



# About System Administrator Responsibilities for Cisco Unified MeetingPlace Express

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As the system administrator, you use the Administration Center to configure, operate, and maintain Cisco Unified MeetingPlace Express. See the following topics:

- [About Internal Support Strategies, page 2-1](#)
- [About Capacity Management and Resource Usage, page 2-2](#)
- [About Quality of Service Requirements, page 2-2](#)
- [About Security Recommendations, page 2-2](#)
- [About Common Administrative Tasks, page 2-3](#)

## About Internal Support Strategies

As a system administrator, you are responsible for planning and implementing the following levels of support in your organization:

- **Decentralized, departmental support.** Cisco Unified MeetingPlace Express delegates help a subset of the end-user community with scheduling, rescheduling, and monitoring meetings. Delegates are often administrative assistants.
- **Company-wide support.** Cisco Unified MeetingPlace Express attendants help the entire end-user community with scheduling, rescheduling, and monitoring meetings. Attendants are typically the personnel that users connect to by pressing zero when they need help during a meeting. Attendants are often the Cisco Unified MeetingPlace Express help desk staff in the company.
- **Help desk support.** Consider training help desk employees to resolve system-administrator-level problems when you are not available.

When Cisco Unified MeetingPlace Express encounters serious problems, you can configure the system to notify you. A critical part of your internal support strategy requires you to define a set of procedures to follow for handling alarm conditions.

### Related Topics

- [Configuring Major Alarm Calls, page 3-5](#)
- [About Common Administrative Tasks, page 2-3](#)

## About Capacity Management and Resource Usage

Tracking resource usage on the system is important for several reasons:

- Ensures that you have enough capacity for current usage
- Enables you to bill the appropriate departments in your company for usage
- Helps monitor and prevent toll-fraud occurrences

You use reports to track resource usage on Cisco Unified MeetingPlace Express. You can also export database tables in a raw format for analysis or reporting in other applications. To help you control resource usage, you can limit meeting scheduling, recording, and dial-out privileges for user groups or individual user profiles.

### Related Topics

- [Running Reports and Exporting Data from Cisco Unified MeetingPlace Express, page 8-1](#)
- [Configuring Meetings, page 4-14](#)
- [Modifying User Groups, page 6-5](#)
- [Modifying User Profiles, page 6-11](#)
- [About Dial-Out Features and Voice Prompt Languages, page 6-18](#)

## About Quality of Service Requirements

You must enable Quality of Service (QoS) in your network to minimize IP packet loss, packet delay, and delay variation (or jitter) of voice packets. In particular, you must enable Differentiated Services Code Point (DSCP), also called DiffServ, which is the QoS mechanism supported by Cisco Unified MeetingPlace Express.

For more information about enabling QoS and DSCP in a network, see the “Network Infrastructure” chapter of the *Cisco IP Telephony Solution Reference Network Design (SRND) for Cisco Unified CallManager 4.0 and 4.1*.

### Related Topics

- [About This Page: Audio Parameters, page B-36](#)

## About Security Recommendations

While your company may already have guidelines for protecting its computer systems, we also recommend the following actions:

- Secure the server’s physical location—Keep the server in an area protected by a lock or a card-key system to prevent unauthorized access to the system.
- Keep the database current—Deactivate or delete the user profiles of employees who leave the company. See the “[About the Active, Inactive, and Locked States of User Profiles](#)” section on [page 6-31](#).
- Use the available Cisco Unified MeetingPlace Express security features—See [Chapter 9](#), “[Configuring Security Features for Cisco Unified MeetingPlace Express](#).”

# About Common Administrative Tasks

Table 2-1 summarizes typical system administrator tasks and the frequency and regularity with which you should perform them.

**Table 2-1**      **System Administrator's Schedule**

| Frequency              | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Once<br>(installation) | <ul style="list-style-type: none"> <li>• Coordinate a strategy for adding user profiles.</li> <li>• Train employees who have end-user support responsibilities.</li> <li>• Define processes for handling Cisco Unified MeetingPlace Express alarms.</li> <li>• Determine system usage and capacity requirements.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Weekly                 | <ul style="list-style-type: none"> <li>• When new people or teams join your company:               <ul style="list-style-type: none"> <li>– Add new user profiles and user groups to the directory used for authentication, whether it is the local Cisco Unified MeetingPlace Express database or an external directory such as Cisco Unified CallManager.</li> <li>– Distribute Macromedia Flash Player<sup>1</sup> software to user workstations that cannot access <a href="http://www.macromedia.com/go/getflash/">http://www.macromedia.com/go/getflash/</a>.</li> <li>– Distribute Cisco Unified MeetingPlace Express end-user documentation.</li> </ul> </li> <li>• When people leave your company, deactivate or delete their user profiles or user groups from Cisco Unified MeetingPlace Express.</li> <li>• Review alarm activity for the past week.</li> <li>• Print or save the list of next week's meetings.</li> <li>• Run a system backup.</li> </ul> |
| Monthly                | <ul style="list-style-type: none"> <li>• Run reports to monitor resource usage and end-user activity, to gather billing information, and to watch for toll fraud.</li> <li>• Perform internal billing tasks.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| As needed              | <ul style="list-style-type: none"> <li>• Respond to alarm conditions.</li> <li>• Coordinate planned outages (such as relocations and software upgrades).</li> <li>• Act as the contact to Cisco Technical Assistance Center (TAC) or Cisco Network Consulting Engineering (NCE).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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## Related Topics

- [About Internal Support Strategies, page 2-1](#)
- [About Capacity Management and Resource Usage, page 2-2](#)
- [About Security Recommendations, page 2-2](#)

