error. | Contact Contact your Cisco technical support representative to launch a detailed investigation. |
| 3101 | Missing Config Param Error: \$1. | A required configuration parameter is missing. | Specify the required parameter and retry the operation. |
| 3102 | Exchange Connection Error: \$1. | Connection to Exchange could not be established. | Make sure the specified connections are correct and an Exchange host is reachable. |
| 3103 | Param Format Error: \$1. Given value:(\$2). | The specified Exchange Adapter parameter format is incorrect. | Correct the parameter based on the message and retry the operation. |
| 3104 | UDP Port Bind Error: \$1. | TCP error. | Restart Cisco TelePresence Manager. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|---|--|--|
| 3105 | Room Subscription Error: Room:(\$1). Message:(\$2) | Room account does not exist in AD/Exchange; Cisco TelePresence Manager account does not have proper permission to read the room calendar; connection to Exchange might be down; the room account on Exchange was modified. | Set up room account in AD/Exchange; give Cisco TelePresence Manager account read access to the room's calendar; wait for Cisco TelePresence Manager to regain its connection to Exchange or else restart Cisco TelePresence Manager. |
| 3106 | Room Unsubscription Error: Room:(\$1). Message:(\$2) | Connection to Exchange might be down. The room account on Exchange might have been modified. | Wait for Cisco TelePresence Manager to regain connection to Exchange or else restart Cisco TelePresence Manager. |
| 3107 | Room Search Error: Room:(\$1). Message:(\$2) | Connection to Exchange might be down. The room account on Exchange might have been modified. | Wait for Cisco TelePresence Manager to regain connection to Exchange or else restart Cisco TelePresence Manager. |
| 3108 | Room Poll Error: Room:(\$1). Message:(\$2) | Connection to Exchange might be down. The room account on Exchange might have been modified. | Wait for Cisco TelePresence Manager to regain connection to Exchange or else restart Cisco TelePresence Manager. |
| 3109 | Room Renewal Error: Room:(\$1). Message:(\$2) | Connection to Exchange might be down. The room account on Exchange might have been modified. | Wait for Cisco TelePresence Manager to regain connection to Exchange or else restart Cisco TelePresence Manager. |
| 3110 | Email Send Error: Message:(\$1). | Cisco TelePresence Manager could not send e-mail. The mailbox might be full or the connection to Exchange might be down. | Clean up the mailbox. |
| 3111 | Lock Error: Cannot acquire lock on element:(\$1). | An error occurred while resolving deadlocks in server application threads. | This is a severe error, but need not be fatal. Contact your Cisco technical support representative for further assistance. |
| 3112 | Mailbox Error: Error during mailbox size computation:(\$1). | Cisco TelePresence Manager is unable to read the mailbox allocation. | Specify a specific mailbox allocation for the Cisco TelePresence Manager account in the Active Directory. |
| 3113 | Mailbox Quota Error: Cleanup account on Exchange. Quota:(\$1) Current size:(\$2). | Superuser mailbox has filled up to the quota. | Clean up superuser account on Exchange. |
| 3114 | Invalid Domain Name | The specified domain name is invalid. Users would see this error during Test Connection of Exchange settings. | Correct the domain name and try Test Connection again. |

Table 5-5 *Cisco TelePresence Manager Messages (continued)*

| Code | Message | Explanation | Recommended Action |
|------|---|---|--|
| 3115 | Invalid User Name. User name cannot contain space(s). | Invalid User Name. Exchange user name cannot contain space(s). | Correct the user name. |
| 3601 | Room display segments information is missing. | Room does not have any display segment information. | This is a severe error, but it should never happen. Contact your Cisco technical support representative for further assistance. |
| 3800 | MCU is not reachable : | CTM is unable to communicate with the MCU. | Check for any connectivity issue and check the MCU status. |
| 3801 | Failed to authenticate with MCU : | MCU is unable to find CTM hostname/IP address or unable to authenticate the CTM, therefore it will not process any request from this CTM. | Verify that the MCU is configured properly with the correct CTM settings. |
| 3802 | An error occurred at MCU : | MCU has reported an error. The error detail is given in the message. | Take corrective action according to the detail message and try again. |
| 3803 | MCU failed to authenticate : | CTM is unable to authenticate the MCU, therefore it will not process any request from this MCU. | Verify that the authentication information that are entered in CTM and MCU match. |
| 3804 | HostName or IP Address not found for MCU : | MCU is unknown to CTM, therefore it will not process any request from this MCU. | Verify that this MCU is configured properly in CTM. |



CHAPTER 6

Installing Cisco TelePresence Manager

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Introduction

This document explains how to install the Cisco TelePresence Manager software in your network. You will then be able to schedule Cisco TelePresence system meetings through existing Microsoft Outlook messaging software, receive reminders, and connect to a remote meeting site with the touch of a button.

To enable these features, you must provide Cisco TelePresence Manager with the contact and access information it requires to connect to and talk with your network. The purpose of this guide is to walk you through each step using the Cisco TelePresence Manager installation DVD and the accompanying wizard help windows.

The tasks for installing the Cisco TelePresence Manager software are described in the following sections:

- [Overview, page 6-79](#)
- [Important Considerations, page 6-80](#)
- [Installing Cisco TelePresence Manager from DVD, page 6-80](#)
- [Completing the Initialization Prerequisites Worksheet, page 6-87](#)
- [Initializing Cisco TelePresence Manager After Installation, page 6-89](#)
- [Help With Problems, page 6-104](#)

Overview

Setting up Cisco TelePresence Manager for the first time consists of three procedures, covered in this guide:

- [Installing Cisco TelePresence Manager from DVD, page 6-80](#)

The first procedure consists of installing the Cisco TelePresence Manager program files from DVD. The installation requires information about your network and the rules for finding and exchanging information. You can complete the [Installation Wizard Worksheet](#) found in [Table 6-1](#) as a convenient way to organize the required information in advance.

- [Completing the Initialization Prerequisites Worksheet, page 6-87](#)

Following installation, you must verify that Cisco Unified Communications Manager and other resources are configured properly for Cisco TelePresence Manager. This section describes adding parameters to Cisco Unified Communications Manager and researching information from the current installation of Cisco Unified Communications Manager that will be used to initialize the Cisco TelePresence Manager installation.

- [Initializing Cisco TelePresence Manager After Installation, page 6-89](#)

The final process is initializing Cisco TelePresence Manager to enable access to information sources such as Microsoft Exchange Server for meeting requests from Microsoft Outlook, Active Directory for accessing user and conference room information, and Cisco Unified Communications Manager for conference room availability and telephone support. You can complete the [Initialization Worksheet](#) found in [Table 6-4](#) as a convenient way to organize the required information.

Once you have configured Cisco TelePresence Manager to communicate with these resources, you can then populate it with the conference rooms, phone numbers, and other information resources used for telepresence conferencing, as explained in the *Cisco TelePresence Manager Administrator's Guide*, and the *Cisco TelePresence and Cisco Unified CallManager Installation and Configuration Guide*.

Important Considerations

Before you proceed with the installation of Cisco TelePresence Manager, review the following requirements and recommendations:

- Your Cisco TelePresence system should be fully installed and configured before installing Cisco TelePresence Manager.
- Cisco Unified Communications Manager should already be installed and configured.
- Microsoft Exchange must be version 2003 SP1 or 2003 SP2.
- MCS-7835-H1-xx is the required version of the Cisco Media Convergence Server.
- When you install Cisco TelePresence Manager, the Model 7835 Cisco Media Convergence Server hard drive is formatted, and any existing data on the drive is overwritten.
- This release of Cisco TelePresence Manager is designed to work with Microsoft Internet Explorer version 6.0 or later. Cisco cannot guarantee correct system behavior using unsupported browsers.
- Cisco recommends that you configure the system using static IP addressing so it will be easy to manage.
- Carefully read the instructions that follow before you proceed with the installation.

Installing Cisco TelePresence Manager from DVD

This section contains the following topics pertaining to installation:

- [Required Information and Equipment, page 6-81](#)
- [Installation Tips, page 6-81](#)
- [Installation Procedure, page 6-83](#)
- [Installation Field Values Defined, page 6-84](#)

Required Information and Equipment

To install the Cisco TelePresence Manager system files, you need the following equipment and information:

- The Model 7835 Cisco Media Convergence Server that came with Cisco TelePresence Manager, installed and connected to a Domain Name System (DNS) server and your network.
- A management console able to access the Model 7835 Cisco Media Convergence Server.
- The DVD included in your Cisco TelePresence Manager documentation and installation packet. Use the Installation Wizard included on this disk.
- The information, listed in [Table 6-1, “Installation Wizard Worksheet”](#), that includes your system-specific values and parameters.

Installation Tips

For the most time-efficient installation, read and follow these installation tips:

- Use the [“Installation Wizard Worksheet”](#) ([Table 6-1](#)) to research and record your configuration choices *before you start*. Write down the necessary values in the right column, and refer to the worksheet during the installation.
- You cannot change the DNS Enable/Disable and Admin ID fields after installation without reinstalling the software, so be sure to enter the values that you want for these fields.
- For more information and clarification of the information required during installation, see [Table 6-2, “Installation Field Definitions.”](#)

Table 6-1 **Installation Wizard Worksheet**

| Window Name | Task Description | Options and Descriptions | Your System Information or Action |
|--|--|---|---|
| Installation Wizard | Use the listed window conventions to navigate and enter required values into the wizard windows. | Proceed: Begin wizard. Skip: Go to the next field. Cancel: the Installation Cancelled window appears. | Choose an action: Proceed Skip Cancel |
| Installation Cancelled | Remove the media from the drive and click OK to halt the system. | OK: Stop the installation. Cancel: Exit this window. | Choose an action: OK Cancel |
| Autonegotiation Configuration | Choose automatic negotiation of Ethernet network interface card (NIC) speed and duplex mode, or manual entry. | Yes: Enable autonegotiation. No: Enter required information in the NIC Speed and Duplex Configuration window. | Choose an action: Yes No |
| NIC Speed and Duplex Configuration | Manually set NIC speed and duplex mode. This window will appear only if No is selected for autonegotiation. | OK/Back/Help Default is 100 mbps and full duplex. | Select NIC speed: () 10 Mbps () 100 Mbps () 1000 Mbps Select NIC Duplex: () Full () Half |
| Tip Choose the highest possible NIC speed and full duplex for best performance. | | | |

Table 6-1 Installation Wizard Worksheet (continued)



| Window Name | Task Description | Options and Descriptions | Your System Information or Action |
|---|--|--|---|
| DHCP Configuration | Select to enable Dynamic Host Configuration Protocol (DHCP) or manual entry of static IP addresses. | Yes: Enable DHCP. No: Complete Static Network Configuration window. Back/Help | Choose an action: Yes No |
| Static Network Configuration | Enter static IP addresses and hostname. This window will display only if No is selected for DHCP configuration. | OK/Back/Help GW = gateway | hostname: IP Address: IP Mask: GW Address: |
| DNS Client Configuration | Enable DNS Server.  Caution You cannot change the DNS settings after installation without reinstalling Cisco TelePresence Manager. | Yes: Complete DNS Server Configuration window. No: Do not enable DNS. | Choose an action: Yes No |
| DNS Server Configuration | Enter DNS server information. See Table 6-2 for important information about these values. | OK/Back/Help | Primary DNS: Secondary DNS*: * optional Domain: |
| Administrator Login Configuration | Enter the administrator login username for Cisco TelePresence Manager.  Caution You cannot change the admin login name after installation without reinstalling Cisco TelePresence Manager. However, the admin <i>password</i> can be changed at the Cisco TelePresence Manager web interface. | OK/Back/Help | Admin ID: |
| | Choose an administrator login password for Cisco TelePresence Manager. | | Password: Confirm: |
| Certificate Signing Request Configuration | Enter identification information to create a self-signed certificate for use on the Cisco TelePresence Manager server. | OK/Back/Help | Organization: Unit: Location: State: Country: |
| Network Time Protocol (NTP) Client Configuration | Enter one or more NTP server IP addresses. | OK/Back/Help | NTP Server 1: NTP Server 2*: NTP Server 3*: NTP Server 4*: NTP Server 5*: * optional |

Table 6-1 *Installation Wizard Worksheet (continued)*

| Window Name | Task Description | Options and Descriptions | Your System Information or Action |
|---|---|---|---|
| Database Access Security Configuration | Enter the access password for the Cisco TelePresence Manager database server. | OK/Back/Help | Security password: |
| | | | Confirm: |
| Configuration Confirmation | Verify that you are ready to install the Cisco TelePresence Manager image. | OK: Finish installation. Back: Change the configuration. | Choose an action: OK Back Cancel |

Installation Procedure

When you have completed the [Table 6-1](#) worksheet, follow these steps to install Cisco TelePresence Manager.

-
- Step 1** Insert the Cisco TelePresence Manager installation DVD into the Model 7835 Cisco Media Convergence Server.
- There may be a short delay while the installer validates the integrity of the files on the DVD and configures the server for the operating system and the Cisco TelePresence Manager software.
- Step 2** The installer checks for a prior installation of Cisco TelePresence Manager software. Choose **Yes** to continue, or **No** to abort the installation.
- Step 3** If you choose **Yes** to continue the installation, the Installation Wizard opens in the next window. Read and become familiar with the wizard conventions.
- Step 4** Click **Proceed**.
- Step 5** Fill in each window with the information you entered in [Table 6-1](#), “Installation Wizard Worksheet”.



Note For more information and clarification of the installation fields, see [Table 6-2](#), “Installation Field Definitions”.

- Step 6** When you are satisfied that your information is correct, click **OK** in the Configuration Confirmation window to begin the installation process. Be patient while the process takes place.
- When the installation is complete, the server reboots. The installer then checks for network connectivity and access to a DNS server. If it cannot find these connections, an error message will appear (see the “[Help With Problems](#)” section on page 6-104). If the installation process completes successfully, the message “The Installation of the Cisco TelePresence Manager Has Completed Successfully” appears.



Note If you have problems completing the installation, see the “[Help With Problems](#)” section on page 6-104.

Installation Field Values Defined

Table 6-2 explains in detail the field definitions of the Cisco TelePresence Manager installation process in detail.

Table 6-2 *Installation Field Definitions*

| Installation Fields | Description and Usage |
|--------------------------------------|--|
| Installation Wizard | |
| Proceed: | The installation wizard requests necessary configuration information before installing Cisco TelePresence Manager files. |
| Skip: | Skip this wizard and install Cisco TelePresence Manager files without configuration information. After the files are installed and the system reboots, the installation program will request configuration information. |
| Cancel: | Cancel this installation. |
| Autonegotiation Configuration | |
| NIC Speed | <p>The speed of the server network interface card (NIC), in megabits per second.</p> <ul style="list-style-type: none"> The possible speeds are 10, 100, and 1000 mbps. Default is 100 mbps. <p>Note Cisco recommends a NIC speed of at least 100 mbps for best performance.</p> |
| Duplex Configuration | <p>The duplex setting of the server NIC.</p> <ul style="list-style-type: none"> The possible settings are Half and Full. Default is Full. <p>Note Cisco recommends full duplex for best performance.</p> |
| DHCP Configuration | |
| Host Name | <p>A hostname is an alias that is assigned to an IP address to help identify it.</p> <ul style="list-style-type: none"> Enter a hostname that is unique to your network. The hostname can consist of up to 64 characters and can contain alphanumeric characters and hyphens. |
| IP Address | <p>The IP address uniquely identifies a server on your network.</p> <ul style="list-style-type: none"> Enter the IP address in the form <i>ddd.ddd.ddd.ddd</i>, where <i>ddd</i> can have a value from 0 to 255 (except 0.0.0.0). |

Table 6-2 **Installation Field Definitions (continued)**




| Installation Fields | Description and Usage |
|--------------------------|--|
| IP Mask | <p>The IP subnet mask of this machine. The subnet mask together with the IP address defines the network address and the host address.</p> <ul style="list-style-type: none"> Enter the IP mask in the form <i>ddd.ddd.ddd.ddd</i>, where <i>ddd</i> can have a value from 0 to 255 (except 0.0.0.0). <p>Valid example: 255.255.240.0. Invalid example: 255.255.240.240.</p> |
| GW Address | <p>A network point that acts as an entrance to another network. Outbound packets are sent to the gateway that will forward them to their final destination.</p> <ul style="list-style-type: none"> Enter the IP address of the gateway in the format <i>ddd.ddd.ddd.ddd</i>, where <i>ddd</i> can have a value from 0 to 255 (except 0.0.0.0). <p>Note If you do not have a gateway, you must still fill in this field by setting it to 255.255.255.255. Not having a gateway may limit you to communicating only with devices on your subnet.</p> |
| DNS Client Configuration | <p>You will be prompted to enter DNS server information. A DNS server is a device that resolves a hostname into an IP address or an IP address into a hostname.</p> <ul style="list-style-type: none"> If you do not have a DNS server, choose No. When DNS is disabled, you should enter only IP addresses (not hostnames) for all network devices in your Cisco TelePresence Manager network. <p>Note If you have a DNS server, Cisco recommends choosing Yes to enable DNS. Disabling DNS limits the system's ability to resolve some domain names.</p> <p> Caution You cannot change the DNS settings after the installation is complete. To change DNS settings, you must reinstall Cisco TelePresence Manager.</p> |
| Primary DNS | Cisco TelePresence Manager contacts this DNS server first when attempting to resolve hostnames. This field is mandatory if DNS is set to yes . |
| Secondary DNS (optional) | <p>When a primary DNS server fails, Cisco TelePresence Manager will attempt to connect to the secondary DNS server.</p> <ul style="list-style-type: none"> Enter the IP address in dotted decimal format as <i>ddd.ddd.ddd.ddd</i>, where <i>ddd</i> can have a value from 0 to 255 (except 0.0.0.0). |
| Domain | A sequence of case-insensitive ASCII labels separated by dots (for example, "cisco.com")—defined for subtrees in the Internet Domain Name System and used in other Internet identifiers, such as hostnames, mailbox names, and URLs. |

Table 6-2 Installation Field Definitions (continued)

| Installation Fields | Description and Usage |
|---|---|
| Administrative Login Configuration | |
| Admin ID | <p>The username for the Cisco TelePresence Manager Administrator.</p> <ul style="list-style-type: none"> Ensure that the name is unique. It must start with a lowercase alphanumeric character and can contain alphanumeric characters (uppercase and lowercase), hyphens, and underscores. <p> Caution The admin ID cannot be changed after installation without reinstalling Cisco TelePresence Manager. Record it for safekeeping.</p> |
| Password / Confirm | <p>A password that allows the administrator to log into Cisco TelePresence Manager.</p> <ul style="list-style-type: none"> The password must be at least six characters long. It must start with a lowercase alphanumeric character and can contain alphanumeric characters (upper and lower case), hyphens, and underscores. <p>This field can be changed at Cisco TelePresence Manager web interface. Record it for safekeeping.</p> <p> Caution If this password is lost, you must reinstall Cisco TelePresence Manager to regain access.</p> |
| Certificate Signing Request Configuration | <p>A certificate signing request (CSR) is a message sent from an applicant to a certificate authority in order to apply for a digital identity certificate.</p> <ul style="list-style-type: none"> These values create a CSR for the server where the certificate will be installed. |
| Organization | Your company or organization name. |
| Unit | Your business unit, group, or organizational unit name. |
| Location | The physical location of the organization, most often a city. |
| State | The region, state, province, or other region where the organization resides. |
| Country | Your company or organization country of record. |
| Network Time Protocol Client Configuration | <p>NTP is used to synchronize the clocks on Cisco IP telephony servers with an external network time server that uses NTP.</p> |
| NTP Server 1 | Enter the hostname or IP address of one or more NTP server. |
| NTP Servers 2–5 | <ul style="list-style-type: none"> NTP Server 1 value is mandatory; NTP Servers 2–5 are optional. <p>Tip Cisco strongly recommends that you enter the NTP server by which Cisco Call Manager synchronizes its clock as the primary NTP server. If these servers are out of synchronization, Cisco TelePresence Manager will not operate properly.</p> |
| Database Access Security Configuration | <p>Cisco TelePresence Manager uses the security password to communicate with its database.</p> |
| Security Password / Confirm | <ul style="list-style-type: none"> The password must be at least six characters long; it must start with a lowercase alphanumeric character and can contain alphanumeric characters (uppercase and lowercase), hyphens, and underscores. |

Completing the Initialization Prerequisites Worksheet

Once installation is completed, you must initialize the installation. Before you proceed with initialization, the servers and applications within your telecommunications network must be configured so that the Cisco TelePresence Manager software can find the resources and information needed to initialize the installation.

Use the worksheet in [Table 6-3](#) to verify that your network is configured correctly for Cisco TelePresence Manager and to record any information needed for initialization.

For more information about these prerequisites, refer to *Cisco TelePresence and Cisco Unified CallManager Installation and Configuration Guide*, OL-11326-01.

Table 6-3 Preinitialization Worksheet

| Microsoft Exchange and Active Directory Requirements | | |
|--|-----|---|
| 1. | () | <p>A certificate request from the Microsoft Exchange Server must exist.</p> <p>If a certificate was not requested when Microsoft Exchange was installed, you can follow the procedure described in the tutorial found at the following Microsoft Exchange URL:</p> <p style="padding-left: 40px;">http://www.msexchange.org/tutorials/Securing-Exchange-Server-2003-Outlook-Web-Access-Chapter5.html</p> <p>See the sections “Installing the Microsoft Certificate Service” and “Creating the Certificate Request.”</p> <p>Make a copy of the certificate and place it in a folder that is accessible to the computer that has browser access to the Cisco TelePresence Manager server.</p> <p style="padding-left: 40px;"><i>Location of Microsoft Exchange certificate copy:</i></p> |
| 2. | () | <p>Cisco TelePresence Manager must have a username or mailbox account in Microsoft Exchange Active Directory. The mailbox storage limits are set correctly from the Active Directory server. Uncheck the “Use mailbox store defaults” box and enter the appropriate storage quota.</p> |
| 3. | () | <p>Each Cisco TelePresence System room must have a username or mailbox account in Microsoft Exchange Active Directory. Verify that each Active Directory account corresponds to the values specified in Cisco Unified Communications Manager.</p> |
| 4. | () | <p>Cisco TelePresence Manager is granted adequate permissions for each Cisco TelePresence System room. In Active Directory, for every Cisco TelePresence System e-mail account, grant FullMailBox permissions to the Cisco TelePresence Manager mailbox user. You can also log into Microsoft Outlook Calendar as the room user, and in File properties use the permissions tab to grant read permission to the Cisco TelePresence Manager user.</p> |

Table 6-3 Preinitialization Worksheet (continued)

| | | |
|---------------------------------------|-----|--|
| 5. | () | <p>A copy of the certificate for Active Directory exists.</p> <p>To request a certificate for Active Directory, you can follow these steps:</p> <ol style="list-style-type: none"> 1. By default, the certificate file is named <code>_.crt</code>. An enterprise certificate authority (CA) automatically publishes the root certificates, and enterprise domain controllers automatically enroll for all domain controller certificates. 2. Make sure the certificate, the CA, and the CA web interface are all installed on the same server. Using Internet Explorer, connect to <code>https://<CA server>/certsrv</code>. 3. Authenticate as the administrator, making sure you specify the proper domain, for example, <code>demotest\administrator</code>. 4. Choose Download CA Certificate, using Distinguished Encoding Rules and the encoding method. <p>Make a copy of the certificate and place it in a folder that is accessible to the computer that has browser access to the Cisco TelePresence Manager server.</p> <p><i>Location of Active Directory certificate copy:</i></p> |
| Cisco CallManager Requirements | | |
| 1. | () | <p>Each enterprise Cisco TelePresence system unit is fully installed and configured. A shared line with a common directory number is configured for each Cisco TelePresence unit and its associated room IP phone.</p> <p>For more information, refer to the <i>Cisco TelePresence System Administrator's Guide</i>.</p> |
| 2. | () | <p>A user group has been created in Cisco Call Manager for , and the following roles are assigned to the user group:</p> <ul style="list-style-type: none"> • Standard AXL¹ API² access • Standard CTI³ enabled • Standard serviceability • Standard Unified CM administrative users |
| 3. | () | <p>An application user is added to the Cisco Call Manager user group just created. All Cisco TelePresence devices are assigned to this user. Examples of devices are the Cisco TelePresence system codec boxes and the Cisco IP phones associated with the codec boxes.</p> <p><i>Application user name:</i></p> <p><i>Password:</i></p> |

Table 6-3 Preinitialization Worksheet (continued)

| | | |
|----|-----|--|
| 4. | () | Cisco CTIManager and CiscoAXL Web Service are activated (at the Cisco Call Manager Serviceability page). |
| 5. | () | <p>A Cisco Unified Communications Manager certificate is available from Internet Explorer, with the file extension .der. This certificate was generated when you first installed Cisco Unified Communications Manager.</p> <p>Make a copy of the certificate and place it in a folder that is accessible to the computer that has browser access to the Cisco TelePresence Manager server.</p> <p><i>Location of Cisco Unified CallManager certificate copy:</i></p> |
| 6. | () | <p>Each Cisco TelePresence room e-mail account name is provided in the Product Specific Configuration Layout section of the Cisco Call Manager Phone Configuration window. The room e-mail account name has a value that matches the corresponding value (equivalent to the user ID) for the room in Active Directory.</p> <p>See the section “Configuring a Cisco TelePresence Device” in the <i>Cisco TelePresence and Cisco Unified CallManager Installation and Configuration Guide</i>.</p> |
| 7. | () | A CAPF ⁴ user profile exists for the Cisco TelePresence Manager application user. |

1. AXL: Another XML Library
2. API: Application programming interface
3. CTI: Computer Telephony Integration
4. CAPF: Certification Authority Proxy Function

Initializing Cisco TelePresence Manager After Installation

This section contains the following topics pertaining to initialization:

- [Required Information and Equipment, page 6-90](#)
- [Initialization Tips, page 6-90](#)
- [Initialization Worksheet, page 6-90](#)
- [Initialization Procedure, page 6-94](#)

To initialize Cisco TelePresence Manager, you must enter contact and access information for your Microsoft Exchange Server, Lightweight Directory Access Protocol (LDAP) server, and Cisco Call Manager in a series of one-time-only, post-installation initialization windows.

Required Information and Equipment

To set up and initialize Cisco TelePresence Manager, you need the information listed in [Table 6-3](#), “Preinitialization Worksheet” and [Table 6-4](#), “Initialization Worksheet.”

Additionally, the Model 7835 Cisco Media Convergence Server must have network access to a computer running Windows Explorer version 6.0 (or later), the Microsoft Exchange Server, the Active Directory server, and Cisco Unified Communications Manager.

Initialization Tips

For the most time-efficient initialization, read and follow these initialization tips:

- Use your completed “[Preinitialization Worksheet](#)” ([Table 6-3](#)) as a handy reference during initialization.
- Use the [Initialization Worksheet](#) ([Table 6-4](#)) to research and record your configuration choices before you start. Write down the necessary values, and refer to the worksheet during the initialization process.
- Before proceeding to each succeeding window, you must verify the information entered and the choices made. The wizard does not allow you to skip a window and complete it later in the process. If you are not sure, enter a “best guess” entry (in the correct format) and return to the page later to verify or change it.



Tip

The system administrator can access and change the information after initialization from the Configuration tab of the Cisco TelePresence Manager web interface.

Initialization Worksheet

In the following worksheet, enter the required information in the right column for easy reference during the initialization procedure.

Table 6-4 **Initialization Worksheet**

| Window Name | Task | Options or Setting Description | Your System Information or Action |
|--------------------------|--|---|---|
| Welcome | Displays required information and Cisco TelePresence Manager server settings. | Next: Begin wizard. Cancel: Cancel dialog box appears. | Choose an action: Next Cancel |
| Cancel dialog box | Cancel initialization. Note Initialization windows continue to appear at next login until you complete them. | Yes: Return to the browser Cisco TelePresence Manager login window. Next time you log in, you must complete the initialization. (Previously validated information is saved.) No: Close the alert window. | Cancel dialog box: You must perform initial setup before Cisco TelePresence Manager can function. Are you sure you want to cancel? Yes No |

Table 6-4 Initialization Worksheet (continued)

| Window Name | Task | Options or Setting Description | Your System Information or Action |
|-------------------------------|---|---|--|
| LDAP Access Settings | Enter host and user account information allowing Cisco TelePresence Manager to access your LDAP server. | Test Connection: Verification dialog box appears (see right). Back: Go back one window. Next: (Button is grayed out until window information has been filled out and verified.) Cancel | Verification dialog box: (only one will appear): Setting tested successfully. Continue or Field is not a valid value. Correct invalid value. OK |
| Host Name | Enter the hostname or IP address on which the LDAP server is running. | The hostname consists of up to 64 characters and can contain alphanumeric characters and hyphens. | Host: |
| Bind Method | Choose Secure or Normal radio button to select the type of security. | Secure: Secure Socket Layer (SSL) connection requires a valid Distinguished Encoding Rules (DER) certificate. Normal: No certificate necessary. | Bind Method: () Secure () Normal |
| Port | Choose the port number for your LDAP server. | Normal LDAP port default for a single server is 389. Secure LDAP port default is 636. Normal LDAP port default for multiple servers is 3268. | Port: |
| Default Context | Enter the Distinguished Name (DN) for the default context in your configuration. | Fetch DNs: Find and choose your default DN. Example: dc=dev, dc=com | Default Context: |
| Username | Enter the username for the account that has access to the LDAP server. | Example: cn=administrator, cn=users | User Name: |
| Append Default Context | Check this box to append the default context to the end of the specified user container string. | Checked: Default context appended to username. Unchecked: username not appended. | () Append default context |
| Password | Enter the password for the account that has access to the LDAP server. | The password must contain at least six characters. It must start with a lowercase alphanumeric character. | User Password: |
| Certificate | If SSL is your binding method, choose the SSL certificate for this server. | Browse... Choose SSL certificate . If you selected Secure bind method, this is required. | Certificate: |

Table 6-4 Initialization Worksheet (continued)

| Window Name | Task | Options or Setting Description | Your System Information or Action |
|-------------------------------|--|--|---|
| LDAP User Auth Setting | Enter the Relative Distinguished Name (RDN) for the container under which LDAP users exist. | Verify Container DN: Verification dialog box appears. Back/Cancel | Choose an action: Verify Container DN Back Cancel |
| User Containers | Enter the name of the LDAP container in which Cisco TelePresence Manager can find the list of users. | Example: cn=users | Default DN: displays from the last screen User Container: |
| Append Default Context | To meet fully qualified domain name (FQDN) requirements, check this box, or append the username yourself. | Checked: Default context appended to user container. Unchecked: User container not appended. | () Append default context |
| Field Mappings | Enter the object class and its attribute to map to the corresponding referenced object and attribute field. | View Sample Data: Verify the field mappings you've entered. Back/Cancel | Dialog box: Does the data look OK to you? OK Cancel |
| Person | For most deployments, the defaults (shown in italics) do not need to be changed. If this information is mapped to other values in the LDAP server, click the folder icon beside each entry space and choose the correct value. | <ul style="list-style-type: none"> Object Class—A virtual container consists of a collection of attributes that defines a database entry. Attributes—Predefined segments of information, either required or optional, that together make up an object class. | Person Object Class E-mailID: User DisplayName: User |
| Enterprise Conf Room | | | Attribute E-mailID: proxyAddresses DisplayName: displayname Enterprise Conf Room Object Class E-mailID: User DisplayName: User Attribute E-mailID: proxyAddresses DisplayName: displayname |

Table 6-4 Initialization Worksheet (continued)

| Window Name | Task | Options or Setting Description | Your System Information or Action |
|---------------------------|---|--|---|
| Cisco CallManager | Enter Cisco Unified Communications Manager resource properties. | Host: The Cisco Unified Communications Manager appliance box hostname or IP address. Username and Password: the application username and password that were configured in Cisco Unified Communications Manager to allow access to the Cisco TelePresence System. Test Connection: Verification dialog box appears. Browse: Navigate to the location of the certificate file, choose it, and click Upload . Back/Cancel | Host: |
| | | | Username: |
| | | | Password: |
| | | | Certificate: |
| Microsoft Exchange Server | Enter Microsoft Exchange Server resource properties. | Host: The Microsoft Exchange Server hostname or IP address. Username and Password: The user account that has read access to the Exchange server. Browse... Choose SSL certificate . If you selected Secure bind method, this is required. Test Connection: Verification dialog box appears. Back/Cancel | Host: |
| | | | Bind Method: () Secure () Normal |
| | | | Port: |
| | | | Domain Name: |
| | | | Username: |
| | | | Password: |
| | | | Certificate: |
| Database Backup Schedule | Set the database backup schedule and settings. | Finish: Initialization is complete. Cisco TelePresence Manager web interface login window appears. (Button is grayed out until window information has been filled out and verified.) Back/Cancel | Choose an action: Finish (when screen is complete) Back Cancel |

Table 6-4 Initialization Worksheet (continued)

| Window Name | Task | Options or Setting Description | Your System Information or Action |
|---------------------------------------|---|---|---|
| Schedule | Schedule daily or weekly backups of the database. | Change...: Schedule backups dialog box appears. | Select to schedule backups Change... |
| Schedule Backups dialog box | Schedule the frequency and time of database backup. | OK: Save schedule. Cancel: Return to Database Backup Schedule window without saving. | Start Time (UTC): ____ : ____ Frequency: <input type="checkbox"/> Daily <input type="checkbox"/> Weekly: <input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun |
| | | | |
| Number of backup files to keep | Specify number of backup files to keep. | Drop-down menu: 1...14. | Number of backup files to keep: |
| Backup Type | Specify where the backup information is stored. | Local: Save backup to local server. Remote: Enter remote user variables to back up database to a remote server. | <input type="checkbox"/> Local <input type="checkbox"/> Remote |
| | | Verify Remote Host: Grayed out unless remote backup is selected. Verification dialog box appears. Note The storage path must exist before you enter this information in the initialization window. | Remote Storage Host (SFTP): Port: User Name: User Password: Storage Path: |

Initialization Procedure

When you have completed the [Table 6-4](#) worksheet, follow these steps to initialize the installed Cisco TelePresence Manager software:

- Step 1** At the console running Microsoft Explorer, type the Cisco TelePresence Manager server name or the IP address. See the following example.
`https://7835 server hostname or IP address`
- Step 2** At the product page that appears, click on **Cisco TelePresence Manager**.
- Step 3** At the login page, enter the username and password that were created during installation.
The Cisco TelePresence Manager initial window appears with several fields already populated from the installation process. See [Figure 6-1](#).

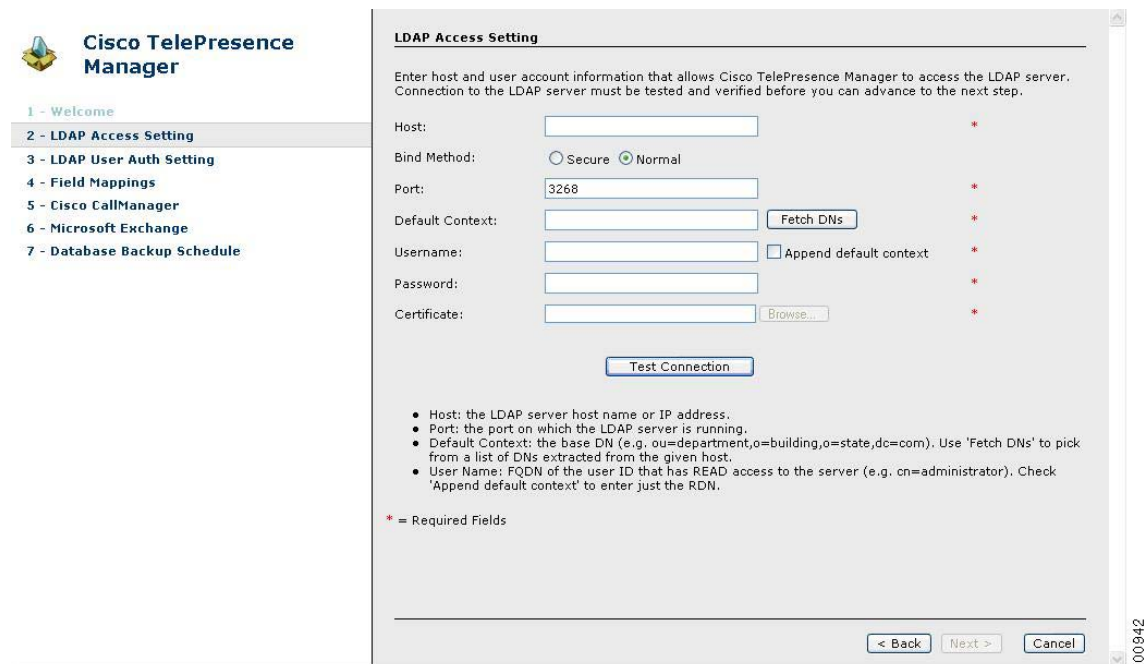
Figure 6-1 Initial Window

Step 4 Click Next.

The LDAP Access Setting window opens. See [Figure 6-2](#).

Step 5 Fill in the required information, referring as necessary to your completed “[Preinitialization Worksheet](#)” and “[Initialization Worksheet](#)”.

An explanation of the fields for this window follows [Figure 6-2](#).

Figure 6-2 LDAP Access Setting Window

Explanation of LDAP Access Setting Fields

Lightweight Directory Access Protocol (LDAP) is a protocol definition for accessing directories. The LDAP Access Settings window specifies LDAP Active Directory server settings that are used by Cisco TelePresence Manager to access the directory information. This window contains the following fields:

- Host

The hostname is an alias that is assigned to an IP address for identification.

- Enter a hostname that is unique to your network.
- The hostname consists of up to 64 characters and can contain alphanumeric characters and hyphens.

- Bind Method

The bind method is the type of security required.

- Secure—Secure Socket Layer (SSL) connection requires the Distinguished Encoding Rules (DER) Certificate for the LDAP server. You must complete the Certificate field on this window before you can proceed.
- Normal—The Cisco TelePresence Manager communicates with the LDAP server in cleartext using HTTP. In normal mode, you do not need to complete the Certificate field.

- Port

- The default port for secure SSL connection is 636.
- The default port for normal SSL connection for multiple servers is 3268.
- The default port for normal connection for a single server is 389.

- Default Context

Default Context is the context from which the LDAP queries are performed. To change the default context, choose it in the Fetch DN's drop-down list adjacent to this field.

- Username

The username provides identification of the user to the LDAP server.

- The format must be in the LDAP fully qualified domain name (FQDN) format.
- Examples: cn=admin, cn=users, dc=<mydomain>, dc=com

- Append default context

Check this box to avoid typing in the LDAP Access username manually, keeping the requirements of the LDAP FQDN format. If this box is not checked, you must append the information in the Default Context field.

- Password

The user password allows access to the LDAP server.

The password must contain at least six characters and should be unique. It can contain lowercase, alphanumeric characters, hyphens, and underscores. It must start with a lowercase alphanumeric character.

- Certificate

The certificate is a digital representation of user or device attributes, including a public key, that is signed with an authoritative private key. You entered this information in [Table 6-3, "Microsoft Exchange and Active Directory Requirements" section on page 6-87, Item 5.](#)

Step 6 Click **Test Connection**.

Step 7 The system tests the connection information. A popup window opens and displays “Connection Verified.”



Note If the system cannot verify the connection, the popup window directs the user to re-enter the information.

Step 8 Click **OK**.

Step 9 Click the command button **Next**, located at the bottom of the window.

The LDAP User Auth Setting window opens. See [Figure 6-3](#).

Step 10 Fill in the required information, referring as necessary to your completed “[Preinitialization Worksheet](#)” and “[Initialization Worksheet](#)”.

An explanation of the fields for this window follows [Figure 6-3](#).

Figure 6-3 LDAP User Authorization Settings Window

Cisco TelePresence Manager

- 1 - Welcome
- 2 - LDAP Access Setting
- 3 - LDAP User Auth Setting**
- 4 - Field Mappings
- 5 - Cisco CallManager
- 6 - Microsoft Exchange
- 7 - Database Backup Schedule

LDAP User Auth Setting

Enter the user container Relative Distinguished Names (RDNs) for LDAP users. The RDNs must be validated successfully before you can advance to the next step.

Default Context: DC=SRDEVTEST,DC=com

User Containers:

| | |
|----------------------|---|
| <input type="text"/> | <input type="checkbox"/> Append default context * |
| <input type="text"/> | <input type="checkbox"/> Append default context |
| <input type="text"/> | <input type="checkbox"/> Append default context |
| <input type="text"/> | <input type="checkbox"/> Append default context |
| <input type="text"/> | <input type="checkbox"/> Append default context |

- Default Context: the DN that was entered in the previous screen.
- User Container: the DN of the container under which users can be found. Check 'Append default context' to enter just the RDN.

* = Required Fields

< Back Next > Cancel

Explanation of LDAP User Auth Setting Fields

The LDAP User Auth Setting window contains the following fields:

- User Containers

The FQDN format name of the LDAP container in which Cisco TelePresence Manager can find the list of users.

- Append default context

Check this box to meet the requirements of the LDAP FQDN format, or type in the Default Context after the User Container name yourself.

Step 11 When all information has been entered, click **Verify Container DN**.

- Step 12** The system tests the container information. A popup window opens and displays “User container <...> validated successfully.”



Note If the system cannot verify the container information, the popup window directs the user to re-enter the information.

- Step 13** Click **OK**.

- Step 14** Click the command button **Next**, located at the bottom of the window.

The Field Mapping window opens. See [Figure 6-4](#).

The fields should be populated with information you have already entered. Change any information that is incorrect and add any other required information, referring as necessary to your completed “[Initialization Worksheet](#)”.

An explanation of the fields for this window follows [Figure 6-4](#).

Figure 6-4 Field Mappings Window

Explanation of Field Mappings Fields

In Field Mappings, the Cisco TelePresence Manager server uses application objects and attributes that are internally mapped to the objects and attributes in the LDAP Active Directory server. Most of these mappings are predefined and fixed. However, some of the information required for the Cisco TelePresence System might be stored in different attributes of the LDAP Active Directory server based on the enterprise deployment. The Field Mapping window provides a mechanism to map such objects and attributes used by the Cisco TelePresence Manager server to the object and attributes defined in the LDAP Active Directory schema.

**Tip**

For most deployments, the defaults do not need to be changed. If this information is mapped to other values in the LDAP server, click the folder icon beside each entry space and choose the correct value. The objects and attributes listed in [Table 6-5](#) are potentially changeable.

Table 6-5 *Field Mappings Fields*

| Application Object | Application Attribute | LDAP Object | LDAP Attribute |
|---------------------------|-----------------------|-------------|----------------|
| Person | | | |
| | EmailID | User | ProxyAddress |
| | DisplayName | User | DisplayName |
| EnterpriseConfRoom | | | |
| | EmailID | User | ProxyAddress |
| | DisplayName | User | DisplayName |

**Note**

For more information about Field Mapping, see the Cisco TelePresence Manager web interface Help files.

- Step 15** When all information has been entered, click **View Sample Data**.
A popup window opens and displays the data that has been entered. Review the information and verify that it is correct and complete.
- Step 16** Click **Close**.
A popup window opens and displays the message “Does the data look correct to you?”
- Step 17** Click **OK**.
- Step 18** Click the command button **Next**, located at the bottom of the window.
- Step 19** The **Cisco CallManager** window opens. See [Figure 6-5](#).
- Step 20** Fill in the required information, referring as necessary to your completed “[Preinitialization Worksheet](#)” and “[Initialization Worksheet](#)”.
An explanation of the fields for this window follows [Figure 6-5](#).

Figure 6-5 Cisco Unified Communications Manager Window

Explanation of Cisco Unified Communications Manager Fields

- **Host**
Host is the hostname or IP address of the Cisco Unified Communications Manager server host.
- **Username**
Username is the username for the application user for the Cisco Unified Communications Manager server. You entered this information in [Table 6-3, “Cisco CallManager Requirements”](#) section on [page 6-88](#), item 5.
- **Password**
The password allows the user to access the Cisco Unified Communications Manager.
- **Certificate**
The certificate is a digital representation of user or device attributes, including a public key, that is signed with an authoritative private key.

Step 21 Click **Test Connection**.

The system tests the connection information. A popup window opens and displays “Connection to <....> Server was Verified.”

**Note**

If the system cannot verify the connection, the popup window directs the user to reenter the information.

Step 22 Click **OK**.**Step 23** Click **Next**, located at the bottom of the window.

The **Microsoft Exchange** window opens. See [Figure 6-6](#).

- Step 24** Fill in the required information, referring as necessary to your completed “[Preinitialization Worksheet](#)” and “[Initialization Worksheet](#)”.

An explanation of the fields for this window follows [Figure 6-6](#).

Figure 6-6 Microsoft Exchange Window

Explanation of Microsoft Exchange Fields

- **Host**
Host is the hostname or IP address of the Microsoft Exchange Server host.
- **Bind Method**
The bind method indicates the desired level of security.
 - **Secure**—Secure Socket Layer (SSL) connection requires the Distinguished Encoding Rules (DER) Certificate for the Microsoft Exchange Server. You must complete the Certificate field on this window before you can proceed.
 - **Normal**—The Cisco TelePresence Manager communicates with the Microsoft Exchange Server in cleartext using HTTP.
- **Port**
The default value is 80.
- **Domain Name**
This field requires a sequence of case-insensitive ASCII labels separated by dots (for example, “cisco.com”)—defined for subtrees in the Internet Domain Name System and used in other Internet identifiers, such as hostnames, mailbox names, and URLs.
- **Username**

The username provides login access to the Microsoft Exchange Server. You entered this information in [Table 6-3, “Microsoft Exchange and Active Directory Requirements” section on page 6-87, Item 2.](#)

- Password

The user password allows access to the Microsoft Exchange Server.

- Certificate

A certificate is a digital representation of user or device attributes, including a public key, that is signed with an authoritative private key. In a self-signature, the signature can be verified using the public key contained in the certificate. You entered this information in [Table 6-3, “Microsoft Exchange and Active Directory Requirements” section on page 6-87, Item 1.](#)

**Note**

Click the **Browse...** button to choose the Microsoft Exchange Server SSL certificate. If you selected Secure bind method, this value is required.

Step 25 Click **Test Connection**.

The system tests the connection information. A popup window opens and displays the message “Connection to <....> Server was Verified.”

**Note**

If the system cannot verify the connection, the popup window directs the user to reenter the information.

Step 26 Click **OK**.**Step 27** Click **Next**, located at the bottom of the window.

The Database Backup Schedule window opens. See [Figure 6-7](#).

**Note**

The default is set to a daily backup schedule with the backup information stored to the local drive. Cisco recommends that you back up your data to a different drive.

Step 28 To customize the frequency and location of the backup, click **Change**.**Step 29** Fill in the required information, referring as necessary to your completed [“Preinitialization Worksheet”](#) and [“Initialization Worksheet”](#).

An explanation of the fields for this window follows [Figure 6-7](#).

Figure 6-7 Database Backup Schedule Window

Explanation of Database Backup Schedule Fields

The Cisco Unified Communications Manager uses an Informix Database server to store information. This window allows the administrator to set up regular backup operations of the database.



Note

Cisco strongly recommends scheduling regular backups of the database.

The Database Backup Schedule window contains the following fields:

- Schedule

Click **Change...** to set the backup schedule. The following choices are available:

- Start Time (UTC)

Enter the hour and minute, in UTC 24-hour format, for when you want your backup to begin. UTC is the atomic clock version of Universal Time (UT), formerly known as Greenwich Mean Time. Time zones around the world are expressed as positive and negative offsets from UT. For example, Midnight Pacific Standard Time (+8 UT) is 08:00 UT.

- Frequency

Choose **Daily** or **Weekly** database backups. If you choose Weekly, select the radio button beside the day of the week on which you want your backup to occur.

- Number of backup files to keep

From the drop-down menu, choose the number of backup files to keep before deleting. Choices range from 1 (default) to 14 (two week's worth of daily backups).

- Backup Type

Choose Local or Remote to designate the server for backups. If you choose Remote, you must fill in the following values for the remote server:

- Remote Storage Host (SFTP)
The network path to the remote Secure File Transfer Protocol (SFTP) storage host.
- Port
Port number designated for the backup process. The default is port 22.
- User Name
Username for login of the remote server.
- User Password
Password for login to the remote server.
- Storage Path
The file path to the location where you want to store the backup data.

Step 30 When you have finished entering the backup schedule information, click **Verify Remote Host**.

A popup window opens and displays the message “Remote host setting verified.”

Step 31 Click **OK**.

Step 32 Click **Finish**, located at the bottom of the window.

The Cisco TelePresence Manager admin window appears at `http://server hostname or IP address`.

Refer to the *Cisco TelePresence Manager Administrator's Guide* for information about managing and administering Cisco TelePresence Manager.



Note

If you have problems completing the initialization, see the next section, “[Help With Problems](#)” section on page 6-104.

Help With Problems

- If you forget the admin login name you entered during the installation process, you must go through installation again and reenter the values.
- During installation, if you enter information that the installer cannot use, the software will pause and ask you for the correct information and try to continue the installation. Make certain that you have all required and correct information in front of you before starting installation.
- If you forget your admin password, you must contact Cisco technical support for assistance.
- To change your choice to enable or disable DNS (Domain Name System), you must reinstall the software.

Most other changes to the Cisco TelePresence Manager can be made from the web interface by a Cisco TelePresence Manager administrator. See the *Cisco TelePresence Manager Administrator's Guide* for more information.

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