



## **Installation Guide for Cisco Unified Videoconferencing Manager Release 5.7**

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### **Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883

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# CHAPTER 1

## Installing Cisco Unified Videoconferencing Manager

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- [About Prerequisites for Installing of Cisco Unified Videoconferencing Manager, page 1-1](#)
- [How to Install Cisco Unified Videoconferencing Manager, page 1-4](#)
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### About Prerequisites for Installing of Cisco Unified Videoconferencing Manager

Read this section before installing Cisco Unified Videoconferencing Manager.

- [Minimum System Requirements, page 1-1](#)
- [Downloading the Server Operating System, page 1-2](#)
- [LDAP Server Types, page 1-2](#)
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### Minimum System Requirements

You must install Cisco Unified Videoconferencing Manager on one of the following Cisco MCS server models:

- Cisco MCS 7825 Series
  - MCS-7825-H2
  - MCS-7825-I2
  - MCS-7825-H3
  - MCS-7825-I3

- Cisco MCS 7835 Series
  - MCS-7835-H2
  - MCS-7835-I2
- Cisco MCS 7845 Series
  - MCS-7845-H2
  - MCS-7845-I2

## Downloading the Server Operating System

The Cisco MCS server operating system is shipped with the Cisco Unified Videoconferencing Manager software.

For information about downloading the Media Convergence Server operating system software updates from the Cisco.com, refer to the Release Notes for Cisco Unified Videoconferencing Manager Release 5.7.

## LDAP Server Types

Cisco Unified Videoconferencing Manager supports Microsoft Active Directory 2000 and 2003, and Lotus Domino Server.

## Supported Devices

Cisco Unified Videoconferencing Manager supports the following devices:

- Cisco IOS H.323 Gatekeeper
- Cisco Unified Communications Manager
- Microsoft LCS 2005 SP1
- Microsoft OCS 2007
- Broadsoft IPCentrix
- Cisco Unified Videoconferencing 3500 MCU versions 4.4 and 5.6
- Cisco Unified Videoconferencing 3500 Gateway versions 5.6
- Cisco Unified Videoconferencing Desktop version 5.7
- Sony endpoints: PCS 1, PCS 11, PCS 1600, TL30, TL50, G50, and G70

## SNMP Service

Install the Microsoft Windows SNMP service for Cisco Unified Videoconferencing Manager.

## Port Requirements

Table 1-1 shows the required ports for Cisco Unified Videoconferencing Manager. Make sure all required ports are available.

**Table 1-1 Required Ports**

Protocol	Ports	Type	Direction	Purpose	Destination
<b>Cisco Unified Videoconferencing Manager Server Ports</b>					
HTTP	80	TCP	In from Web	Web UI access and Web Service access	Cisco Unified Videoconferencing Manager
XML	3336	TCP	In from Desktop	Cisco Unified Videoconferencing Manager's version of MCU Call Control XML API	Cisco Unified Videoconferencing Manager
Internal gatekeeper HTTP	8011	TCP	In from Web	Web UI access. Disabled by default.	Cisco Unified Videoconferencing Manager
Database connection	3306	TCP	Local database connection	If the internal database is installed, the application communicates with the database using port 3306.	Cisco Unified Videoconferencing Manager
SNMP	161	UDP	In from Resource Manager and Network Manager	Configuration/Status	Cisco Unified Videoconferencing Manager
FTP	21	TCP	In from Network Manager	Log retrieval	Cisco Unified Videoconferencing Manager
XML	3271	TCP	Local connection	Resource Manager connects to the XML API interface of the internal gatekeeper	Cisco Unified Videoconferencing Manager
<b>MCU Ports</b>					
HTTP	80	TCP	In from Web	Web UI access	MCU
XML	3336	TCP	In from Resource Manager	MCU Call Control XML API	MCU
XML	3337	TCP	In from another MCU or Desktop	MCU Cascade XML API	MCU
SNMP	161	UDP	In from Resource Manager and Network Manager	Configuration/Status	MCU
Telnet	23	TCP	In from Network Manager	Log retrieval and advanced commands	MCU
<b>Gateway Ports</b>					
HTTP	80	TCP	In from Web	Web UI access	gateway
SNMP	161	UDP	In from Resource Manager and Network Manager	Configuration/Status	gateway
Telnet	23	TCP	In from Network Manager	Log retrieval and advanced commands	gateway

# How to Install Cisco Unified Videoconferencing Manager

During the Cisco Unified Videoconferencing Manager installation procedure you install Resource Manager and Network Manager components. You install the Desktop component of Cisco Unified Videoconferencing Manager separately.

- [Installing Cisco Unified Videoconferencing Manager, page 1-4](#)
- [Installing Cisco Unified Videoconferencing Desktop, page 1-5](#)

## Installing Cisco Unified Videoconferencing Manager

### Procedure

- 
- Step 1** Click the Cisco\_Unified\_Videoconferencing\_Manager installer to start the installation wizard.
- Step 2** Click **Next** in the Introduction window.
- Step 3** Read and accept the license agreement in the License Agreement window, and then click **Next**.
- Step 4** Leave the default option in the Installation Type window, and then click **Next**.
- Step 5** Select a user provisioning option in the User Provisioning window. There are three available options:
- No integration with Directory Server
  - Directory Server
  - Directory Server with Single Sign On (SSO) enabled.

You must enable SSO to work with the Cisco Unified Videoconferencing Manager Resource Manager Outlook Client

- Step 6** Click **Next**.



### Note

Using SSO, a user who is logged into the organization domain and then tries to access the Cisco Unified Videoconferencing Manager Web login window, is authenticated (transparently) according to ADS domain account and password credentials when that user enters the Cisco Unified Videoconferencing Manager Web login window. As long as the user employs ADS, he/she will not be requested to enter a user name and password.

For more information about Microsoft Active Directory Server, see <http://support.microsoft.com/default.aspx?scid=kb;en-us;Q258063>.

If the URL contains dots (for example, “server.mycompany.com”), add the URL as a trusted site in your local Internet Explorer to enable SSO to work on your local machine.

- 
- Step 7** Select the directory in which you want to install the application in the Directory Selection window, and then click **Next**.
- Step 8** Enter the host name URL and Web server port number used by the application in the Server Information window.
- Make sure that the Web server port is not in use by another application, and then click **Next**.
- Step 9** Select a database in the Database Selection window. These are the options:

- Internal database
- MSDE/MS-SQL

**Step 10** If you select MSDE/MS-SQL, choose whether you want to create a new database or connect to an existing database in the Create or Connect window.

**Step 11** Click **Next**.

**Step 12** If you choose to create a new database, enter the server name, port, and administrator login ID and password in the Database Server Administration Information window.

**Step 13** Click **Next**.

**Step 14** Enter the database name, user login ID, and password in the Database Information window.

**Step 15** Click **Next**.

**Step 16** If you choose to connect to an existing database server, enter the server name, port, database name, user login ID and password in the Existing Database Server Information window. This information is needed to connect to an existing database.

**Step 17** Verify that the existing database is empty and click **Next**.

**Step 18** Enter mail server information in the Outgoing Mail Server Information window. To confirm that the email server is functioning, enter an email address. If the email server is functioning correctly, you receive a test email.



---

**Note** If SMTP server fields are left blank, email messages are not sent.

---

**Step 19** Create an administrator account for accessing the application in the Account Login Information window. With this account, you can access Cisco Unified Videoconferencing Manager.

**Step 20** Review the installation summary in the Pre-installation Summary window, and then click **Install** to proceed with the installation.



---

**Note** Do not interrupt the installation. After starting the Cisco Unified Videoconferencing Manager service allow several minutes for server initialization before logging in to the web-user interface.

---

## Installing Cisco Unified Videoconferencing Desktop

During the installation you perform a basic Desktop configuration by defining which servers Desktop uses. Follow recommendations in this section to configure Desktop correctly:

- For deployments of more than 100 users in which streaming or recording is heavily used or for deployments in which port 80 is used for streaming, Cisco recommends that you perform one of the following:
  - install the streaming and recording servers together on a server different from the Desktop server
  - install the streaming and recording servers separately on two servers different from the Desktop server
- The Streaming Server is always installed under C:\Program Files, even if other components of Cisco Unified Videoconferencing Desktop Server are installed at a different location.

- The default Desktop web server port is 80. If other applications are using port 80, the installer prompts you to choose another port.  
If you wish to use port 80 in such cases, access the Services panel on your computer and disable the IIS Administration, HTTP SSL and World Wide Web Publishing services. You can do this before installing the Desktop server software or when you receive the "ip address/ port is in use" error during installation.  
After disabling these services, installation completes normally and Desktop clients can connect to the Desktop server using port 80.
- If you wish to use the HTTPs protocol for security, configure the Desktop web server port to 443 after installation is complete.
- The Desktop serial key is required for the installation and operation of the Desktop and is not included in this package. For more information about obtaining the serial key, refer to the License Fulfillment Instructions for Cisco Unified Videoconferencing Manager at [http://www.cisco.com/en/US/products/ps7088/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps7088/prod_installation_guides_list.html).
- A recording serial key is required to activate the recording and playback functionality within this product. You can choose to install recording without a license key, in which case it is installed in evaluation mode. Only one recording is allowed at a time, and the recording duration is limited to five minutes.

**Note**


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Do not install the Desktop Client on the Cisco Unified Videoconferencing Desktop Server.

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**Procedure**

- 
- Step 1** Insert the product CD-ROM.
  - Step 2** Click **Install Cisco Unified Videoconferencing Desktop Server** in the CD menu  
-or-  
Double-click the setup.exe file in the Windows folder on the product CD-ROM to launch the installer.
  - Step 3** Select the installation language in the Choose Setup Language window, and then click **OK**.
  - Step 4** Click **Next** in the Welcome window.
  - Step 5** Read the agreement in the License Agreement window, click **I accept the terms in the license agreement**, and then click **Next**.
  - Step 6** Enter information for software registration in the Customer Information window, select the user access option for Desktop, and then click **Next**.
  - Step 7** Enter the Desktop key number in the Cisco Unified Videoconferencing Desktop Desktop Serial Key window, and click **Next**.
  - Step 8** Define which Desktop components to install on this server and specify the installation location in the Custom Setup window, and then click **Next**.

**Note**


---

The default directory for Cisco Unified Videoconferencing Streaming Server installation is C:\Program Files\Darwin Streaming Server.  
For a single server installation, install both components.

---

- Step 9** Configure the Desktop Network Interface and Desktop web server port in the Cisco Unified Videoconferencing Desktop Network Configuration window, and click **Next**.

**Step 10** Configure server settings in the Configure Servers window:

- a. Enter the IP address of your gatekeeper in the Gatekeeper IP address field.
- b. Enter the NIC IP address of the server in the IP address field under Use Cisco Unified Videoconferencing Manager for moderation.

Alternatively, click **Do not enable moderation** to work without a meeting control server in a multiple Cisco Unified Videoconferencing 3545 MCU deployment. If you use Cisco Unified Videoconferencing Manager as your meeting control server, enter the Cisco Unified Videoconferencing Manager IP address in the IP address of Cisco IOS H.323 Gatekeeper field so that Desktop uses the Cisco Unified Videoconferencing Manager internal gatekeeper.



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**Note** You must use the specific IP addresses, not loopback addresses.

---

**Step 11** Select a server to manage streaming in the Configure Streaming window:

- a. When your deployment includes multiple Desktop servers, you must define which one of your Desktop servers is enabled for streaming.

Select **This Cisco Unified Videoconferencing Desktop will be used to manage streaming services** to define the Desktop server that you are currently configuring as the Desktop server that is enabled for streaming.



---

**Note** Cisco recommends that you select only one Desktop server to be a streaming server.

---

If you install the Cisco Unified Videoconferencing Streaming Server on a separate server, enter the IP address of that server in the Darwin Streaming Server IP address field.

- b. When your deployment includes multiple Desktop servers, and you do *not* want to define the Desktop server that you are currently configuring as the Desktop server that is enabled for streaming, select **Use an alternative Cisco Unified Videoconferencing Desktop to manage streaming services**.

Enter the Fully Qualified Domain Name (FQDN) of the Desktop server that *is* enabled for streaming in the Server URL field.

- c. Click **Disable streaming for this Cisco Unified Videoconferencing Desktop** to disable streaming for the Desktop server that you are currently configuring.

**Step 12** Specify the hostname of the server that clients should use to connect to the Desktop in the Cisco Unified Videoconferencing Desktop Hostname Configuration window.



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**Note** Make sure that you specify the hostname that clients can resolve.

---

**Step 13** Click **Install** in the Ready to Install the Program window.

**Step 14** Click **Finish**.

**Step 15** After installation is completed, verify that the Desktop server is operational:

- a. Access the Desktop Server Administration interface by connecting to the following URL:  
http://<SERVERFQDN:PORT>/cuvm/admin
- b. Log in using the default user name (admin) and password (admin).
- c. Open the Status tab of the Desktop Server Administration interface, and verify that all four types of servers are connected.

The light next to each link indicates whether or not the connection to the target server or registration with the Gatekeeper is successful. When the light is red, a tooltip containing error details is available. Click the red light to view further error information.

**Step 16** Remove the product CD-ROM.

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## How to Perform Post-installation Procedures

- [Confirming Installation, page 1-8](#)
- [Verifying the Cisco Unified Videoconferencing Manager Services Are Installed, page 1-8](#)
- [Logging in for the First Time, page 1-9](#)
- [Obtaining a License, page 1-9](#)
- [Changing Server Name and Web Port, page 1-9](#)

## Confirming Installation

### Procedure

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- Step 1** Wait two to three minutes for server initialization.
- Step 2** Go to <http://host-URL:port-number>.
- Step 3** Verify that the Resource Manager login window appears.
- Step 4** Verify that you can log in to the web interface using the administrator account specified in the installation process.
- 

## Verifying the Cisco Unified Videoconferencing Manager Services Are Installed

Cisco Unified Videoconferencing Manager is installed as a Windows Service on your server.



**Tip** Cisco Unified Videoconferencing Manager automatically starts when you start the server.

---

### Procedure

---

- Step 1** Navigate to **Start > Settings > Control Panel > Administrative Tools > Services** and find the list of Cisco Unified Videoconferencing Manager related services.
- Step 2** Verify that the following services are installed:
- Cisco Unified Videoconferencing Manager—The service that Resource Manager and Network Manager run on. This is started automatically.
  - Cisco SipServer—The service for the SIP User agent included with Resource Manager for SIP call control. This is started automatically.

You can turn off this service in H.323-only deployments. Access the `vcs-core.properties` file located by default under

`C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss\bin`

and make the following change:

```
vnex.vcms.core.sip.serverAddress=
```

- Cisco Unified MeetingPlace H.323 Gatekeeper - The service that the internal gatekeeper runs on. This is started automatically.

## Logging in for the First Time

### Procedure

- 
- Step 1** Access either the Resource Manager or the Network Manager login window from the Start menu of the local server.
- Step 2** Log in to Resource Manager for the first time.  
The User Provisioning window opens.
- Step 3** (Optional) Enable directory integration to synchronize user records from a Directory Server.
- 

### Related Topics

For further information, see the Configuration Guide for Cisco Unified Videoconferencing Manager at [http://www.cisco.com/en/US/products/ps7088/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps7088/products_installation_and_configuration_guides_list.html).

## Obtaining a License

At the end of the installation process, a temporary license is automatically installed. This license is valid for 30 days. To obtain an Cisco Unified Videoconferencing Manager license, perform a procedure described in the License Fulfillment Instructions for Cisco Unified Videoconferencing Manager at [http://www.cisco.com/en/US/products/ps7088/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps7088/prod_installation_guides_list.html).

## Changing Server Name and Web Port

### Procedure

- 
- Step 1** After installation, navigate to  
`\JBOSS_DIR\server\default\deploy\jbossweb-tomcat55.sar\server.xml`  
and modify the entry in bold in the example:

```
<Connector port="80" address="{jboss.bind.address}"  
    maxThreads="250" strategy="ms"  
    maxHttpHeaderSize="8192"
```

```
emptySessionPath="true"
enableLookups="false" redirectPort="8443"
    acceptCount="100"
connectionTimeout="20000"
    disableUploadTimeout="true" />
```

**Step 2** Navigate to the \JBOSS\_DIR\bin\wcs-config.xml file and modify the following entry:

```
<host-url>http://server_URL:port_number</host-url>
```

JBOSS\_DIR is the default JBOSS home directory path.

The default path is C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss.

---

## Updating the Cisco Unified Videoconferencing Desktop License

You need to update the Cisco Unified Videoconferencing Desktop Server license in these cases:

- If you upgrade the Cisco Unified Videoconferencing Desktop Server by adding the recording feature or increasing the number of simultaneous recordings which requires a new or updated recording serial key
- If you upgrade Cisco Unified Videoconferencing Solution by adding Cisco Unified Videoconferencing 3500 MCUs and required additional ports on the Cisco Unified Videoconferencing Desktop Server

### Before You Begin

Obtain a Desktop license key and an optional recording serial key.

### Procedure

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- Step 1** Click **Start > Settings > Control Panel**.
  - Step 2** Double-click **Add or Remove Programs**.
  - Step 3** From the list of programs, choose **Desktop**, and then **Change**.  
The Setup Wizard opens.
  - Step 4** In the Welcome screen click **Next**.
  - Step 5** In the Program Maintenance screen, choose **Modify**, and click **Next**.
  - Step 6** In the Custom Setup screen, click **Next**.
  - Step 7** In the Desktop Serial Key window, enter updated keys, and then click **Next**.
  - Step 8** Follow on-screen instructions to complete installation configuration.
-

# Uninstalling Cisco Unified Videoconferencing Manager

## Procedure

- 
- Step 1** Select **Start > Programs > Cisco > Cisco Unified Videoconferencing Manager > Uninstall Cisco Unified Videoconferencing Manager**
- or–
- Step 2** Select **Control Panel > Add/Remove Programs > Cisco Unified Videoconferencing Manager > Uninstall Program.**
-





## CHAPTER 2

# Backing up and Restoring Cisco Unified Videoconferencing Manager Data

---

You can restore the Cisco Unified Videoconferencing Manager database and configuration files from a backup copy. You should back up your database and configuration files on a regular basis.

You can only backup and restore database and configuration files within the same Cisco Unified Videoconferencing Manager release number. Do not attempt to back up the database and configuration files from an old Cisco Unified Videoconferencing Manager version and restore these files to a newer version.

There are many reasons for performing system backups on a regular basis, such as:

- Hardware failure
- Software failure
- Data corruption
- User mistakes
- Preparation for a software upgrade

To restore Cisco Unified Videoconferencing Manager data, stop the Cisco Unified Videoconferencing Manager service before restoring the database, configuration files, branding and sound files. Restart the Cisco Unified Videoconferencing Manager service after restoration is complete.

- [How to Back up Cisco Unified Videoconferencing Manager Data, page 2-1](#)
- [How to Restore Cisco Unified Videoconferencing Manager Data, page 2-4](#)

## How to Back up Cisco Unified Videoconferencing Manager Data

- [Backing Up the Internal Database, page 2-2](#)
- [Backing Up an MSSQL 2005/2000/MSDE Database, page 2-2](#)
- [Where to Locate your Backup Configuration Files, page 2-2](#)
- [Backing Up Branding and Sound Files, page 2-4](#)
- [Backing Up the License, page 2-4](#)

## Backing Up the Internal Database

### Procedure

---

- Step 1** Open a DOS window and go to the MySQL bin directory located by default at one of the following locations:
- C:\Program Files\MySQL\mysql-4.0.21-win\bin, or  
C:\MySQL\mysql-4.0.21-win\bin
- Step 2** Run the following DOS command to export the contents of the internal database to a file called mydump:
- ```
mysqldump -u root --all-databases --add-drop-table --single-transaction > mydump
```
- Step 3** Save the mydump file to a safe location.
- 

## Backing Up an MSSQL 2005/2000/MSDE Database

This section is only relevant if your Cisco Unified Videoconferencing Manager installation uses an external MSSQL database. For demonstration purposes, we assume the installed Cisco Unified Videoconferencing Manager database name is “temp\_db” and that the database owner is “temp\_user”.

You can modify the database name and owner name during the installation process.

### Procedure

---

- Step 1** Use Microsoft SQL Server Enterprise Manager or Microsoft SQL Server Enterprise Manager Management Studio to access temp\_db.
- The MSDE database does not include a management console by default. You need to use an external management console to connect to a MSDE database.
- Step 2** Right-click **temp\_db** and select **All Tasks > Backup Database**, or **Task > Backup** to create a database backup file.
- Assume the name of the backup file is “temp\_db.bak”.
- Step 3** Save temp\_db.bak to a safe location.
- 

## Where to Locate your Backup Configuration Files

- [Database Connectivity Property File, page 2-3](#)
- [Configuration Files, page 2-3](#)
- [LDAP Configuration Files, page 2-3](#)
- [Network Manager Configuration Files, page 2-3](#)
- [OCS 2007 Connector Files, page 2-4](#)

## Database Connectivity Property File

For Cisco Unified Videoconferencing Manager version 5.5 or later—Place the following files under `JBOSS_HOME\server\default\deploy`

For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Place the following files under `JBOSS_HOME\server\all\deploy`

- `mssql-ds.xml` (when working with Microsoft SQL server)
- `mysql-ds.xml` (when working with the internal database server)

where `JBOSS_HOME` is the home directory of the JBOSS application server used in Cisco Unified Videoconferencing Manager.

By default, `JBOSS_HOME` is `C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM\jboss`.

**Note**

---

This is the default `JBOSS_HOME` directory for Cisco Unified Videoconferencing Manager version 5.1. For older versions, the `JBOSS_HOME` directory may be different.

---

## Configuration Files

Place the following files under the directory `JBOSS_HOME\bin`:

- `vcs-cdr-config.xml`
- `vcs-config.xml`
- `vcs-core.properties`
- `vnex.properties`

## LDAP Configuration Files

Place the following files under the directory `JBOSS_HOME\bin\configFiles`:

- All files (if any) under this directory.

## Network Manager Configuration Files

For Cisco Unified Videoconferencing Manager version 5.5 or later—Place the following under `JBOSS_HOME\server\default\deploy\vcs.ear\CUCMNM.war\WEB-INF\classes`

For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Place the following under `JBOSS_HOME\server\all\deploy\vcs.ear\CUCMNM.war\WEB-INF\classes`

- `adminconfig` folder
- `config` folder

## OCS 2007 Connector Files

Cisco Unified Videoconferencing Manager version 5.6 or later supports OCS 2007. Back up the following files:

- ICM\_HOME\jboss\server\default\deploy\vcs.ear\ocs.war\jsp\oc\tab.xml
- ICM\_HOME\sipserver\conf\SIPConfig.xml

where ICM\_HOME is the Cisco Unified Videoconferencing Manager installation directory.

By default, ICM\_HOME is C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM

## Backing Up Branding and Sound Files

For Cisco Unified Videoconferencing Manager version 5.5 or later—Back up all files (if any) located under JBOSS\_HOME\server\default\deploy\branding.war\image.

For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Back up all files (if any) located under JBOSS\_HOME\server\all\deploy\branding.war\image.

## Backing Up the License

### Procedure

- 
- Step 1** Go to **Start > Run** and enter **regedit** to open the Windows registry.
- Step 2** For Cisco Unified Videoconferencing Manager version 5.5 or later—Back up the license key under:  
 \HKEY\_LOCAL\_MACHINE\SOFTWARE\CISCO > RESOURCE MANAGER\4.0
- Step 3** For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Back up the license and serial number under:  
 \HKEY\_LOCAL\_MACHINE\SOFTWARE\CISCO > RESOURCE MANAGER > license  
 \HKEY\_LOCAL\_MACHINE\SOFTWARE\CISCO > RESOURCE MANAGER > serial
- 

# How to Restore Cisco Unified Videoconferencing Manager Data

- [Restoring Configurations, page 2-5](#)
- [Restoring the Internal Database, page 2-5](#)
- [Restoring an MSSQL 2005/2000/MSDE Database, page 2-6](#)
- [How to Restore Configuration Files, page 2-7](#)
- [Restoring Branding and Sound Files, page 2-7](#)
- [Restoring the License, page 2-8](#)

## Restoring Configurations

### Procedure

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- Step 1** Stop the Cisco Unified Videoconferencing Manager service:
- Go to **Control Panel > Administrative Tools > Services**.
  - Locate the service named “Cisco Unified Videoconferencing Manager” and stop it.
- Step 2** Restore the database.
- Step 3** Restore the configuration files.
- Step 4** Restore the Branding and Sound Files.
- Step 5** Start the Cisco Unified Videoconferencing Manager service.
- Step 6** Restore the License Files.
- 

### Related Topics

- [Restoring the Internal Database, page 5](#)
- [Restoring Configurations, page 5](#)
- [Restoring Branding and Sound Files, page 7](#)
- [Restoring the License, page 8](#)

## Restoring the Internal Database

### Procedure

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- Step 1** Open a DOS window and go to the MySQL bin directory located by default at one of the following locations:
- ```
C:\Program Files\MySQL\mysql-4.0.21-win\bin
```
- or
- ```
C:\MySQL\mysql-4.0.21-win\bin
```
- Step 2** Copy the mydump file to the bin directory where mydump is the name of the database backup file.
- Step 3** In the DOS window, enter the “mysql -u root” command to access the MySQL database command line user interface.
- The command link prompt changes to mysql>.
- Step 4** Run the following command to restore the content that has been dumped into the backup file to the database:
- ```
mysql> source mydump
```
- Step 5** Run the following command to exit the MySQL command line window:
- ```
mysql > exit
```
-

## Restoring an MSSQL 2005/2000/MSDE Database

This section is only relevant if your Cisco Unified Videoconferencing Manager installation is using an external MSSQL database. For demonstration purposes, we assume the installed Cisco Unified Videoconferencing Manager database name is “temp\_db” and that the database owner is “temp\_user”.

You can modify the database name and its owner name during the installation process.

### Procedure

- 
- Step 1** Use Microsoft SQL Server Enterprise Manager or Microsoft SQL Server Enterprise Manager Management Studio to access temp\_db.
- MSDE database does not include a management console by default. You need to use an external management console to connect to a MSDE database.
- Step 2** If you are restoring temp\_db to the same database server, make sure that temp\_db exists. If "temp\_db does not exist, create a new database called temp\_db.
- Step 3** If you are restoring temp\_db to a new database server, delete the temp\_db database on that new database server if it exists, and create a new database called temp\_db.
- Step 4** Ensure no other applications are using temp\_db.
- Step 5** Right-click **temp\_db** and select **All Tasks > Restore Database**, or **Task > Restore > Database**.
- Step 6** Select **From device** on the General tab, and use the temp\_db.bak as the backup file.
- Step 7** Click **Options**.
- Step 8** Select either **Force restore over existing database** or **Overwrite the existing database**.
- Step 9** Click **OK**.
- Step 10** Select **temp\_db** and open the Query Analyzer window.
- Step 11** From the Query Analyzer, run
- ```
sp_helpuser 'temp_user'
where temp_user is the name of the database user.
```
- The database restore procedure has succeeded if the LoginName entry is the same as the UserName entry in the returned table, and if the DefDBName entry is temp\_db.
- Step 12** If the LoginName and DefDBName entries are null:
- Run
 

```
sp_addlogin 'temp_user', 'temp_user_password', 'temp_db', null, [SID value from the table returned at 11]
where
```

“temp\_user” is the name of the database user

“temp\_db” is the name of the database

“temp\_user\_password” is the database user password. Its value should be the same as the “temp\_user” password from the old backup database.

You can create a new password if you wish. Update the new password in the mssql-ds.xml file in clear text, as shown below. The old password is stored in encrypted format.

```
<connection-url>jdbc:microsoft:sqlserver://IP_address:1433;databasename=temp_db;  
SendStringParametersAsUnicode=false</connection-url>  
<driver-class>com.microsoft.jdbc.sqlserver.SQLServerDriver</driver-class>  
<user-name>temp_user</user-name>  
<password>temp_user_password</password>
```

**b. Run**

```
sp_helpuser 'temp_user'
```

and verify that the LoginName entry is the same as the UserName entry in the returned table, and that the DefDBName entry is temp\_db.

---

## How to Restore Configuration Files

Copy the configuration files listed in the [“Where to Locate your Backup Configuration Files”](#) section on [page 2-2](#) back to their appropriate directory.

- [Restoring to a Different Server, page 2-7](#)
- [Restoring OCS 2007 Connector Files, page 2-7](#)

### Restoring to a Different Server

When restoring backup configuration files to a different server, verify that the server name in the `<host-url>` tag of the `vcs-config.xml` file is consistent with the current server name. For example:

```
<host-url>http://new-server-name:8080</host-url>
```

### Restoring OCS 2007 Connector Files

When restoring the following files:

- `ICM_HOME\jboss\server\default\deploy\vcs.ear\ocs.war\jsp\oc\tab.xml`
- `ICM_HOME\sipserver\conf\SIPConfig.xml`

where `ICM_HOME` is the Cisco Unified Videoconferencing Manager installation directory, remove the following file if it exists:

- `ICM_HOME\sipserver\conf\UpdatedSIPConfig.xml`

By default, `ICM_HOME` is `C:\Program Files\Cisco\Unified Videoconferencing Manager\CUVCMRM`

## Restoring Branding and Sound Files

Copy the configuration files listed in the [“Backing Up Branding and Sound Files”](#) section on [page 2-4](#) back to their appropriate directory.

## Restoring the License

### Procedure

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- Step 1** Go to **Start > All Programs > Cisco Unified Videoconferencing Manager > Update License**.
- Step 2** For Cisco Unified Videoconferencing Manager version 5.5 or later—Enter the backup license key in the Enter License field.
- Step 3** For Cisco Unified Videoconferencing Manager version 5.1 or earlier—Enter the backup license key and serial number in the New license key and New serial number fields.
-