C H A P T E R **8**

Initializing Cisco TelePresence Manager

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Contents

Introduction

After installing the Cisco TelePresence Manager, the next step is to initialize the program.

The next 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.

The tasks for initializing the Cisco TelePresence Manager are described in the following sections.

Post-Install Guidelines for CTS-Manager

The purpose of this guide is to outline the information you will need to reference in order to initialize the CTS-Manager system after installing the CTS-Manager.

The flow of tasks you need to do for additional configurations the CTS-Manager are provided in the following table.

Table 8-1   Post-Install Procedure Guidelines for setting up CTS-Manager

Setup Procedure Guidelines after Installing CTS-Manager	Description	Location
Initializing CTS-Manager	After installing the CTS-Manager software, the next 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	Current Chapter

Setup Procedure Guidelines after Installing CTS-Manager	Description	Location
Additional Configuration Procedures for CTS-Manager	The administrator makes use of the System Configuration window to perform system configuration tasks such as as synchronizing system databases, managing security, and reconfigure system settings	Chapter 10, "Monitoring Cisco TelePresence Manager"
Email and Meeting Action Requirements	The Calendar service (either Microsoft Exchange or IBM Domino) sends an acceptance email to the meeting organizer, with the notice that the rooms have been reserved and placed on the calendar. CTS-Manager also sends either a Confirmation email or an Action Required email to the meeting organizer when a meeting is scheduled	Chapter 11, "CTS-Manager Emails and End-User Web UI"

If at any time you encounter problems, go to Chapter 13, Troubleshooting Cisco TelePresence Manager to see how to correct the problem.

Initializing Cisco TelePresence Manager After Installation

This section contains the following topics pertaining to initialization:

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 Unified CM 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 previously entered or created during pre-installation.

Additionally, Cisco TelePresence Manager must have network access to a computer running Windows Explorer version 6.1.3, Microsoft Exchange Server and Active Directory, (set to level 2) server, Microsoft EWS server, or IBM Domino Server and Domino Directory Server, and Cisco Unified Communications Manager.

Initialization Procedure

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

Initialization for Microsoft Exchange Deployments

Step 1 At the console running Microsoft Explorer, type the Cisco TelePresence Manager server name or the IP address. See the following example.

```
https:// server hostname or IP address
```

Step 2 The Initial Preferences window is displayed. Choose the timezone from the drop-down menu. The timezone you choose should be the one you are located in. Click **Continue**.

Figure 8-1   *Initial Preferences Window*

Step 3 At the product page that appears, click on **Cisco TelePresence Manager**.

Step 4 At the login page, enter the username and password created during installation.

The Cisco TelePresence Manager initial window appears with several fields already populated from the installation process.

CTS-Manager Configuration Options

The initial window to open is the Configuration Options window. This window allows you to configure the system manually or to restore the configuration settings from a database back-up.

Figure 8-2   Configuration Options Window
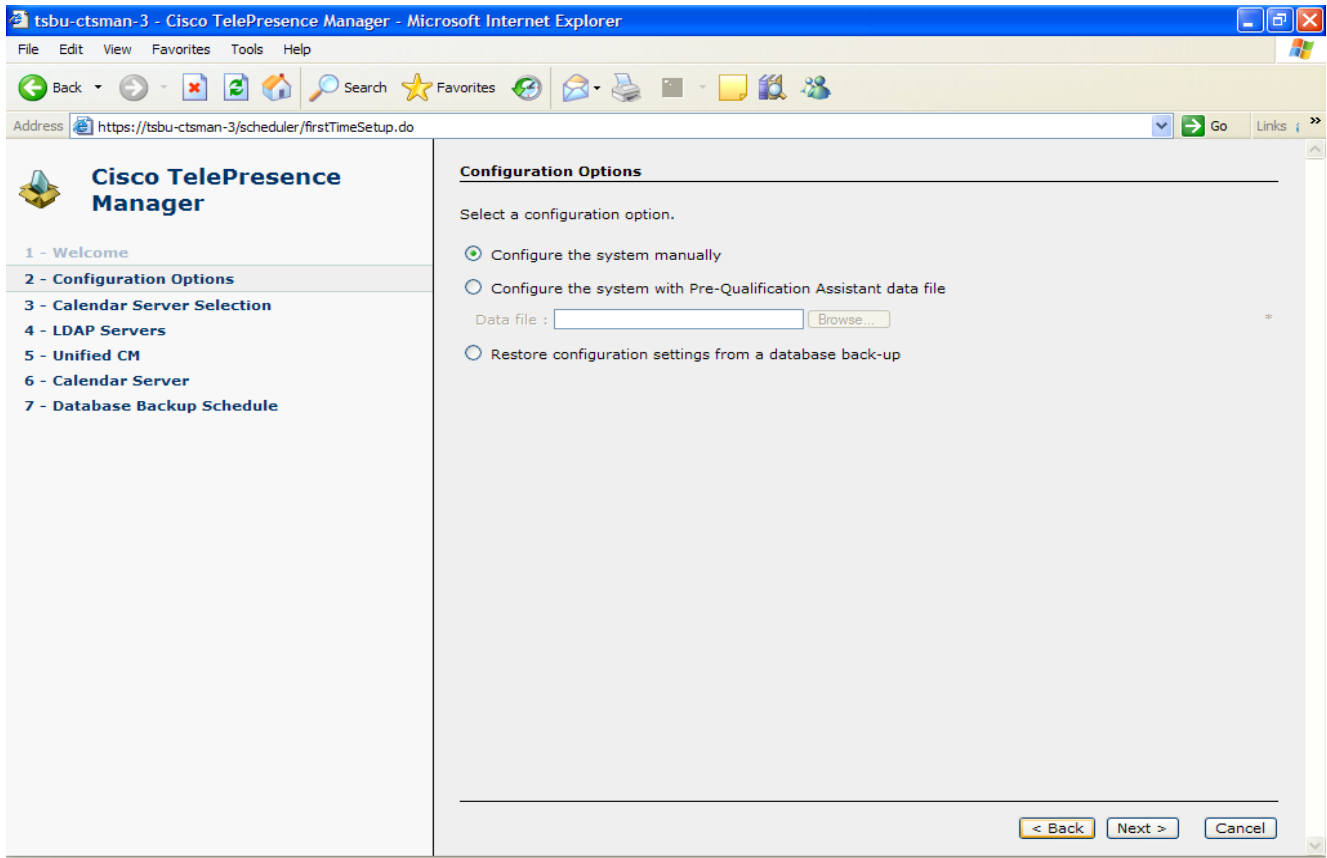
This windows offers three options for configuring your CTS-Manager:

- Configure the system manually
- Configure the system with the Pre-Qualification Assistant data
- Restore configuration settings from a database back-up.

# Configure the System Manually

This option allows you to set up your configurations for a First Time Setup. You are not able to do a restore or use the Pre-Qualification data files.

You will have to add the server information in all the screens.

Configure the system with Pre-Qualification Assistant Data File

If selecting the FTS using the Pre-Qualification data, this option allows you to select the data file that you have previously set up. Refer to Chapter 6, "Installing and Configuring Cisco PreQualification Assistant"

Figure 8-3   *FTS Configuration Option - Pre-Qualification*
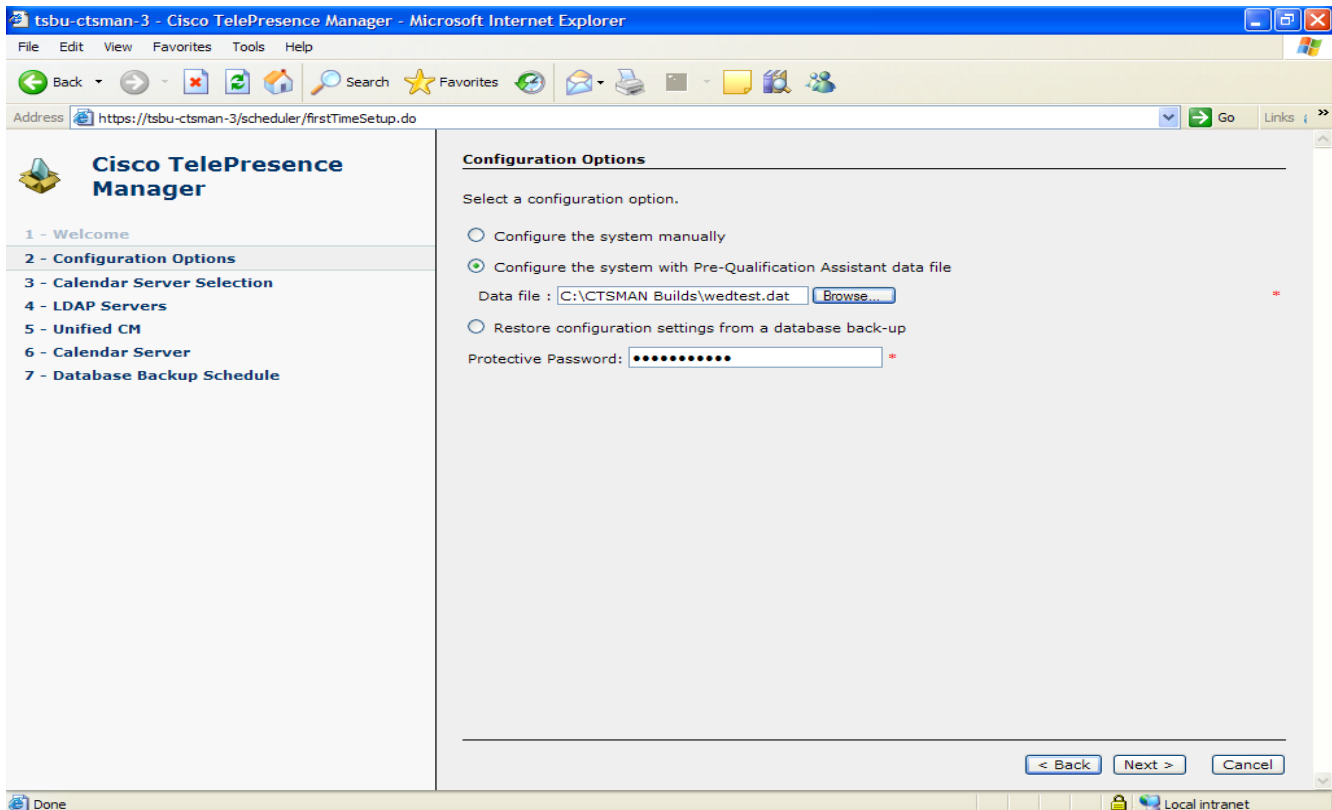
Step 1   Use the Browse button to find the location of the data file and select it.

Step 2   Put in your admin or superuser password.

Step 3   Click **Next**.

Note   If this option is selected, it is necessary to test the LDAP servers connections through the Pre-Qualification Assistant tool.

Restore Configuration Settings from a Database Backup

If selecting the FTS using the restore option, this option allows you to select the data that you have previously backed up. Refer to Chapter 9, "Additional Installation Configurations for Cisco TelePresence Manager", section, Database - Status, Backup, and Restore for further details on backing up your system database.

Step 1   Select the **Restore** configuration settings from a database back-up option. Click on the **Next** button.

Step 2   The System Configuration>Restore window appears. This window is where you need to fill in the fields of the path of the recovery file and the file name.

Figure 8-4   FTS Configuration - Restore Window

Step 3   After filling in the details, click the **Restore Now** button. The backup data will be restored to the CTS-Manager system.

After selecting the configuration option and setting up the data, the next step is to set up the Calendar server option.

Calendar Server Option

The Calendar Server Selection allows you to select the calendaring server for your system. The options are:

- Microsoft Exchange
- Microsoft Exchange Web Services (EWS)
- IBM Domino
- No Calendering Service

Step 1   The Calendar Server Selection window is displayed. See Figure 8-5.

Choose Microsoft Exchange for this deployment and click **Next**.

Figure 8-5   *Calendar Server Selection Window*
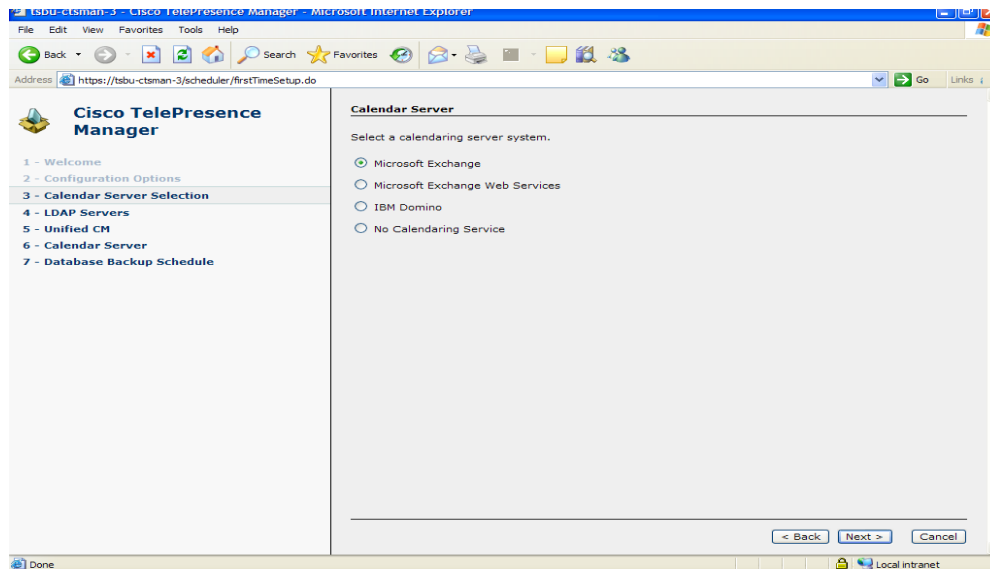
Step 2   Click **Next**.

Step 3   The LDAP Servers window opens. See Figure 8-6.

Verifying the LDAP Servers Configuration

Lightweight Directory Access Protocol (LDAP) is a protocol definition for accessing directories. This window provides you with the records of the LDAP servers that have been set up. To add new ones or to edit the one listed, select the record that is listed, then click either the **New** or **Edit** button. For more information about setting up servers, refer to Chapter 9, "Additional Installation Configurations for Cisco TelePresence Manager"

If you have selected the Configure the system with Pre-Qualification Assistant data file option, you must select the server record and click on Edit. The next window that appears gives you the setup information, you must test the connection. You have to do this with all the LDAP servers that you have configured before you can select the Next button.

In the LDAP server window example Figure 8-6, it shows one record.

Figure 8-6   **LDAP Servers Window**

✎

Note

Step 1   Select the first listed record, then click on **Edit**. Or, if adding a new one click **New**.

Step 2   When the popup window LDAP Server Settings appears, make sure the information is correct. For further information, refer to Chapter 9, Settings for LDAP. If necessary, make changes in the fields. If this is a new server, put in the information in all the fields.

Click on **Test Connection** button.

- The system tests the connection information. A popup window opens and displays the message "Connection to <....> Server was Verified." Click **OK**, then click **Next**.

Step 3   The LDAP Server window re-appears. If you have more records to test, repeat Step 1 through Step 3.

Step 4   If all the server settings have been tested, click the **Next** button.

✎

Note   Microsoft Exchange WebDAV and EWS environments: CTS-Manager 1.6.2 and earlier support only one LDAP server. 1.6.3 and later support unlimited LDAP servers.

Cisco Unified Call Manager (CUCM) Server Configuration

This window allows you to review the CUCM server(s) that was configured and verify the setup through the Pre-Qualification Assistant.

Figure 8-7   Cisco Unified CM Configuration Window

Verifying the Cisco Unified Communications Manager Configuration

Step 1   Select the first listed record, then click on **Edit**. Or, if adding a new one, click **New**.

Step 2   When the popup window CUCM Server Settings appears, make sure the information is correct. For further information, refer to Chapter 9, Settings for CUCM. If necessary, make changes in this window.

- Click on **Test Connection** button. The system tests the connection information. A popup window opens and displays the message "Connection to <....> Server was Verified." Click **OK**, then click **Next**.

Step 3   The CUCM Server window re-appears. If you have more records to test, repeat Step 1 through Step 3.

Step 4   If all the server settings have been tested, click the **Next** button.

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

Calendar Server Configuration

This window allows you to configure the Calendar server that was configured and verify the setup. This example covers a Microsoft Exchange calendaring server. For further information about Calendar server configurations, refer to Chapter 9, "Additional Installation Configurations for Cisco TelePresence Manager".

Figure 8-8   Calendar Server Configuration 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, for secure mode the value is 443.

- **SMTP 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.

- **Logon Name**

    The logon username should have read access to the Exchange server and rooms. This account name is used to logon to an Active Directory domain.

- **SMTP LHS**

    Left hand side of the email address of the user account that has read access to the Exchange Server. Password is necessary for authentication.

- **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.

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

Click on the **Test Connection** button to verify this configuration. When the verification is completed, click on the **Next** button.

Database Backup Schedule

The Database Backup Schedule window opens. See Figure 8-9.

Fill in the fields. If you are setting up a remote backup, click **Verify Remote Host** to verify the login information. For additional information about Database Backup, refer to Chapter 9, "Additional Installation Configurations for Cisco TelePresence Manager", Database - Status, Backup, and Restore section.

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.

Figure 8-9   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 select Local, the backup files are stored on your local server.

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 5   Click **Verify Remote Host** to ensure that the path is valid.

Step 6   Click **Finish,** located at the bottom of the window.

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

Microsoft Exchange Calendar Service Window

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

To test the connection between this system and the Microsoft Exchange server as shown in Figure 8-10:

Step 1   Click **Test Connection.**

Step 2   To register new or modified settings, click **Apply.**

Step 3   To restore the original settings, click **Reset**.

Note   CTS-Manager only supports Microsoft Windows Server 2003, Microsoft Exchange 2003 and 2007, Enterprise Edition.

Figure 8-10   Microsoft Exchange Calendar Service Window

Table 8-2 describes the information and operations accessible from this window.

Table 8-2   Microsoft Exchange Server

Field	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.

Table 8-2   Microsoft Exchange Server (continued)

Field	Description or Settings
Bind Method	Choose the **Secure** or **Normal** radio button to select the binding method, as follows: • Secure—CTS-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—CTS-Manager communicates with the Microsoft Exchange server in cleartext using HTTP.
Port	Communication port number. For Microsoft EWS, use port 80.
Domain Name	Domain name provided for the Microsoft Exchange server account, which can be changed.
Logon Name	This is the account name used to log on to the Microsoft Exchange server. The value is dependent on the AD/Exchange configuration. For example, it is either *ctsappaccount@mycompany.com* or *ctsappaccount.*
SMTP LHS	This is the left hand side (LHS) of the SMTP address for the account specified by the Logon Name. If the full SMTP address is *ctsappsmtp@mycompany.com* enter *ctsappsmtp* in this field.
Password	Password used to access the Microsoft Exchange server account, which can be changed.The user password allows access to the LDAP server. The password must contain at least six characters and maximum 31 characters and should be unique using English characters only. It must start with a lowercase alphanumeric character. International characters are not valid.
Certificate	Use the field to provide a trust certificate for new Microsoft Exchange server.
Configure EWS	Select a pop up window to configure the Exchange Web Service.

Refer to Figure 8-11 for the Microsoft EWS configuration window.

Figure 8-11   *Exchange Web Service Configuration Window*

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 CTS-Manager database. Synchronization takes time and system resources to accomplish and should be done only when necessary.

To synchronize information between Microsoft Exchange and the CTS-Manager database:

Step 1   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.

Step 2   Click **Re-sync** to start the operation.

> Once you've begun the Re-sync operation the Service Status field displays a **Sync progress** indicator showing the progress of the Re-sync operation by percentage.

Step 3   Once the synchronization operation completes, click **Refresh** to update the display.

Step 4   Once the synchronization operation completes, click **Refresh** to update the display.

Table 8-3 describes the information displayed in this area of the Microsoft Exchange window.

> **Note**   A maximum of 100 rooms are displayed per page. If you have more than 100 rooms registered with Cisco TelePresence Manager you can click the Next button to display the additional rooms.

Table 8-3   Microsoft Exchange Server Synchronization Report

Field	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.
Subscription 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.
Room Filter	This allows you to filter your rooms to be displayed.

Initialization for IBM Domino Deployments

Step 1   At the console running Microsoft Explorer, type the Cisco TelePresence Manager server name or the IP address. See the following example if upgrading your system to 1.5 release.

```
https://7835 server hostname or IP address
```

> **Note**   If Installing a new CTS-Manager system, the server hardware version is 7845.

Step 2   The Initial Preferences window is displayed. Choose the timezone from the drop-down menu. The timezone you choose should be the one you are located in. Click **Continue**.

Figure 8-12   Initial Preferences Window

Step 3   At the product page that appears, click on **Cisco TelePresence Manager**.

Step 4   At the login page, enter the username and password created during installation.

The Cisco TelePresence Manager initial window appears with several fields already populated from the installation process and click **Next**.

Step 5   The Calendar Server Selection window is displayed. See Figure 8-13.

Choose IBM Domino for this deployment and click **Next**.

Figure 8-13   Calendar Server Selection Window
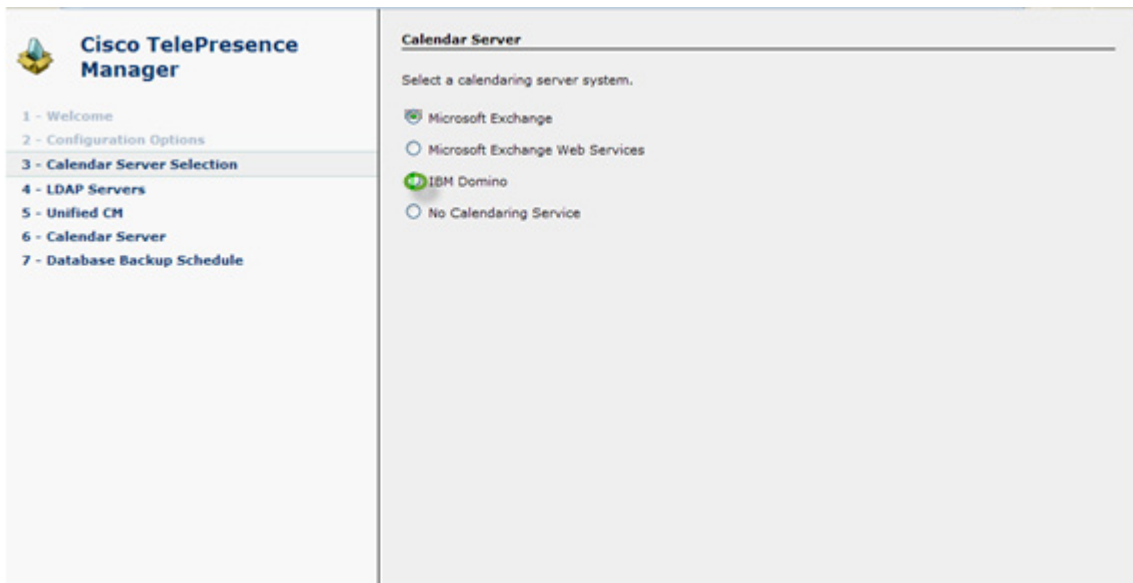
The LDAP Access Setting window opens. See Figure 8-14.

Verifying the LDAP Servers Configuration

Lightweight Directory Access Protocol (LDAP) is a protocol definition for accessing directories. This window provides you with the records of the LDAP servers that have been set up. To add new ones or to edit the one listed, select the record that is listed, then click either the **New** or **Edit** button. For more information about setting up servers, refer to Chapter 9, "Additional Installation Configurations for Cisco TelePresence Manager"

If you have selected the Configure the system with Pre-Qualification Assistant data file option, you must select the server record and click on Edit. The next window that appears gives you the setup information, you must test the connection. You have to do this with all the LDAP servers that you have configured before you can select the Next button.

In the LDAP server window example Figure 8-6, it shows one record.

Figure 8-14   *LDAP Access Setting Window*
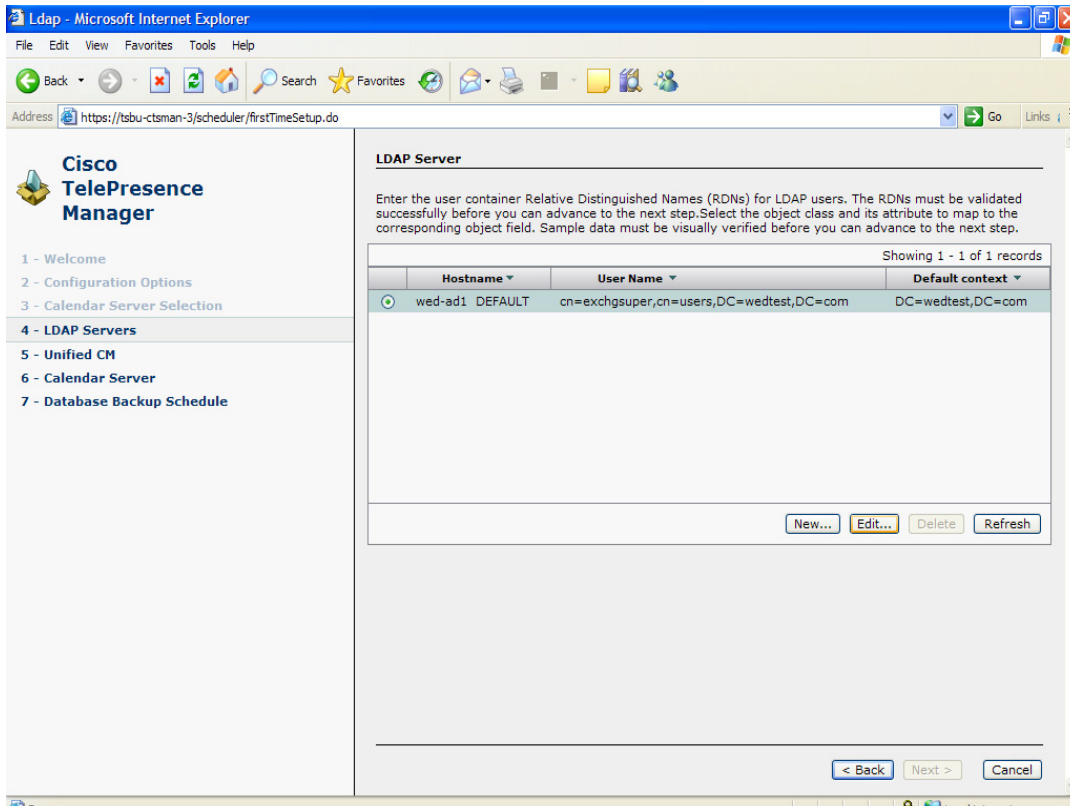
Step 1 Select the first listed record, then click on **Edit**. Or, if adding a new one click **New**.

Step 2 When the popup window LDAP Server Settings appears, make sure the information is correct. For further information, refer to Chapter 9, Settings for LDAP. If necessary, make changes in the fields.

Click on **Test Connection** button.

- The system tests the connection information. A popup window opens and displays the message "Connection to <....> Server was Verified." Click **OK**, then click **Next**.

Step 3 The LDAP Server window re-appears. If you have more records to test, repeat Step 1 through Step 3.

Step 4 If all the server settings have been tested, click the **Next** button.

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

The attributes are used by the Domino LDAP server to retrieve the user's e-mail and display name information. For most of the Domino deployments, this information does not have to be changed.
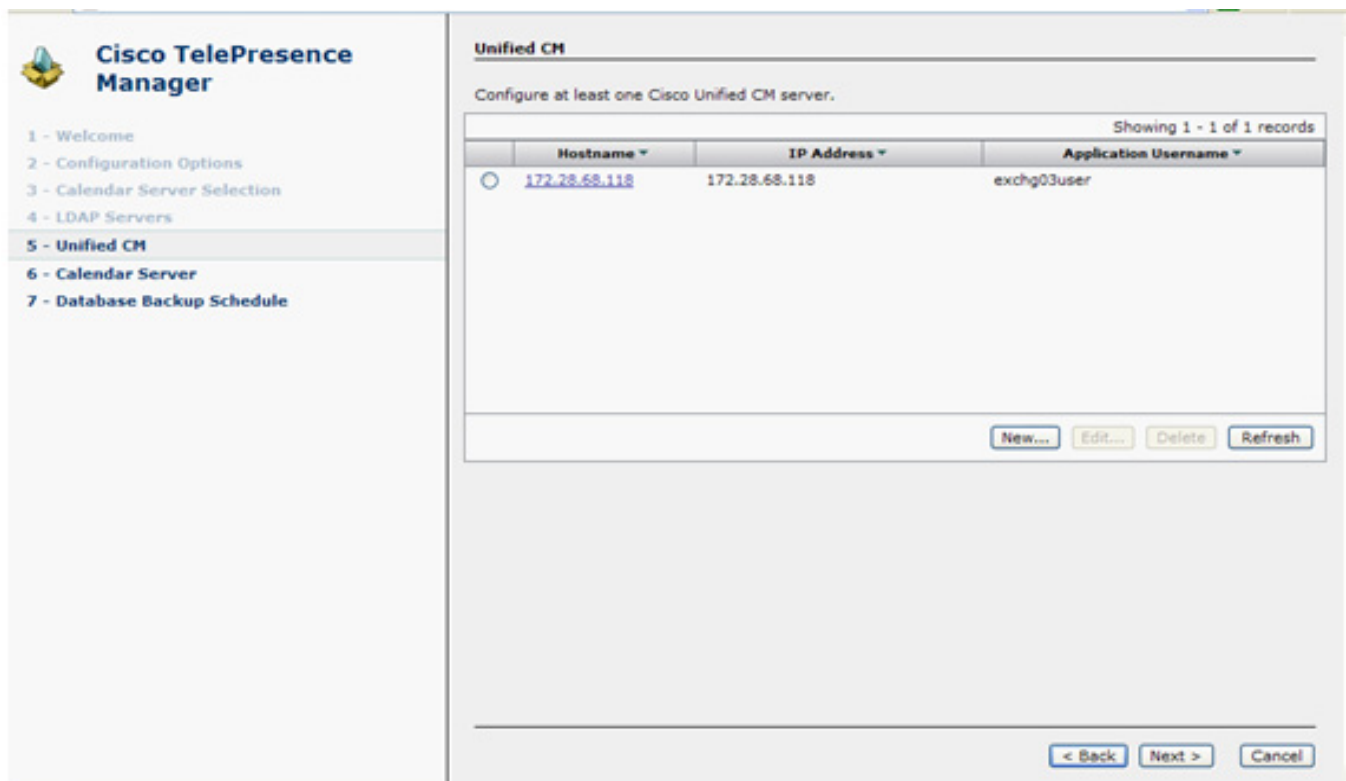
⚠ **Caution** The object and attribute mappings for Domino/Directory Server deployments are listed in Table 8-4 and cannot be changed after installing and configuring CTS-Manager.

Table 8-4   LDAP Objects and Attributes

Application Object	Application Attribute	LDAP Object Class	LDAP Attribute
Person			
	EmailID	Person	cn
	DisplayName	Person	cn
(for releases after 1.5)	Mail	Person	cn

Cisco Unified Call Manager (CUCM) Server Configuration

This window allows you to review the CUCM server(s) that was configured and verify the setup through the Pre-Qualification Assistant.

Figure 8-15   Cisco Unified CM Configuration Window

Verifying the Cisco Unified Communications Manager Configuration

Step 1   Select the first listed record, then click on **Edit**. Or, if adding a new one, click **New**.

Step 2   When the popup window CUCM Server Settings appears, make sure the information is correct. For further information, refer to Chapter 9, Settings for CUCM. If necessary, make changes in this window.

- Click on **Test Connection** button. The system tests the connection information. A popup window opens and displays the message "Connection to <....> Server was Verified." Click **OK**, then click **Next**.

Step 3   The CUCM Server window re-appears. If you have more records to test, repeat Step 1 through Step 3.

Step 4   If all the server settings have been tested, click the **Next** button.

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

IBM Domino Calendar

The **IBM Domino** window next appears.

Fill in the fields and click **Test Connection**.

The system tests the connection information. A popup window opens and displays the message "Connection to <....> Server was Verified." Click **OK**, then click **Next**.

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

Explanation of IBM Domino Fields

- **Host**

    Host is the hostname or IP address of the IBM Domino 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 IBM Domino server. You must complete the Certificate field on this window before you can proceed.

    - Normal—The CTS-Manager communicates with the IBM Domino server in cleartext using HTTP.

Note   If you selected Secure bind method, this value is required.

- **Port**

    The default value is 80.

- **Organization Name**

    This field requires a sequence of case-insensitive ASCII labels separated by dots (for example, "cisco.com")—defined for subtrees in the Internet Organization Name System and used in other Internet identifiers, such as hostnames, mailbox names, and URLs.

- **Username**

    The username provides login access to the IBM Domino server.

- **Password**

    The user password allows access to the IBM Domino server.

- **Polling Interval** (minutes)

    This is the amount of time between intervals that the CTS-Manager will poll for Calendar information. The interval times for polling are from minimum of 1 to a maximum of 360 minutes.

- **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.

Note   Click the **Browse...** button to choose the IBM Domino server SSL certificate.
If you selected Secure bind method, this value is required.

After filling in all the fields, click on the **Test Connection** to make sure that all the data in the fields have been properly entered.

If at any time you encounter problems, go to Chapter 13, Troubleshooting Cisco TelePresence Manager to see how to correct the problem.

Dashboard for Verification of Installation Status

Go to the Dashboard window to verify installation and to check the status of the system services. In addition, you would choose Dashboard to provide a snapshot of meetings that are scheduled for the day in addition to showing 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.

Figure 8-16 describes the dashboard report information. To update the reports, click **Refresh**.

Figure 8-16   Cisco TelePresence Manager Support - Dashboard Window

Table 8-5   Dashboard Report

Field	Description or Setting
System Time	Day, date, and time in coordinated universal time (UTC, formerly known as Greenwich mean time or GMT).
My Time	Local day, date, and time.
Today's Meetings	Status of current and upcoming meetings: • 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.

Field	Description or Setting
Devices	Status report of the following devices: • Cisco TelePresence rooms—Clicking the link displays the Status tab in the Support > Rooms window. • Multipoint Conference Units (MCUs)—Clicking the link displays the Support > Multipoint Conference Unit window and filters the list to those MCUs with an error status. • Cisco Unified CM—Clicking the link displays the Support > Unified CM window. **Note** An error status may be reported if the connection to Cisco Unified CM was caused by a network outage. You can remove the error status by restarting CTS-Manager.
Services	Status report of following system services: • Calendar Server • LDAP Server • Room Phone UI • Database • Multipoint Conference • Discovery Status is either **OK** or is a highlighted link listing the number of errors. You can click a link to 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.
Uptime	Status reporting uptime since the last restart. • Services refers to the list of services above. • TelePresence Engine refers to the Cisco TelePresence database engine. • System Platform refers to the hardware host for CTS-Manager.