



## CHAPTER 48

# Reimaging or Replacing the Cisco Unified Communications Manager Business Edition 3000 Server

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This chapter contains procedures that you can perform to reimage the Cisco Unified Communications Manager Business Edition 3000 server, perform a server recovery, or replace the Cisco Unified Communications Manager Business Edition 3000 server. Perform these procedures only if your technical support team advises that you do so.

- [Reimaging an MCS 7890-C1, page 48-77](#)
- [Using a Network Cable to Set Up Server Access to the Network, page 48-80](#)
- [Using the Cisco Network Configuration USB Key, page 48-81](#)
- [Performing a Server Recovery, page 48-83](#)
- [Replacing the Cisco Unified Communications Manager Business Edition 3000 Server, page 48-84](#)

## Reimaging an MCS 7890-C1

The MCS 7890-C1 comes preinstalled with Cisco Unified Communications Manager Business Edition 3000. Cisco Unified Communications Manager Business Edition 3000 supports a reimage through a USB DVD drive only.



**Tip**

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Reimage the server only when your technical support team advises that you do so.

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**Note**

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USB hard disk drives and USB keys should not be plugged in during MCS 7890-C1 reimaging or installation.

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The following steps describe how to reimage a MCS 7890-C1. The following procedure does not describe how to restore data if you need to perform a server recovery. For information on a server recovery, see the [“Performing a Server Recovery” section on page 48-83](#).

### Procedure

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- Step 1** Connect the monitor to the VGA port and the USB keyboard to one of the USB ports.

- Step 2** Connect a USB DVD drive to the MCS 7890-C1 according to the [“Connecting a USB DVD Drive” section on page 2-21](#).

**Note**

The install DVD contains a default configuration. Users will be asked to provide a customized configuration during first time setup. Use of a USB key for configuration data during install is not supported.

- Step 3** Insert the Cisco-provided DVD for Cisco Unified Communications Manager Business Edition 3000.

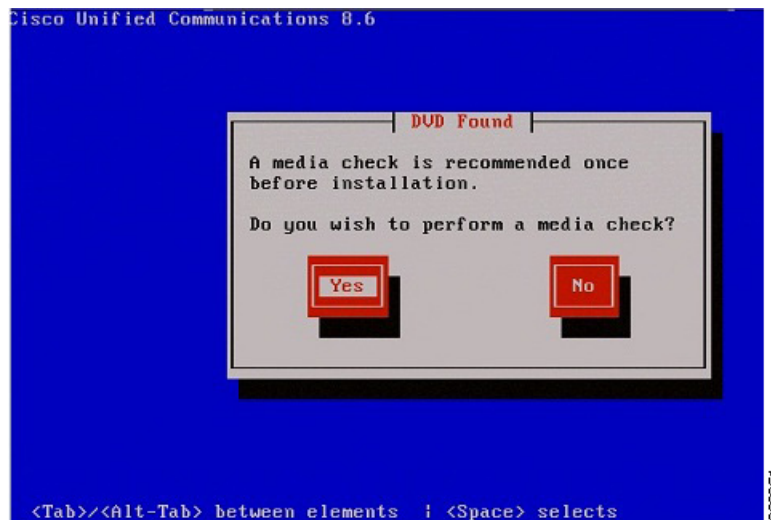
**Warning**

**To prevent firmware corruption, which can result in a catastrophic failure of the MCS 7890-C1, use of a UPS is highly recommended. The time needed to complete a firmware installation is approximately 30 minutes.**

- Step 4** Reboot the MCS 7890-C1.

- Step 5** On reboot, the DVD boots up and a media check wizard appears, as shown in [Figure 48-1 on page 48-78](#). Click **Yes** to proceed.

**Figure 48-1 Media Check Wizard**



- Step 6** Media check takes approximately 30 minutes to complete the media integrity check on the DVD (see [Figure 48-2](#)). Click **OK** to continue with Cisco Unified Communications Manager Business Edition 3000 installation. The system takes approximately 3 hours to install Cisco Unified Communications Manager Business Edition 3000.

**Figure 48-2 Media Check Passed****Note**

During the installation or reimaging relating to a new Cisco Unified Communications Manager release, a server may require firmware updates applied if the MCS 7890-C1 server contained old firmware from a previous release.

This will cause the server to reboot during installation, to pick up new firmware updates. The following message appears when this happens:

“Hardware setup for server requires a reboot for new update or settings to take effect. Install will continue after server has rebooted.”

The user must acknowledge this message, resulting in a server reboot back to the DVD. When prompted with the media check option in this subsequent reboot, the user can skip the media check option and continue with the installation.

**Step 7** A prompt appears asking: “Do you want to overwrite the hard drive?” Click **Yes**.

**Note**

Some USB DVD drives will automatically retract the DVD tray after the initial install phase, and the system may boot off it again. If this happens, the check media prompt will be displayed again. This is normal. To correct, simply reboot the server, eject the DVD, and the second phase of the install will continue from the internal drive.

**Step 8** The installation will proceed at this point. Look for the following to be displayed on the console: “Cisco Unified Communications Manager Business Edition 3000 administrative interface can be accessed using a supported web browser at <https://192.168.1.250>. For more information, refer to the Administration Guide for Cisco Unified CM Business Edition 3000.”

**Step 9** Disconnect the USB DVD drive from the MCS 7890-C1 according to the [“Disconnecting a USB DVD Drive”](#) section on page 2-22.

**Step 10** The reimage resets the server to the default IP address of 192.168.1.250. To ensure that the server is recognized on the network, perform one of the following procedures:

- [Using a Network Cable to Set Up Server Access to the Network, page 48-80](#)
- [Using the Cisco Network Configuration USB Key, page 48-81](#)

## Using a Network 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, page 48-81](#)” or you must connect an 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 in the same 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 netmask 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). Specify the username and password as follows:

- Username: **admin**
- Password: **BE-3000**

After you log in, you can update the network parameters, including the IP address of the server, one of the ways:

- 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 do the following:

- 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**

Ensure that the Cisco Unified Communications Manager Business Edition 3000 is in operational state and switched on before inserting a USB key.

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 48-1](#) describes the parameters in the network configuration signature file.

**Table 48-1**      **Content of Network Configuration Signature File**

| Parameter         | Description  |
|-------------------|--|
| Configure Network | <p>By default, the value is hard coded to no.</p> <p>Change this to yes 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.</p> <p>This temporary interface is destroyed automatically when the Cisco Unified Communications Manager Business Edition 3000 is rebooted.</p> |
| IPAddress         | <p>Enter the appropriate IP Address based on the customers LAN.</p> <p>This is a mandatory requirement to change the network configuration.</p>  |
| Subnet Mask       | <p>Enter the appropriate subnet mask of the customers LAN.</p> <p>This is a mandatory requirement to change the network configuration.</p>   |
| Gateway           | <p>Enter the gateway details of the customers LAN.</p> <p>This is an optional requirement.</p>   |

- 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. Inserting the USB key creates a temporary network interface which contains network management information that enables users to connect to the Cisco Unified Communications Manager Business Edition 3000 server.
- Step 7** To connect the laptop to Cisco Unified Communications Manager Business Edition 3000, open a browser window to access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard 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, one of the ways:
- 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**.)

## Performing a Server Recovery

If your system is not working properly because of an issue with the MCS 7890-C1, you may need to perform a server recovery, which allows you to reinstall Cisco Unified Communications Manager Business Edition 3000 on the same server and then restore your data from a backup tar file. Perform a server recovery only when your technical support team advises you to do so.

The following procedure describes how to perform a server recovery.

### Procedure

- Step 1** Verify that you have a good backup tar file that is the exact same version as the version of software that you plan to install on your server. The versions must match *exactly* for the server recovery to be successful.
- Step 2** Reimage the server, as described in the [“Reimaging an MCS 7890-C1” section on page 48-77](#). Make sure that you install exactly the same version of Cisco Unified Communications Manager Business Edition 3000 software as was used in the backup tar file; otherwise, the restore of data fails.
- Step 3** Run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

**Caution**

If you used a country pack in your original setup, make sure that you reinstall the same country pack on the Change Country/Locale page.

In the Network page, make sure that you enter the same IP address and hostname of the server.

- Step 4** If your backup is the same version as the software that you installed, restore the data now. In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, select **Maintenance** > **Restore**.

**Caution**

Your backup tar file must be exactly the same version as the Cisco Unified Communications Manager Business Edition 3000 software version that is running on the server; otherwise, the restore fails.

- Step 5** In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, verify that your data is restored by viewing the entries on the various search pages where data was configured before the server recovery.
- Step 6** In the Upgrade page, reinstall the following files if they were a part of your original setup:
  - Device packs
  - Locale updates
  - Firmware updates

- Hotfixes, and so on

**Step 7** Make internal and external calls to test your call capabilities.

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## Replacing the Cisco Unified Communications Manager Business Edition 3000 Server

The license files that you install correlate to the MAC address on the Cisco Unified Communications Manager Business Edition 3000 server; so, if you replace your server, you must perform the steps that are described in the following procedure.

### Procedure

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- Step 1** Obtain a new server. The new server comes installed with the Cisco Unified Communications Manager Business Edition 3000 software on it. Deploy the new server, as described in the [Setting Up the Customer Network and Central Site](#), page 6-2.
- Step 2** You cannot access the GUIs until the network recognizes the server. For the network to recognize the server, you must perform one of the following procedures:
- [Using a Network Cable to Set Up Server Access to the Network](#), page 48-80.
  - [Using the Cisco Network Configuration USB Key](#), page 48-81
- Step 3** Log in to the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, and run the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.



### Caution

If you need to install a country pack, install the country pack on the Country/Language page.

In the Network page, make sure that you enter the hostname for the old server. In the Network page, enter the IP address of the new server. The restore fails if you do not enter the hostname for the old server.

You do not need to perform other configuration tasks in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard because the backup tar file that you will restore contains your configured data.

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- Step 4** If your backup tar file is the exact same version as the Cisco Unified Communications Manager Business Edition 3000 software version that is running on the server, restore the data to the new server after you log in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. (Select Maintenance > Restore.)



### Caution

Your backup tar file must be the exact same version as the Cisco Unified Communications Manager Business Edition 3000 software version that is running on the server; otherwise, the restore fails.

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- Step 5** In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, verify that your data is restored by viewing the entries on the various search pages where data was configured before you replaced the server.



- Step 6** In the Upgrade page, reinstall the following files if they were a part of your original setup; for example, reinstall:
- Device packs
  - Locale updates
  - Firmware updates
  - Hotfixes, and so on
- Step 7** Make internal and external calls to test your call capabilities.
- Step 8** Although the backup tar file contains the license files, you cannot use them after the data is restored to the new server because the license files in the backup tar file are tied to the MAC address of the previous server.
- Cisco gives you 30 days to obtain and install new license files. During that 30 day window, you cannot upgrade the Cisco Unified Communications Manager Business Edition 3000 software to a later release than was originally on the previous server. During that window, the phones and users continue to function as expected, although you cannot add any new phones to the system or enable voicemail until you obtain and install new license files.
- Step 9** Obtain and install new license files before the 30 day window expires.
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