



## CHAPTER 6

# Checklists To Review Before Deployment

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This chapter contains information on the following topics:

- [Gathering Customer Data Before a Deployment, page 6-1](#)
- [Setting Up the Customer Network and Central Site, page 6-2](#)
- [Using a Cable to Set Up Server Access to the Network, page 6-3](#)
- [Using the Cisco Network Configuration USB Key, page 6-4](#)
- [Questions to Ask Your Customer, page 6-7](#)

## Gathering Customer Data Before a Deployment

Value Added Resellers (VAR) can use the following procedure to gather information from the customer before deployment.

### Procedure

- Step 1** From [www.cisco.com](http://www.cisco.com), download the latest Cisco-provided .xls data configuration file, localized if required, to gather information about the system. Multiple Cisco-provided .xls data configuration files are provided because the configuration file is translated into multiple languages.
- Step 2** If you have not already done so, visit the customer site to familiarize yourself with it. During the customer site visit, use the [“Questions to Ask Your Customer” section on page 6-7](#).



### Tip

Cisco recommends that you use the Cisco-provided .xls data configuration file as you communicate with your customers. If you plan to use automatic setup during the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, enter the information in the Cisco-provided .xls data configuration file as you discuss the deployment with the customer.

If you do not plan to use automatic setup, use the Cisco-provided .xls data configuration file as a guide, and consider writing or entering the information in the file so that you have it when you manually configure the system.

- Step 3** Order the following based on customer requirements:
- Starter kit
  - Phones

- Licenses

**Step 4** After you obtain the phones, enter the MAC addresses that exist on the back of phones in the Cisco-provided .xls data configuration file. (The MAC address may also display on the back of the box that the phone ships in.)



**Tip**

You enter the MAC Address in the Name cell under the Phone tab.

**Step 5** After entering the required information in the Cisco-provided .xls data configuration file, save the configuration file to a USB key. In addition, save the license files to the USB key. For more information on the Cisco-provided .xls data configuration file, see the [“Working with the Cisco-Provided .xls Data Configuration File”](#) section on page 3-1.

## Setting Up the Customer Network and Central Site

Value Added Resellers (VAR) can use the following procedure to prepare the customer network. [Step 1](#) through [Step 5](#) can be performed during the optional customer visit before the server and phones are connected to the network.

### Procedure

**Step 1** If Cisco Unified Communications Manager Business Edition 3000 is going to work with DHCP, configure the Dynamic Host Configuration Protocol (DHCP) server. If you use DHCP, which is recommended for the ease in deploying phones, reserve the IP address for the Cisco Unified Communications Manager Business Edition 3000 server and gateway so that the IP addresses are not give to other network devices. For more information on DHCP, see the [“DHCP Usage for Acquiring IP Addresses”](#) section on page 1-10.

**Step 2** If Cisco Unified Communications Manager Business Edition 3000 is going to work with DNS, configure the Domain Name System (DNS) server. For more information on DNS, see the [“DNS and Hostname Resolution”](#) section on page 1-12.



**Note**

Cisco recommends that you do not configure Cisco Unified Communications Manager Business Edition 3000 to use DNS.

**Step 3** Ensure that the PSTN connection is available for the customer and is located in the same location as the Cisco Unified Communications Manager Business Edition 3000 system.

**Step 4** If the customer is using the Cisco VG224 Voice Analog Gateway, ensure there is enough power, space, and cooling for all the hardware.

**Step 5** Ensure that phone cables are routed for the Cisco VG224 Voice Analog Gateway ports and that Ethernet cables are routed for IP phones to proper locations.

**Step 6** Set up the following hardware at the customer site:

- Insert the gateway and server into the rack.
- Connect the power for both the gateway and server into the power supply.
- The server uses one Ethernet cable that gets connected to the switch. Plug the Ethernet cable into the first network port on the server. Then, plug that same Ethernet cable into the switch.

- d. The gateway requires two cables, an Ethernet cable that is connected to the switch and a T1 or E1 cable that is connected to the PSTN connection. Connect the Ethernet cable for the gateway to the switch. Then, connect the T1 or E1 cable for the gateway to the PSTN connection.
- e. Install backup power, such as a uninterruptible power supply (UPS).
- f. If you want to do so, plug the phones into the network. (They do not register to the Cisco Unified Communications Manager Business Edition 3000 until after you configure the system, including the users and phones.)

**Step 7** Your server comes preinstalled with a default IP address of 192.168.1.250. To ensure that the server is recognized by your network, perform one of the following procedures:

- [Using a Cable to Set Up Server Access to the Network, page 6-3](#)
- [Using the Cisco Network Configuration USB Key, page 6-4](#)

## Using a Cable to Set Up Server Access to the Network

Your server comes preinstalled with a default IP address of 192.168.1.250. To ensure that the Cisco Unified Communications Manager Business Edition 3000 server is recognized by the network, you must either use the Cisco Network Configuration USB key, as described in [“Using the Cisco Network Configuration USB Key” section on page 6-4](#), or you must connect a Ethernet cable from the server to a laptop, as described in the following procedure.

### Procedure

**Step 1** On the laptop, set the IP address to 192.168.1.10 or another IP address from the subnet.



**Caution** Do not set the IP address of the laptop to the default IP address of the server.

**Step 2** On the laptop, set your subnet to 255.255.255.0 and set the default gateway to 192.168.1.1.

**Step 3** Connect the Ethernet cable from the server to the laptop. You may use a crossover cable or a straight Ethernet cable.

**Step 4** If you have a Cisco-provided country pack, licenses, and the Cisco-provided .xls data configuration file on a USB key, insert the USB key into the server.

**Step 5** Log in to the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard by using the default IP address of the server (192.168.1.250). After you log in, you may update the network parameters, including the IP address of the server:

- On the Network page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)
- By uploading the Cisco-provided .xls data configuration file in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)

**Step 6** After you complete the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and the server restarts, you may disconnect the Ethernet cable from the laptop and server. Connect the laptop to the switch. If you have not already done so, connect the server to the switch so that the setup continues.

# Using the Cisco Network Configuration USB Key

The Cisco Network Configuration USB Key consists of **configure.xml** file, also known as the Network Configuration signature file. The Cisco Network Configuration USB Key helps to create a temporary network interface, based on the values specified in the Network Configuration signature file, in a brand new Cisco Unified Communications Manager Business Edition 3000 and access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

The following procedure describes how to use the Cisco Network Configuration USB Key to create a temporary network interface to:

- Connect to Cisco Unified Communications Manager Business Edition 3000 and access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.
- Access Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard after reimaging the Cisco Unified Communications Manager Business Edition 3000. Reimage the server only if your technical support team recommends that you do so.

To use the Cisco Network Configuration USB Key, you must download the Network Configuration signature file called **configure.xml** from [www.cisco.com](http://www.cisco.com) and update it with appropriate network configuration information. Save the updated Network Configuration signature file in the root directory of the Cisco Network Configuration USB key and insert it in the Cisco Unified Communications Manager Business Edition 3000 to create a temporary network interface without modifying the existing network configuration of the Cisco Unified Communications Manager Business Edition 3000. Using the temporary network interface, you can access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and permanently change the network setting of the Cisco Unified Communications Manager Business Edition 3000.



## Note

The Cisco Unified Communications Manager Business Edition 3000 server must be switched on before inserting the USB key and must be in operational state.

The following steps explain the network configuration process using the Cisco Network Configuration USB Key:

## Procedure

**Step 1** Download the Configure Network Signature file called **configure.xml** from [www.cisco.com](http://www.cisco.com) and save it on your laptop.

**Step 2** Open the Network Configuration signature file in your laptop and modify its content.

[Table 6-1](#) describes the parameters in the network configuration signature file.

**Table 6-1**      **Content of Network Configuration Signature File**

| Parameter         | Description                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Configure Network | By default, the value is hard coded to no.<br><br>Change this to <b>yes</b> if you want to create a temporary network interface. This temporary network interface exists along with the current configuration in the Cisco Unified Communications Manager Business Edition 3000.<br><br>This temporary interface is destroyed automatically when the Cisco Unified Communications Manager Business Edition 3000 is rebooted. |
| IP Address        | Enter the appropriate IP Address based on the customers LAN.<br><br>This is a mandatory requirement to change the network configuration.                                                                                                                                                                                                                                                                                     |
| SubnetMask        | Enter the appropriate subnet mask of the customers LAN.<br><br>This is a mandatory requirement to change the network configuration.                                                                                                                                                                                                                                                                                          |
| Gateway           | Enter the gateway details of the customers LAN. This is an optional requirement.                                                                                                                                                                                                                                                                                                                                             |

- Step 3** Save the Network Configuration signature file to the Cisco Network Configuration USB Key.
- Step 4** Remove the Cisco Network Configuration USB Key from the laptop and put it in a location that you will remember.
- Step 5** If you have not already done so, install the Cisco Unified Communications Manager Business Edition 3000 server in the customer LAN and power it up.
- Step 6** Insert the Cisco Network Configuration USB Key in Cisco Unified Communications Manager Business Edition 3000. This triggers the USB Diag Script and creates a temporary network interface, which contains the Network Configuration signature file details.
- Step 7** Connect the laptop to Cisco Unified Communications Manager Business Edition 3000 and open a browser to access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard by using the IP Address that is configured in the Network Configuration signature file.
- Step 8** After you log in, you may update the network parameters, including the IP address of the server:
- On the Network page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)
  - By uploading the Cisco-provided .xls data configuration file in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard (during the initial deployment)

**Tip**

After you access the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can also generate the configure.xml file from the Network page and save it to a USB key. (Select **System Settings > Network**.)

**For More Information**

- [USB Support, page 1-4](#)
- [Troubleshooting with the Network USB Key When You Cannot Access the Administrative Interface, page 43-9](#)

# Questions to Ask Your Customer

As the Value Added Reseller (VAR), ask the customer the questions from [Table 6-2](#) to ensure that you have the information that you need to deploy the sites. These questions serve as examples, and you may find that you need to ask additional questions as you communicate with your customer.

**Table 6-2** Questions to Ask Your Customer

| Question                                                                                                                                              | Answer | Recommended Action                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Do you have a PSTN connection?<br>How many calls will be placed over the PSTN?                                                                        |        | If the answer is No, order a PSTN connection from the service provider (telecommunications company). The number of calls that are placed over the PSTN impact whether you order one PRI connection, two PRI connections, and so on.                                                                                                                |
| Do you have backup power for your network?                                                                                                            |        | If the answer is No, work with your customer to get backup power.                                                                                                                                                                                                                                                                                  |
| What is the IP address and hostname for the server? Do you require DNS?<br>What is the default gateway and subnet mask for the network?               |        | Enter this information in the Cisco-provided .xls data configuration file. Make sure that you enter the value that you want the system to use after the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard completes.                                                                                              |
| Which phone features do you require?                                                                                                                  |        | Review the <a href="#">“Phone Features” section on page 5-1</a> .                                                                                                                                                                                                                                                                                  |
| What is the main number for the business? Do you have a toll-free number, such as an 800 number, that your customers call?                            |        | Enter this information in the Cisco-provided .xls data configuration file.                                                                                                                                                                                                                                                                         |
| What is the extension range? What is the extension length?                                                                                            |        | Enter this information in the Cisco-provided .xls data configuration file.                                                                                                                                                                                                                                                                         |
| What number does the employee press on the phone to contact the operator? What number does the employee press to place a call outside of the company? |        | Enter this information in the Cisco-provided .xls data configuration file.                                                                                                                                                                                                                                                                         |
| Do you have branch offices? Do you have telecommuters that are allowed to work outside of the office through a VPN connection?                        |        | If the customer does not have branch offices or teleworkers, you only need to set up a central site. Enter the site information in the Cisco-provided .xls data configuration file.                                                                                                                                                                |
| Does each site need music on hold?                                                                                                                    |        | Determine the source of the audio; for example, does the customer want to use the default audio source that Cisco provides, or does the customer want Cisco Unified Communications Manager Business Edition 3000 to play a custom file?<br><br>Enabling music on hold means that bandwidth for the audio stream gets used while a user is on hold. |
| Does each site require that all users be able to make emergency calls?                                                                                |        | If the answer is yes, make sure that you enable emergency calls in the Sites configuration and in the Usage Profile configuration.                                                                                                                                                                                                                 |

**Table 6-2** Questions to Ask Your Customer (continued)

| Question                                                                                                                                  | Answer | Recommended Action                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What is the highest level of calls that the each site can place?                                                                          |        | Enter this information in the Cisco-provided .xls data configuration file.                                                                                                                                                                                                                           |
| How many employees are at your company? Does each employee require a phone?                                                               |        | Enter information for each user in the Cisco-provided .xls data configuration file.                                                                                                                                                                                                                  |
| Do you have any employees that should be granted administrative privileges?                                                               |        | After you deploy Cisco Unified Communications Manager Business Edition 3000, you grant administrative privileges to the user in the User page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.                                                            |
| What roles do your employees have at your company?                                                                                        |        | The roles of the users impact which usage profile is assigned to them. Verify that you have usage profiles for all of the roles at the company; if necessary, create usage profiles in the Cisco-provided .xls data configuration file.                                                              |
| Do you have employees at your company that should not be allowed to make certain types of calls?                                          |        | If necessary, create a new usage profile in the Cisco-provided .xls data configuration file, and assign the usage profile to the users in the Users tab of the file.                                                                                                                                 |
| Which employees can use the phone features?                                                                                               |        | Review the <a href="#">“Phone Features” section on page 5-1</a> .<br>Assign the appropriate usage profile to the users in the Cisco-provided .xls data configuration file.                                                                                                                           |
| Do you have employees that can use phone applications on their phones? What type of phone applications can they use?                      |        | If the answer is Yes, add the phone application configuration to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface after the deployment and assign the phone applications to the usage profiles that the users are using.                                      |
| Do you have public spaces that require phones? What type of public spaces do you have? How many phones are required in each public space? |        | You cannot add departments to the Cisco-provided .xls data configuration file, so set up departments and public space phones in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface after you deploy Cisco Unified Communications Manager Business Edition 3000. |
| Do any of the sites require fax support?                                                                                                  |        | If the answer is Yes, you must order the Cisco VG224 Analog Phone Gateway for each site where fax is supported.                                                                                                                                                                                      |
| Which types of phone models are you interested in purchasing for the sites?                                                               |        | Collect data on the phone models prior to meeting with the customer. Make sure that you have a good understanding of what each phone model supports before you meet with the customer.                                                                                                               |
| Do you have employees that need more than one phone assigned to them? If so, which types of phones should be assigned these users?        |        | Ask follow-up questions, such as, Which employees are teleworkers? (Teleworkers may use Cisco IP Communicator on their PCs.)                                                                                                                                                                         |