CHAPTER 9

Configuring Advanced Maintenance Settings for the Cisco Unified Videoconferencing 5000 MCU

Backing Up Your Cisco Unified Videoconferencing 5000 MCU Configuration

You can save MCU configuration settings to a file and then export this file to a storage device on your network. You can use the saved configuration file to restore the settings to the current MCU or to configure a similar MCU.

The exported file is a .zip file that includes a .val file and a .xml file.

Procedure

Step 1 Select the  icon.

Step 2 Select **Backup configuration**.

Step 3 Save the configuration settings file to your chosen location.

The .zip extension is automatically appended to the file name.

Restoring Your Cisco Unified Videoconferencing 5000 MCU Configuration

You can import the settings of a saved MCU configuration file from a storage device on your network. You can use the saved configuration file to restore the settings to the current MCU or to configure another MCU.

The imported file is a .zip file that includes a .val file and a .xml file.

Procedure

Step 1 Select the  icon.

Step 2 Select **Restore configuration**.

Step 3 Select **Browse**.

Step 4 Navigate to and select the configuration file you want to import.

The file must have an .ini extension.

Step 5 Select **Restore**.

Step 6 Select **Continue** to upload the new configuration settings.

The restore procedure causes all current configuration to be permanently lost.

The system shuts down for a few minutes and then restarts automatically.

All active conferences are disconnected.

Step 7 Select **OK** to complete the restore procedure.

Restoring Factory Default Settings

Procedure

Step 1 Select the  icon.

Step 2 Select **Restore factory defaults**.

Step 3 Select **Continue** to upload the new configuration settings, or select **Cancel** to abort the restore procedure.

The restore procedure causes all current configuration to be permanently lost.

The system shuts down for a few minutes and then restarts automatically.

All active conferences are disconnected.

Step 4 Select **OK** to complete the restore procedure.

How to Work with Advanced Commands for the Cisco Unified Videoconferencing 5000 MCU

You can send text-based commands used for the enhanced control of the MCU.

Note We recommend that only advanced users or users who have consulted with Cisco Customer Support perform actions involving advanced commands.

Viewing Available Advanced Commands

Table 9-1 lists all available advanced commands.

Procedure

Step 1 Select the  icon.

Step 2 Select **Advanced parameters**.

Table 9-1 List of Available Advanced Commands

Command	String	Description	Parameters	Default
H323 RAS port number	h323rasport	Sets the H.323 RAS port number.		1719
H323 SIG port number	h323sigport	Sets the H.323 Signaling port number.		1720
Registration mode	h323gkregmode			
SIP support video fast update	sipsupportvfu		disable enable	Enabled
Minimal new speaker interval	minnewspeakerinterval	Sets the minimum length of time (in milliseconds) an attendee must wait before becoming the active speaker.		3000
Enable DTMF conference control	dtmfconferencecontrolenable		disable enable	Enabled
Register conference ID	mcuregisterconfname	Registers conference ID (on the Gatekeeper or SIP server).	disable enable	Enabled

Table 9-1 List of Available Advanced Commands (continued)

Command	String	Description	Parameters	Default
Participants join conference policy	mcujoinpolicy		All Invite Only	All
External conference policy authorization	externalconferenceauthorization		None Notify Authorize	None
Unit location	boardlocation	Indicates where the unit is physically located.	String	None
SNMP read password	snmpreadpassword	SNMP read community	String	RVGET2
SNMP write password	snmpwritepassword	SNMP write community	String	RVSET2
H.323 status show	h323statusshow	Prints a snapshot of H.323 stack-related information.		
H.323 stack show	h323stackshow	Enables H.323 stack prints.		H.323 stack printing is disabled by default.
H.323 stack hide	h323stackhide	Disables H.323 stack prints.		
SIP status show	sipstatusshow	Prints a snapshot of SIP stack-related information.		
SIP stack show	sipstackshow	Enables SIP stack prints.		SIP stack printing is disabled by default.
SIP stack hide	sipstackhide	Disables SIP stack prints.		
H.239 Live Mode	h239livemode		disable enable	Enabled
H.239 Duo Video	h239duovideo		disable enable	Disabled

Table 9-1 List of Available Advanced Commands (continued)

Command	String	Description	Parameters	Default
Unit Notify Level	notifylevel	Sets the MCU log notify level filter	Fatal—MCU cannot continue to provide service (unrecoverable error). Error—User functionality problem (for example, call connect failure or no resources available). Warning—User functionality problem but the MCU can continue to provide service. Info—Status prints for Customer Support use. Advanced—Like Info but more detailed. Debug 1 through Debug 4—Debug levels.	Debug 3
Waiting Room Indication Timeout	setwaitingroomindtimeout	Indicates the length of time (in milliseconds) between waiting room announcements.		
Display Cascaded Endpoint Name	cascadedisplayendpointname	When enabled, the text overlay on the subframe from the slave conference is the endpoint name.	disable enable	Enabled
Handle DTMF After Notification	handledtmfafternotification	Instructs the MCU to send DTMF signals to an external server and other specified destinations.	no—MCU sends DTMF signals to the external server only. yes—MCU sends DTMF signals to the external server and to the destination set by the DTMF forwarding advanced command.	
DTMF Forwarding Target	dtmfforwardto	Indicates the target of DTMF forwarding.	to all—All endpoints in the conference. to gateways—To gateways only. to none—DTMF is disabled.	None

Table 9-1 List of Available Advanced Commands (continued)

Command	String	Description	Parameters	Default
DTMF Detection Before Authentication	dtmfalwaysopen		disable enable	Enabled
CS Logging	cslog	Display Customer Support-relevant logs.	start stop status	

Modifying Advanced Commands

Procedure

Step 1 Select the icon.

Step 2 Select **Advanced parameters**.

Step 3 Select the arrow in the Review column for the advanced command that you want to modify.

Step 4 Modify the value for the parameter in the **Value** field.

Step 5 Select **Apply**.

Sending Advanced Commands

Procedure

Step 1 Select the icon.

Step 2 Select **Advanced parameters**.

Step 3 Locate the CLI section and select **More**.

Step 4 Enter a command in the **Command** field.

Step 5 Enter a parameter value for the command (where applicable) in the **Parameter** field.

Step 6 Enter a value for the parameter (where applicable) in the **Value** field.

Step 7 Select **Execute**.

How to Manage Cisco Unified Videoconferencing 5000 MCU Software

Upgrading Cisco Unified Videoconferencing 5000 MCU Software

Procedure

Step 1 Select the  icon.

Step 2 Select **Update software**.

Step 3 Select **Browse** and navigate to required MCU upgrade package.

Step 4 Select **Update**.

The system shuts down for a few minutes and then restarts automatically.

All active conferences are disconnected.

Step 5 Select **Continue**.

Step 6 As soon as the update process has finished, the MCU reboots and reloads with the new software version.

Restoring a Previous Software Version

Procedure

Step 1 Select the  icon.

Step 2 Select **Update software**.

Step 3 Select **Roll back**.

The system shuts down for a few minutes and then restarts automatically.

All active conferences are disconnected.

Step 4 Select **Continue**.

Step 5 As soon as the update process has finished, the MCU reboots and reloads with the new software version.

Restarting the Cisco Unified Videoconferencing 5000 MCU

Procedure

Step 1 Select the  icon.

Step 2 Select **Restart unit**.

The system shuts down for a few minutes and then restarts automatically.

All conferences are disconnected.

Step 3 Select **Continue**.

Contacting Customer Support

Procedure

Step 1 Select the  icon.

Step 2 Select **Contact Customer Support**.

The Contacting Customer Support window displays the Customer Support contact details.

Step 3 (Optional) Select **Create** to create a snapshot file of bundled logs and configuration files which you can send to Cisco Customer Support for debugging purposes.

The snapshot file contains the last 24 hours of MCU activity and is approximately 10 MB in size. The snapshot file contains the following information about the MCU system:

- Inventory file
- Configuration files
- Log files for the previous 24 hours
- All initialization log files
- All exception log files

  Events and alarms logs