

No Peripheral Appears in the Peripherals List on Cisco Collaboration Server

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Introduction

This document describes one reason for the absence of peripherals that you can enable on the Cisco Collaboration Server. This document also provides the procedure to remove and reinstall Cisco Collaboration Server in two different scenarios in a Cisco Intelligent Contact Management (ICM) or IP Contact Center (IPCC) Enterprise environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco IPCC
- Cisco Collaboration Server

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM Enterprise version 6.x
- Cisco IPCC Enterprise version 6.x
- Cisco Collaboration Server

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

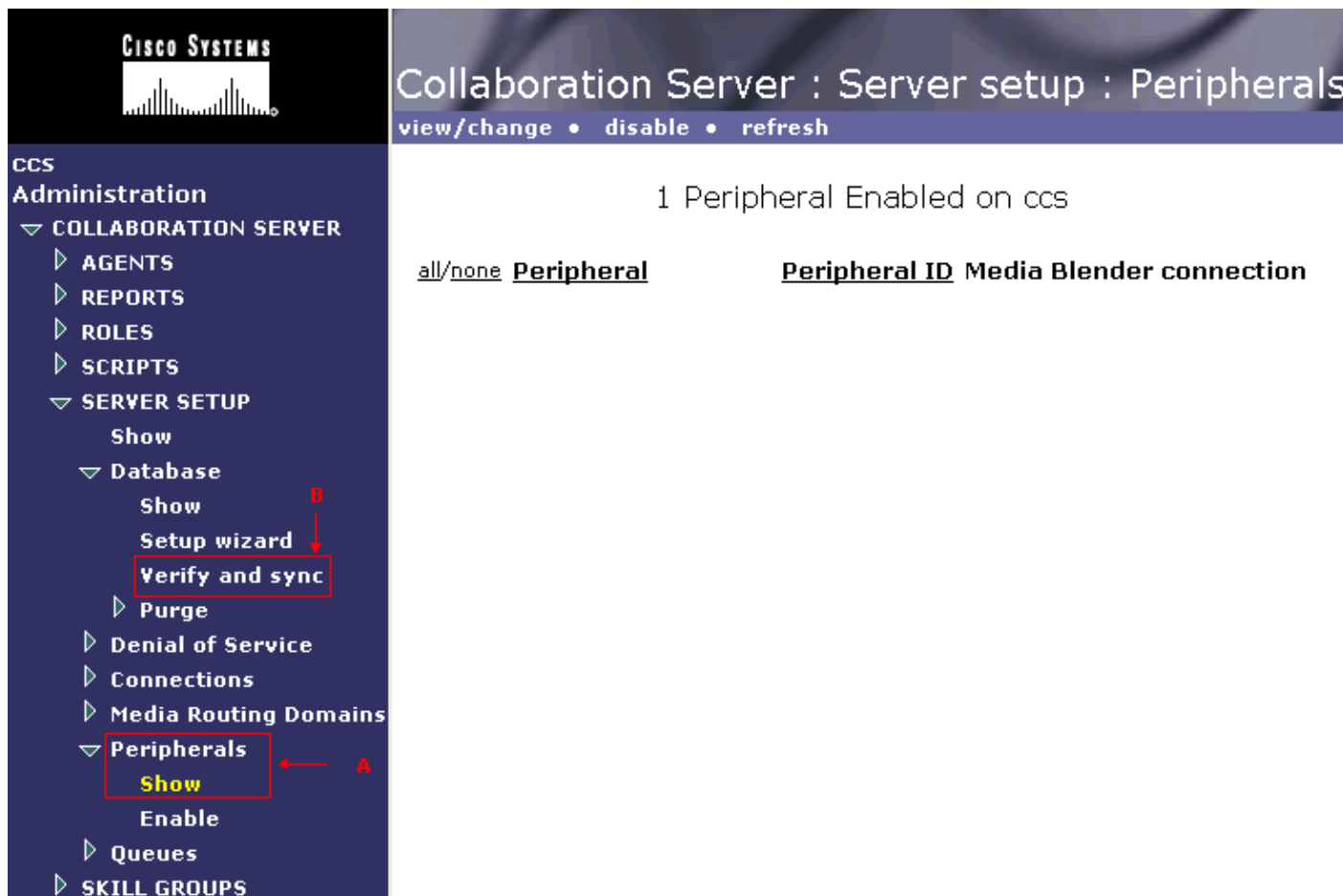
Problem

Here is the sequence of steps to reproduce the problem:

1. Log into the Cisco Collaboration Server administration page.
2. Expand **COLLABORATION SERVER** in the left pane.
3. Expand **SERVER SETUP**.
4. Expand **Peripherals**.
5. Click **Show** (see arrow A in Figure 1).

No peripheral appears in the right pane (see Figure 1).

Figure 1 Cisco Collaboration Server Administration Page



Solution

This section provides a solution in two different scenarios.

Scenario 1: You Do Not Install, Remove, and Reinstall Collaboration Server

Complete these steps if you do not install, uninstall and reinstall Cisco Collaboration Server:

1. Log into the Cisco Collaboration Server administration page.
2. Expand **COLLABORATION SERVER** in the left pane.

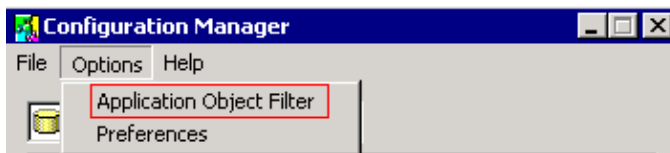
3. Expand **SERVER SETUP**.
4. Expand **Database**.
5. Click **Verify and sync** (see arrow B in Figure 1).

Scenario 2: You Install, Remove, and Reinstall Collaboration Server

When you install, uninstall and reinstall Cisco Collaboration Server, you must first manually remove the integration of Cisco Collaboration Server and ICM. Complete these steps:

1. Start ICM Configuration Manager.
2. Select **Options > Application Object Filter**.

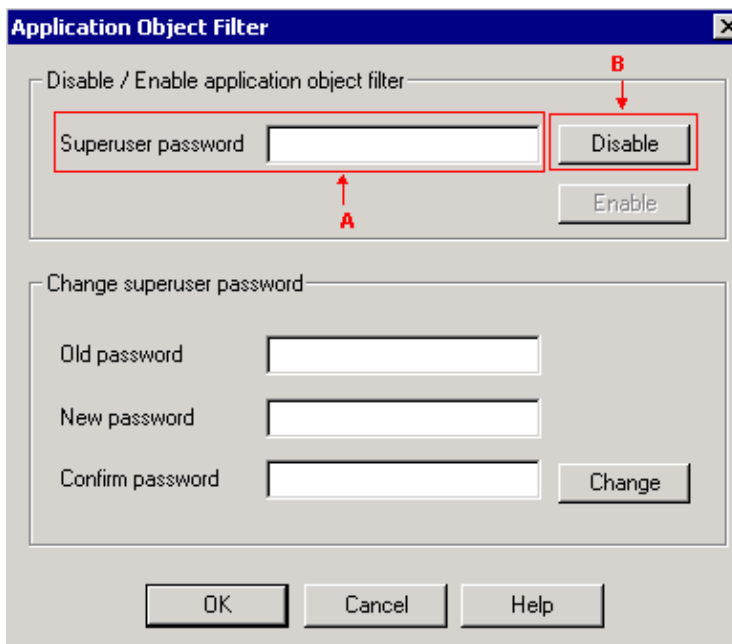
Figure 2 Select Options > Application Object Filter from the Configuration Manager Menu



The Application Object Filter window appears (see Figure 3).

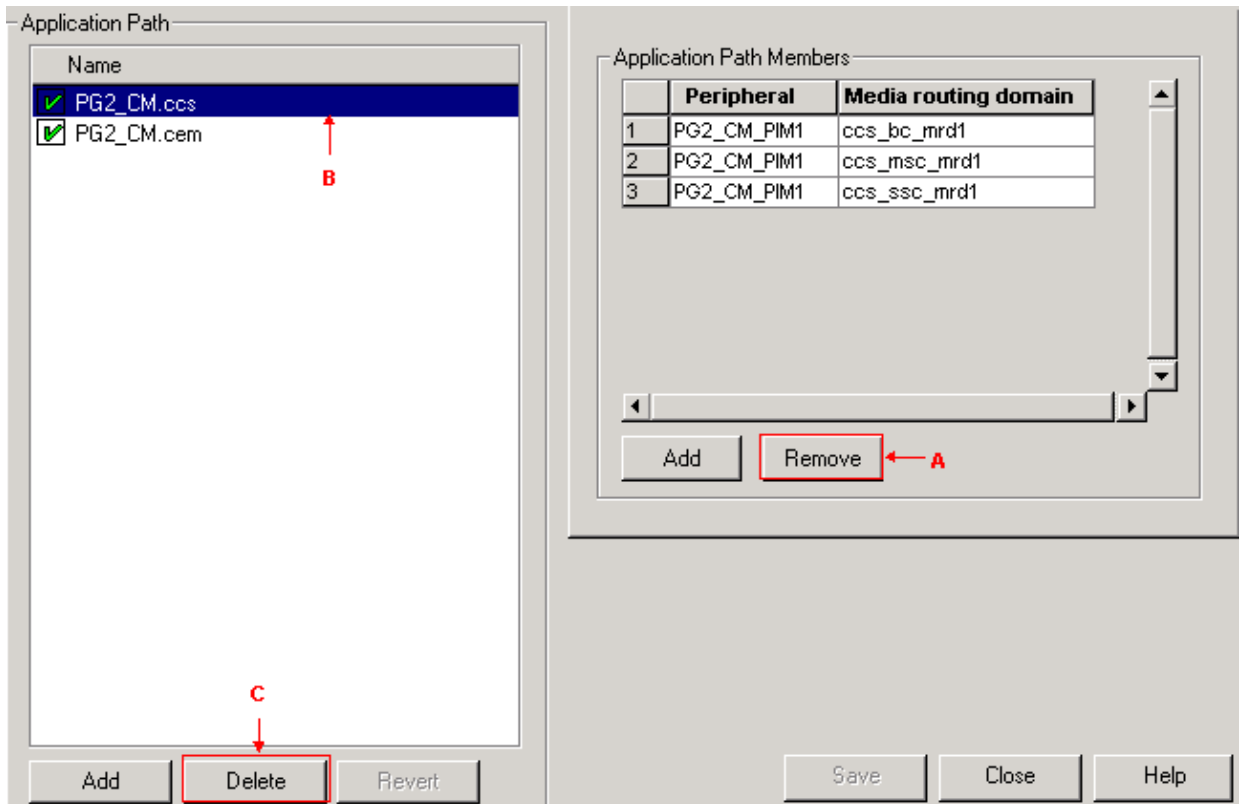
3. Type the password of the super user in the Superuser password field (see arrow A in Figure 3). The default password is "password".

Figure 3 Application Object Filter



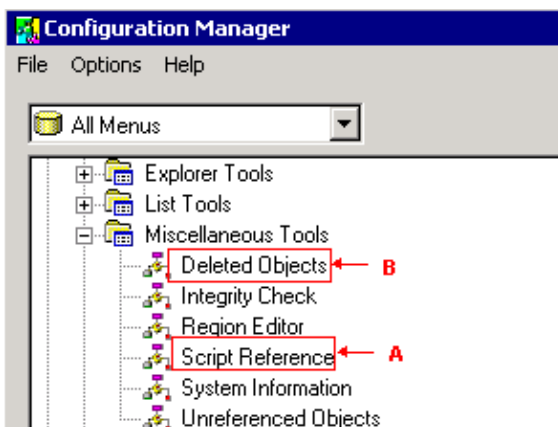
4. Click **Disable** (see arrow B in Figure 3).
5. Run the ICM Application Path List tool.

Figure 4 Application Path List



6. Select a peripheral in the Application Path Members section.
7. Click **Remove** (see arrow A in Figure 4).
8. Repeat steps 6 and 7 until you remove all the peripherals.
9. Select the application path name (see arrow B in Figure 4) under the Application Path section.
10. Click **Delete**.
11. Repeat steps 6 through 10 to delete any other application path names that exist.
12. Click **Save**.
13. Run Script Reference in the ICM Configuration Manager. You can locate Script Reference under the Miscellaneous Tools section. Script Reference enables you to identify the references to all the skill groups that relate to Cisco Collaboration Server.

Figure 5 Miscellaneous Tools > Script Reference



14. Run Script Editor to remove the skill group references from all the routing scripts, including the old versions of scripts that relate to Cisco Collaboration Server.

Note: You can delete the old versions of scripts rather than edit them.

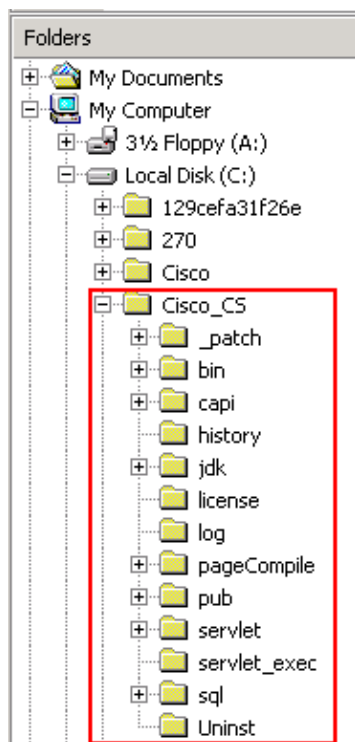
15. Use the appropriate ICM tools to delete Routes, Services and Skill Groups associated with Cisco Collaboration Server.

16. Run the Deleted Objects tool under the Miscellaneous Tools section (see arrow B in Figure 5) to delete all deleted items permanently before you create those items again on Cisco Collaboration Server.

Complete these steps after you successfully remove the integration of Cisco Collaboration Server and ICM:

1. Disable all agents and skill groups through the Cisco Collaboration Server Administration Web interface.
2. Delete all agents through Agent Explorer and all skill groups through Skill Group Explorer.
3. Disable all peripherals through the Cisco Collaboration Server Administration Web interface.
4. Disable all Media Routing Domains through the Cisco Collaboration Server Administration Web interface.
5. Purge all agents and skill groups through the Deleted Objects tool in ICM Configuration Manager.
6. Delete all connections and queues through the Cisco Collaboration Server Administration Web interface.
7. Uninstall Cisco Collaboration Server.
8. Delete the old installation directory (see Figure 6). Here, Cisco_CS is the the root directory.

Figure 6 Cisco Collaboration Server Installation Directory



9. Reinstall Cisco Collaboration Server.
10. Run the Integrate with ICM wizard through the Cisco Collaboration Server Administration Web interface in order to create the integration between ICM and Collaboration Server. Refer to Cisco Collaboration Server Installation Guide for more information.

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Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

Related Information

- **Cisco Collaboration Server Installation Guide**
 - **Technical Support & Documentation – Cisco Systems**
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