



QUICK START GUIDE



Cisco TelePresence Readiness Assessment Manager 1.0

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1 SUPPLEMENTAL LICENSE AGREEMENT

SUPPLEMENTAL LICENSE AGREEMENT FOR CISCO SYSTEMS NETWORK MANAGEMENT SOFTWARE: CISCO TELEPRESENCE READINESS ASSESSMENT MANAGER.

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 - CiscoWorks Common Services: May be installed on one (1) server in customer's network management environment.
 - Cisco TelePresence Readiness Assessment Manager: May be installed on one (1) server in customer's network management environment.
 - Cisco Media Traffic Analysis Agent: May be installed on multiple servers in customer's network management environment.

For each Software license granted, customers may install and run the software on a single server to manage the number of rooms specified in the license file provided with the software, or as specified in the Software License Claim Certificate. Customers whose requirements exceed the room limit must purchase upgrade licenses or additional copies of the software. The room limit is enforced by license registration.

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DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

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2 Cisco TelePresence Readiness Assessment Manager Overview

Cisco Telepresence Readiness Assessment Manager (TelePresence Readiness Assessment Manager) evaluates your existing network infrastructure to determine whether the network is ready for a Cisco TelePresence solution from a hardware, software, and network design perspective.

TelePresence Readiness Assessment Manager analyzes the status of IP communication devices and the underlying transport infrastructure in your network. TelePresence Readiness Assessment Manager uses open interfaces such as Simple Network Management Protocol (SNMP) to remotely poll data from network devices.

TelePresence Readiness Assessment Manager consists of the following key features:

- Automates assessment and increases productivity for network managers.
- Ensures that the network can carry converged video/voice and data traffic through a detailed analysis of current network device configuration and setup.

TelePresence Readiness Assessment Manager has two components:

- **TelePresence Readiness Assessment Manager Server**—Resides on a single Windows server, discovering devices, collecting detailed inventory and performance statistics, and analyzing the data for compliance with best practices. TelePresence Readiness Assessment Manager configures traffic simulation through the Cisco Media Traffic Analysis Agent (agent) and generates comprehensive reports.
- **Agent**—(Optional) Resides on at least two Windows servers in strategic locations in the network—typically connected to the switch to which the Cisco TelePresence unit will connect—and generates and analyzes traffic.

Licensing

TelePresence Readiness Assessment Manager features software-based product registration and license key activation technologies. The following table provides information about terminology used in the registration process.

Understanding Licensing Terms

[Table 1](#) describes the PAK and the License file and usage of these terms.

Table 1 **Understanding PAK and License File**

Licensing Terms	Description
Product Authorization Key (PAK)	The PAK is printed on the software claim certificate included in product packaging. Use the PAK and the MAC address of the server where TelePresence Readiness Assessment Manager will reside to get your license file from Cisco.com. The TelePresence Readiness Assessment Manager license file includes support for up to the licensed number of rooms for the licensed term of service.
License file	When you use the PAK to register your product on the product licensing area of Cisco.com, you will receive a license file. To register, you need to provide both of the following: <ul style="list-style-type: none">• The MAC address of the server where TelePresence Readiness Assessment Manager will reside.• The PAK.

Licensing Your Product During Installation

Before you install the TelePresence Readiness Assessment Manager product, you should register the product and obtain a license file.



Note If you are installing TelePresence Readiness Assessment Manager for evaluation only, you do not need to perform this procedure.

To license your product, you must:

Step 1 Register the TelePresence Readiness Assessment Manager product with Cisco.com using the MAC address of the server on which Cisco TelePresence Readiness Assessment Manager 1.0 will reside and the PAK.

The PAK is printed on the software claim certificate. Get your license file from:

<http://www.cisco.com/go/license>



Note You will be asked to log in. You must be a registered user of Cisco.com to log in.

Step 2 Copy the new license file to the TelePresence Readiness Assessment Manager server, into a directory with read permissions for the user name *casuser* or the user group *casusers*.

**Note**

TelePresence Readiness Assessment Manager uses a local user, casuser, to run processes without having Administrator privileges.

**Note**

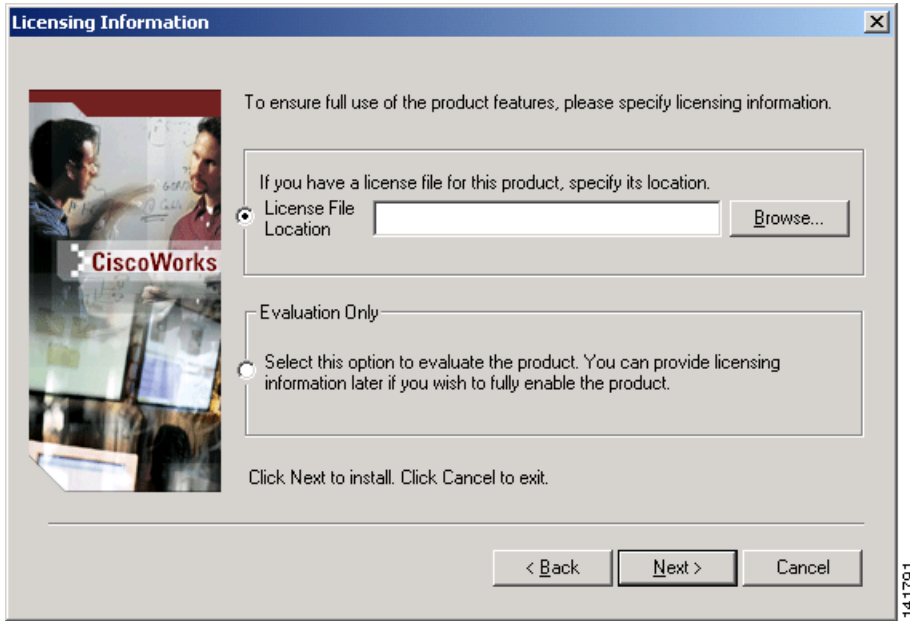
If you copy a folder that contains the license file to the TelePresence Readiness Assessment Manager server, be sure to provide read permission for casuser on the folder as well as on the license file.

Step 3 Install the product using the Cisco TelePresence Readiness Assessment Manager 1.0 product CD; during the installation, when prompted for Licensing Information:

- a. Select the first radio button (see [Figure 1](#)).
 - b. Use the browse window to locate the license file directory.
 - c. Click **Next** to install the license file.
-

[Figure 1](#) shows the licensing input dialog box that the installer displays during the installation process.

Figure 1 **Licensing Information Dialog Box**



Adding Licenses to an Installed TelePresence Readiness Assessment Manager

If you install TelePresence Readiness Assessment Manager with an evaluation license, use this procedure subsequently to install a purchased license. When you purchase TelePresence Readiness Assessment Manager, you receive a PAK. Use it to obtain and install a license file.

To upgrade from an evaluation license to a purchased license, you must:

-
- Step 1** Obtain the license file using the MAC address of the server where TelePresence Readiness Assessment Manager is installed and the PAK that you received when you purchased the product. Get your license file from:
<http://www.cisco.com/go/license>



Note You will be asked to log in. You must be a registered user of Cisco.com to log in.

Logging in allows your Cisco user profile information to autopopulate many of the product registration fields. Login is case sensitive.

- Step 2** Copy the new license file to the TelePresence Readiness Assessment Manager server, into a directory with read permissions for the user name *casuser* or the user group *casusers*.

**Note**

TelePresence Readiness Assessment Manager uses a local user, `casuser`, to run processes without having Administrator privileges.

Step 3 Install the license:

- a. From TelePresence Readiness Assessment Manager, click the CiscoWorks link in the upper-right corner. The CiscoWorks Homepage appears.
- b. Select **Common Services > Server > Admin > Licensing**.
The License Administration page appears.
- c. Click **Update**.
A file browser popup dialog box appears.
- d. Enter the path to the new license file in the License field, or click **Browse** to locate the license file you copied to the server in step 2.
- e. Click **OK**.

The system verifies whether the license file is valid, and updates the license. The updated licensing information appears on the License Information page.

If you encounter errors, repeat the steps to license your product.

3 Server, Agent, and Client System Requirements


[Table 2](#) describes the server system requirements. [Table 3](#) describes the agent system requirements. [Table 4](#) describes the client system requirements.

Installation Notes

- TelePresence Readiness Assessment Manager requires a dedicated system; do not install it on a system with:
 - Third-party management software (such as HP OpenView or NetView).
 - Cisco Secure Access Control Server (ACS).
 - Any CiscoWorks application or a CSCOPx directory that exists under Program Files.
- Configure the system where TelePresence Readiness Assessment Manager system is installed for DNS.
- Do not install Cisco TelePresence Readiness Assessment Manager on:
 - A Primary Domain Controller (PDC) or Backup Domain Controller (BDC).

- A FAT file system.
- A Windows Advanced Server with Terminal Services enabled in Application Server mode.
- A system with Internet Information Services (IIS) enabled.
- Do not select an encrypted directory. TelePresence Readiness Assessment Manager does not support directory encryption.
- Do not install any CiscoWorks Common Services service packs or patches on the TelePresence Readiness Assessment Manager server.
- Verify that the system date and time are set properly.
- To speed installation, disable all virus-scan software while installing.
- Set the IP address and hostname on your server before installation.

Table 2 Minimum Server Hardware and Software Requirements Summary

Requirement Type	Minimum Requirements
System Hardware	<ul style="list-style-type: none"> • Server platform with Pentium 4 greater than 2.0 GHz. • Color monitor. • CD-ROM drive. • Support one or two 10/100 NICs (one is required, the second is for failover support). NICs must have the same IP address.
Memory (RAM)	2 GB
Swap File Space	4 GB
Available Drive Space ¹	<ul style="list-style-type: none"> • 40 GB of hard disk space. • NTFS file system (required for secure operation). • At least 16 MB in a Windows temporary directory (%TEMP%).
System Software ^{2, 3}	<ul style="list-style-type: none"> • ODBC Driver Manager 3.5.10⁴ or later. • Windows XP Professional SP 2 or Windows 2003 Standard Edition.
	 <p>Note Windows Terminal Services is supported in remote administration mode only.</p>

1. Do not install TelePresence Readiness Assessment Manager on a FAT file system.
2. You must install TelePresence Readiness Assessment Manager on a dedicated system. Do not install TelePresence Readiness Assessment Manager on a Primary Domain Controller (PDC) or Backup Domain Controller (BDC). Do not install TelePresence Readiness Assessment Manager in an encrypted directory. TelePresence Readiness Assessment Manager does not support directory encryption.
3. The default locale for your Windows operating system must be set to either US-English or Japanese.

4. To verify the version of ODBC Driver Manager, from the Windows desktop, select **Start > Settings > Control Panel > Administrative Tools > Data Sources (ODBC)**. Select the **About** tab. If necessary, install Microsoft Data Access Component (MDAC) 3.5.10 or later.



Note You can install the agent on servers that meet the requirements shown in [Table 3](#). Installation of the agent is optional. The agent generates and analyzes traffic.


Table 3 *Minimum Media Traffic Analysis Agent Hardware and Software Requirements Summary*

Requirement Type	Minimum Requirements
System Hardware	<ul style="list-style-type: none">• Server platform with Pentium processor, 2 GHz or greater• 100 Mbs Ethernet card
System Software	Windows XP Professional SP 2
Memory (RAM)	512 MB
Swap File Space	1 GB
Available Drive Space	100 MB

Table 4 *Minimum Client Hardware and Software Requirements Summary*

Requirement Type	Minimum Requirements
System Hardware	<ul style="list-style-type: none">• Any PC or server platform with a Pentium processor greater than 500 MHz• Color monitor with video card set to 24 bits color depth• Screen resolution of 800x600 dpi or greater

Table 4 Minimum Client Hardware and Software Requirements Summary (continued)

Requirement Type	Minimum Requirements
System Software	<ul style="list-style-type: none"> • Clients can run any of the following: <ul style="list-style-type: none"> – Windows XP with Service Pack 2. – Windows Server 2003 Standard or Enterprise Edition without Windows Terminal Services. – Windows 2000 Professional and Server (Service Pack 3) • Internet Explorer 6.0.28, 6.0.37, or 7.0. <p> Note If you use Internet Explorer 7.0, configure it to play animated graphics. (In Internet Options, select Advanced > Multimedia > Play animation.)</p>
Memory (RAM)	256 MB
Swap File Space	512 MB
Environment	<p>Clients must be able to access TelePresence Readiness Assessment Manager:</p> <ul style="list-style-type: none"> • From outside a firewall—Refer to documentation for your firewall for information on configuring client access. • Across a Virtual Private Network (VPN)—The VPN tunnel should connect the client and a VPN router or similar device.

Ports Used

Table 5 shows ports that Telepresence Readiness Assessment Manager uses. Table 6 shows the default ports that the agent uses.

Table 5 TelePresence Readiness Assessment Manager Port Usage

Protocol	Port Number	Service Name
UDP	123	NTP configuration
TCP	1741	Web server



Note You can change some of the ports that the agent uses by editing the `mtaa.conf` file on the systems where you install the agent. The `mtaa.conf` file is located in the `<InstallationDirectory>\mtaa\etc` folder.

Table 6 *Media Traffic Analysis Agent Port Usage*

Protocol	Port Number	Service Name	Editable Value in <code>mtaa.conf</code>
TCP	80	Web server	<code>httpPort=80</code>
UDP	123	NTP configuration	N/A
TCP	5060	TCP listening port reserved for SIP signaling between agents	<code>SipServerPort=5060</code>
TCP	8080	SOAP server listening port	<code>soapPort=8080</code>
UDP	16384-16488	RTP traffic ports reserved for media streams	<code>udpTrafficPorts=16384-16488</code>

Configuring Ports for Firewalls

If a firewall exists between two agents on a test analysis path, a range of UDP ports should be open for signaling and traffic generation between the two agents; the default port range is 16384–32767.

UDP port 123 should be open for NTP configuration between an agent and the NTP server.

If a firewall exists between the TelePresence Readiness Assessment Manager server and an agent, a range of TCP ports should be open for the SOAP server (default port 8080) and the HTTP server (default port 80). You can customize the port for SOAP server and HTTP server; for more information, see [Table 6](#).

4 Installing Cisco TelePresence Readiness Assessment Manager

See the following sections:

- [Installing the TelePresence Readiness Assessment Manager Server, page 12](#)
- [Installing and Configuring the Agent, page 16](#)

Installing the TelePresence Readiness Assessment Manager Server

Before You Install the TelePresence Readiness Assessment Manager Server

Disable virus-scan software. You can reenble it after you complete the installation.

If Windows Data Execution Prevention (DEP) is enabled, it can prevent the installation from being completed. To determine whether DEP is enabled and to disable it, see [Checking for and Temporarily Disabling DEP](#), page 12.

Checking for and Temporarily Disabling DEP

Step 1 Log in as an administrator or a member of the Administrators group to the machine on which you will install TelePresence Readiness Assessment Manager.



Note If your computer is connected to a network, network policy settings might prevent you from completing this procedure.

Step 2 Open System Properties by right-clicking the My Computer icon on your desktop and selecting Properties.

Step 3 Click the **Advanced** tab; then, under Performance, click **Settings**.

Step 4 Click the **Data Execution Prevention** tab. If Turn on DEP for all programs and services except those I select is selected, DEP is enabled.

Step 5 Select **Turn on DEP for essential Windows programs and services only**.

Step 6 Click OK.



Note After the installation is complete, you can enable DEP.

Installing the Server



Note TelePresence Readiness Assessment Manager requires a dedicated system. Before performing the installation, review [Installation Notes](#), page 7.

Step 1 Log in and perform preliminary checks:

- a. As the local administrator, log in to the machine on which you will install the TelePresence Readiness Assessment Manager software.
- b. Make sure your system meets these prerequisites:
 - Required (or desired) operating system upgrades were performed. For system requirements, see [Server, Agent, and Client System Requirements, page 7](#).
 - Required service packs are installed.
 - No CiscoWorks applications are installed, and a CSCOpX directory does not exist under Program Files.
- c. Close all open or active programs. Do not run other programs during installation.

Step 2 Insert the Telepresence Readiness Assessment Manager CD-ROM into the CD-ROM drive. The Telepresence Readiness Assessment Manager 1.0 Setup Program window opens. If the CD-ROM is already in the CD-ROM drive and you stopped the installation process to close programs or if Autostart is disabled, click **Setup.exe** to restart the process.

Step 3 Click **Install**. The Welcome window appears.

Step 4 Click **Next**. The Software License Agreement window appears.

Step 5 Click **Accept**. The Licensing Information window appears.

Step 6 Select one of these and click **Next**:

- **Evaluation**—Select if you have not downloaded the license file yet.



Note An evaluation license supports two rooms, expires after fifteen days, and supplies an Executive report only.

- **License File**—Browse to the license file location, select, and click **Next**.

The Setup Type window appears.

Step 7 Select **Typical**. A typical installation places the software in a default directory (C:\Program Files) and automatically provides the following information for the installation:

- Guest password
- Common Services database password
- Web server information
- Self-signed certificate information



Note To install TelePresence Readiness Assessment Manager in a folder other than C:\Program Files, select the **Custom** setup type.

Step 8 Click **Next**. The Select Component page appears.

Step 9 Click **Next**. The installation program checks dependencies and system requirements.

The System Requirements window displays the results of the requirements check and advises whether the installation can continue. One of the following might occur:

- If there is not enough disk space for the installation, or if memory requirements are not met, the installation program displays an error message and stops. (See [Server, Agent, and Client System Requirements](#), page 7.)
- If the minimum recommended requirements are not met, the installation program displays an error message and continues installing.

Step 10 Click **Next**. Enter (and confirm) a password that is at least 5 characters long for the admin user and click **Next**.



Note You will need this password to log in to TelePresence Readiness Assessment Manager.

Step 11 Enter (and confirm) a System Identity Account password that is at least 5 characters long, and click **Next**. The Create casuser dialog box appears.



Note The system identity user enables communication between servers through a trust model.

Step 12 Click **Yes** to continue the installation.

The Summary window appears, displaying the current settings.

Step 13 Click **Next**. The installation proceeds.

Step 14 Click **OK** to confirm additional messages that might be displayed:

- If the system has more than one NIC card and more than one IP address configured, you will see this message:

```
This machine is multihomed. Please update the MULTI-HOME
properties section in
C:\PROGRA~2\CSCOpX\lib\vbroker\gatekeeper.cfg after the
installation is complete.
```

**Caution**

TelePresence Readiness Assessment Manager requires only one NIC card, and only one IP address is supported. A system with two NIC cards with different IP addresses is not supported. You must disable one NIC card or assign the same IP address to both NIC cards.

- If you did not supply a license file during the installation, a message about obtaining a license file is displayed.

Step 15 Click **Finish** to reboot the machine.

Step 16 Wait a few minutes after the system reboots before starting **TelePresence Readiness Assessment Manager**. This gives all TelePresence Readiness Assessment Manager processes time to initialize.

Step 17 After the installation completes:

- a. If any errors occurred, view the installation log in the root directory on the drive. For example, the TelePresence Readiness Assessment Manager installation might create C:\Ciscoworks_setup001.log.
 - b. Verify that TelePresence Readiness Assessment Manager was installed correctly by logging in. See [Starting Cisco TelePresence Readiness Assessment Manager, page 19](#).
 - c. Exclude the databases directory from virus scanning; see [Disabling Virus Scanning, page 15](#).
 - d. If you disabled DEP before installation, see [Enabling DEP, page 15](#).
-

Disabling Virus Scanning

If you have a virus scanning program on the TelePresence Readiness Assessment Manager system, exclude the `NMSROOT\databases` directory from virus scanning. Problems can arise if database files are locked because of virus scanning.

**Note**

`NMSROOT` is the directory where TelePresence Readiness Assessment Manager is installed on your system. If you selected the default directory during installation, it is `C:\Program Files\CSCOpX`.

Enabling DEP

If you disabled DEP before the installation, reenable it and enable the installed software to continue to run, using this procedure.

-
- Step 1** Log in as an administrator or a member of the Administrators group.
- Step 2** Open System Properties by right-clicking the **My Computer** icon on your desktop and selecting Properties.
- Step 3** Click the Advanced tab and, under Performance, click **Settings**.
- Step 4** Click the Data Execution Prevention tab.
- Step 5** Select **Turn on DEP for all programs and services except those I select**.
- Step 6** To disable DEP for a program, select the check box next to the program name and click **OK**. If the name of the program doesn't appear in the list, click **Add**, navigate to your Program Files folder, select the executable file (the file with an .exe file extension) and click **OK**.



Note While TelePresence Readiness Assessment Manager is running, disable DEP for cwjava.exe.

- Step 7** Click **OK**.
-

Installing and Configuring the Agent

To configure traffic analysis tests in TelePresence Readiness Assessment Manager, you must install the agent on at least two systems. You can install the agent on Windows systems that meet the requirements in [Table 3](#). The agent simulates and analyzes network traffic.

When you install the agent, you are prompted to install NTP. Agents must synchronize to the same NTP server. These systems where the agent is installed can act as the NTP server:

- Any system where the agent is installed—If the system is not acting as an NTP server, it needs the NTP software to act as an NTP client.
- An external system.

Downloading the Agent Setup File

To install the agent, you must first download the mtaaSetup.exe file.

-
- Step 1** From the system where you will install the agent, start TelePresence Readiness Assessment Manager by entering `http://server_name:port number` in your browser; for example, `http://ram_install:1741`.
- Step 2** Select **Assessment > Traffic Analysis > Download Agent**. A software download window appears.
- Step 3** Click **Save** and select a folder. The `mtaaSetup.exe` file is downloaded.
-

Installing the Agent

- Step 1** Log in to the server as an administrator or a member of the Administrators group.
- Step 2** Double-click the `mtaaSetup.exe` file. The Welcome window appears.
- Step 3** Click **Next**. The License window appears.
- Step 4** Accept the license agreement (select a radio button) and click **Next**. The Customer Information window appears.
- Step 5** Enter a username and company name and click **Next**. The Choose Destination Location window appears, displaying the default location.
- Step 6** You can change the default location or not. Click **Next**. The installation starts to copy files and displays the Setup Status window. The Install Third Party Software window appears, displaying NTP and WinPcap, a Windows library that the agent uses to send raw packets and to capture packets.
- Step 7** Ensure that both NTP and WinPcap are both selected and click **Next**.



Note Latency is not computed for TelePresence traffic if the NTP server is not configured on the agent.

- Step 8** Follow the instructions that are displayed to install NTP and WinPcap. After both installations are complete, the Set Network Interface for Traffic Analysis window is displayed.



Note The NTP configuration file, `Ntp.conf`, contains one line. You can update the configuration file, but it must contain only one line specifying one server and one IP address. (By default, the `Ntp.conf` file is located in the `C:\Program Files\NTP\etc\` folder.)

- Step 9** Select or enter an interface and click **Next**. Installation is complete.

- Step 10** Start the agent service:
- Select **Start > Control Panel**.
 - Open **Administrative Tools** and select **Services**.
 - Start the **Cisco Media Traffic Analysis Service**.

- Step 11** Create a user account for the agent.



Note You will need the username and password for this user account later, when you add this agent to TelePresence Readiness Assessment Manager.

- Open a command prompt in the *<AgentInstallationDirectory>*mtaa\bin folder. If you installed the agent in the default location, the full path to the folder is:
C:\Program Files\Cisco Systems\Cisco Media Traffic Analysis Agent\mtaa\bin
- Enter **mtaaSetAccount.exe -a**
Enter Username is displayed.
- Enter a username that includes 8-12 characters without a space and press **Enter**. Enter Password is displayed.
- Enter a password that:
 - Contains 5-80 characters without a space from at least three of these classes: lowercase letters, uppercase letters, digits, and special characters.
 - Does not repeat any character three times consecutively.
 - Does not repeat or reverse the username.
 - Is not “Cisco” or any variation obtained by changing the capitalization or order of letters in Cisco.
- Press **Enter**. A message is displayed, confirming that the account was created. If an error message is displayed, try to create the account again starting from step **b**.

- Step 12** If a firewall is between two agents or between an agent and the TelePresence Readiness Assessment Manager, open the required ports; see [Configuring Ports for Firewalls, page 11](#).



Note Before simulating traffic tests, close all open applications on the system. The agent requires a dedicated system to accurately simulate telepresence traffic.

5 Starting Cisco TelePresence Readiness Assessment Manager



Note If Enhanced Security is enabled on the Windows 2003 system, you must add the TelePresence Readiness Assessment Manager home page to Internet Explorer's Trusted Sites Zone. You will not be able to access the Cisco Telepresence Readiness Assessment Manager home page until it is added to the trusted sites.

Step 1 Do one of these:

- From the Windows desktop, select **Start > Programs > Cisco TelePresence Readiness Assessment Manager**.
- From the browser, enter `http://server_name:port number`; for example, `http://ram_install:1741`.

A login page appears.

Step 2 Enter admin in the User ID field. In the Password field, enter the password you provided for the admin user during installation.



Note After you log in, you can configure additional users and reset passwords. For information, see *User Guide for CiscoWorks Common Services*.

The TelePresence Readiness Assessment Manager home page appears.

6 Post-Installation Configuration

For complete information, see *User Guide for Cisco TelePresence Readiness Assessment Manager*. These procedures contain a quick overview of steps.

-
- Step 1** Select the network or portion of the network for the assessment, then perform discovery:
- a. From the Dashboard tab, select Device Discovery. The Discovery Configuration page appears.
 - b. Configure device discovery parameters:
 - Credentials—Add credentials for target devices.
 - Filters—(Optional) Specify addresses, domains, and locations to include or exclude.
 - Discovery—Select the type of discovery and enter the needed information. Traceroute is recommended so that you can see the issues for devices in the traceroute path rather than for all devices in the network. Traceroute thus provides a more specific view of devices through which telepresence traffic might flow.
 - c. Track the progress to completion on the Discovery Status page (select **Devices > Discovery Status**).
- Step 2** Collect inventory and review and update device classification:
- a. Select **Inventory > Inventory Collection** and click **Start Inventory Collection**. The Inventory Collection Status page appears.
 - b. Click **Refresh** to check for Completed status.
 - c. After inventory collection is complete, select **Inventory > Device Classification**. Devices are automatically classified into Access Switch, Distribution Switch, Core Switch, Branch Router, and Aggregation Router. If multiple roles are assigned to a device, the device is classified as Distribution Switch and Core Switch. You can change the classification.
- Step 3** Perform assessments:
- Compliance—Select **Assessment > Compliance** and click **Start Compliance**.
 - Performance—Define and run a performance study.
 - Traffic Analysis—Add agents; define and run traffic analysis tests.
- Step 4** Generate reports:
- a. To provide network information that cannot be obtained through discovery and inventory collection, enter data in the questionnaire (select **Reports > Questionnaire**).
 - b. To enter business information for display in the reports, select **Reports > Reports** and click **Start** or **Regenerate Reports**.
 - c. View the reports (select **Reports > Reports > View Reports**).
-

These procedures are provided for your information:

- [Changing the IP Address on the TelePresence Readiness Assessment Manager Server, page 21](#)
- [Changing the IP Address on the Agent, page 21](#)

Changing the IP Address on the TelePresence Readiness Assessment Manager Server

Step 1 Stop the CiscoWorks daemon manager by entering the following command:

```
net stop crmdmgtd
```

Step 2 Delete the gatekeeper.ior file from this directory: *NMSROOT\www\classpath*



Note

NMSROOT is the folder where TelePresence Readiness Assessment Manager is installed on the server. If you selected the default directory during installation, it is C:\Program Files\CSCOpX.

Step 3 Change the IP address of the TelePresence Readiness Assessment Manager server.

Step 4 Allow 15 minutes to elapse from the time you completed [Step 1](#), then restart the CiscoWorks daemon manager by entering the following command:

```
net start crmdmgtd
```

Changing the IP Address on the Agent

If you change the IP address of the system where the agent is installed, perform the following steps in TelePresence Assessment Readiness Manager:

Step 1 If there are any tests on the agent, delete them before changing the agent IP address:

- a. Select **Assessment > Traffic Analysis Tests**.
- b. Delete any tests on the agent.

Step 2 Update the agent IP address:

- a. Select **Assessment > Traffic Analysis > Agent Management**.
- b. Select the agent from the list and click **Modify**.
- c. Change the IP address and click **Submit**.

- Step 3** If you deleted tests from the agent (in Step 1), add tests as follows:
- a. Select **Assessment > Traffic Analysis > Traffic Analysis Tests**.
 - b. Add tests to the agent.
-

7 Uninstalling Cisco TelePresence Readiness Assessment Manager

See the following sections:

- [Uninstalling the TelePresence Readiness Assessment Manager Server, page 22](#)
- [Uninstalling the Agent, page 22](#)

Uninstalling the TelePresence Readiness Assessment Manager Server

- Step 1** Select **Start > Cisco TelePresence Readiness Assessment Manager > Uninstall Cisco TelePresence Readiness Assessment Manager 1.0**.
- Step 2** Follow the directions.
-

Uninstalling the Agent

Perform this procedure from the command line while you are logged into the server where the agent is installed.

Step 1 Double-click mtaaSetup.exe:

- On the TelePresence Readiness Assessment Manager server, mtaaSetup.exe is located in <InstallationDirectory>\htdocs\mtaa. If you installed using the default location, mtaaSetup.exe is in C:\Program Files\CSCOPx\htdocs\mtaa\bin.
- If you cannot locate mtaaSetup.exe, download it. See [Downloading the Agent Setup File, page 16](#).

Step 2 Select Remove and click **Next**. The agent is uninstalled.



Note This procedure does not remove NTP or WinPcap. To remove them, see [Uninstalling NTP, page 23](#) and [Uninstalling WinPcap, page 23](#).

Uninstalling NTP

Step 1 Select Start > Control Panel > Add or Remove Programs.

Step 2 Scroll down to Network Time Protocol and click **Change/Remove**.

Uninstalling WinPcap

Step 1 Select Start > All Programs > WinPcap > Uninstall WinPcap 4.0.

Step 2 Click **Uninstall**.

8 Where to Go Next

After you have installed TelePresence Readiness Assessment Manager, you are ready to start using it. For more information, see *User Guide for Cisco TelePresence Assessment Manager*.

You can access this document:

- In PDF format, in the Documentation directory on the respective product CD-ROM.
- From the online help integrated into the product.

9 Related Documentation



Note The originally published printed and electronic documentation is included with your product. Any changes after original publication are reflected on Cisco.com, where you will find the most up-to-date documentation.

For information about installing, troubleshooting, and using the applications and tools in the Cisco Unified Communications Management Suite, see the sources of information described in [Table 7](#).



Note To view documents in Adobe Portable Document Format (PDF), Adobe Acrobat 4.0 or later is required.

Table 7 *Related Documentation*

To learn more about...	See this document	In the product package?	On the product CD?	On Cisco.com?	On the Cisco Doc. DVD?	In the online help?
The known product bugs (DDTs)	<i>Release Notes for Cisco TelePresence Assessment Manager 1.0</i>	No	Yes	Yes	Yes	No

Table 7 **Related Documentation (continued)**

To learn more about...	See this document	In the product package?	On the product CD?	On Cisco.com?	On the Cisco Doc. DVD?	In the online help?
Performing a typical installation	<i>Quick Start Guide TelePresence Assessment Manager 1.0</i>	No	Yes	Yes	Yes	No
Features, tasks, and troubleshooting	<i>User Guide for Cisco TelePresence Assessment Manager</i>	No	Yes	Yes	Yes	Yes

10 Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.



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