



Cisco Unified Videoconferencing Manager Installation Guide

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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

Customer Order Number:
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Preface

Purpose

This guide describes the basic procedures for installing Cisco Unified Videoconferencing Manager.

Audience

This guide is intended for users who require instructions about how to install Cisco Unified Videoconferencing Manager.

Organization

This guide is organized as follows:

Chapter	Description
Chapter 1, “Introducing Cisco Unified Videoconferencing Manager”	Provides a general introduction to Cisco Unified Videoconferencing Manager.
Chapter 2, “Cisco Unified Videoconferencing Manager Installation”	Provides installation instructions and other information to assist you in installing Cisco Unified Videoconferencing Manager.

Document Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.

Convention	Description
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <i>screen font</i> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: <http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL: <http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

**Tip**

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:
<http://www.cisco.com/offer/subscribe>
- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:
<http://www.cisco.com/go/guide>
- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- Cisco Press publishes a wide range of general networking, training, and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:
<http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>



CHAPTER 1

Introducing Cisco Unified Videoconferencing Manager

Overview

Cisco Unified Videoconferencing Manager is a single-installation product that contains the following components

- **Resource Manager**—The Resource Manager component of Cisco Unified Videoconferencing Manager is a simple-to-use, web-based application for managing and monitoring visual communication in multi-site organization deployments. The Resource Manager component provides scheduling, monitoring and management of Cisco Unified Videoconferencing Manager capacity, resources, and network devices for video and audio meetings.
- **Network Manager**—The Network Manager component of Cisco Unified Videoconferencing Manager provides a central management interface, enabling network administrators to easily and intuitively control, configure, and maintain Cisco-based collaborative communications networks. Backed by the Cisco track record for industry-leading innovation, Network Manager is the ideal choice to help you get the most out of your rich media network solutions.
- **Internal Gatekeeper**—The Internal Gatekeeper component of Cisco Unified Videoconferencing Manager is a simple-to-use, ITU-T H.323 version 4-compliant gatekeeper application that is essential for the management of IP telephony and multimedia communication networks. Designed with the network manager in mind, the Internal Gatekeeper provides complete functionality for defining and controlling voice and video traffic management over IP networks. Network managers can configure, monitor and manage the activities of registered network users. Managers can set policies and control network resources such as bandwidth usage to ensure optimal implementation.



CHAPTER 2

Cisco Unified Videoconferencing Manager Installation

This section describes the procedure for installing Cisco Unified Videoconferencing Manager.

Topics in this section include:

- [About the Cisco Unified Videoconferencing Manager Installation, page 2-1](#)
- [How to Install Cisco Unified Videoconferencing Manager, page 2-3](#)
- [Updating the Cisco MCS Operating System, page 2-6](#)
- [Uninstalling Cisco Unified Videoconferencing Manager, page 2-6](#)
- [Obtaining a License, page 2-6](#)

About the Cisco Unified Videoconferencing Manager Installation

The following information is important to consider before installing Cisco Unified Videoconferencing Manager.

Topics in this section include:

- [Supported External Database Types, page 2-1](#)
- [Using an LDAP Database, page 2-2](#)
- [Port Considerations, page 2-2](#)
- [System Requirements, page 2-3](#)

Supported External Database Types

You can configure Cisco Unified Videoconferencing Manager to use any of the following external database servers. You must install the external server before installing Cisco Unified Videoconferencing Manager.

- Microsoft SQL Server 2000 Standard Edition
- Microsoft SQL Server 2000 Enterprise Edition

**Note**

For an internal MySQL database, make sure to uninstall any previous MySQL versions. Do not install the MS SQL database on the same machine as Cisco Unified Videoconferencing Manager.

Login Information Requirements

Login information must comply with the following requirements

- Number of characters in database name is less than 32
- Number of characters in username is less than 16
- Number of characters in password is less than 12

Using an LDAP Database

If you select an LDAP database, a non-LDAP administrator account is created to ensure that if any issue arises with the LDAP server setup, the non-LDAP administrator retains access to Cisco Unified Videoconferencing Manager in order to be able to fix any problems that may arise.

Port Considerations

The term *port* refers to the Cisco Unified Videoconferencing Manager connection to an endpoint.

Examples of Port Usage

Different situations require different port usage, as shown in the following examples

- A meeting with five participating endpoints uses five ports.
- A call via a gateway to an MCU uses one port.
- A meeting spans multiple MCUs for bandwidth optimization, therefore an additional port is required on each MCU for cascading.
- A meeting spans two MCUs with three participating endpoints on the first MCU and four participants on the second MCU. Nine ports (7 endpoints + 2 MCUs) are required.

Port Assignment

The default installation port for Cisco Unified Videoconferencing Manager is port 8080. On certain platforms, certain applications such as the Internet Information Services Web Server (IIS), also use port 8080.

To avoid a port conflict, before installing Cisco Unified Videoconferencing Manager, disable the specific application that occupies port 8080 or install Cisco Unified Videoconferencing Manager on a port other than port 8080.

System Requirements

Hardware Requirements

To ensure a consistent operating environment for Cisco Unified applications, all new installations of Cisco Unified Videoconferencing Manager must be installed on a Cisco Media Convergence Server (MCS) 7825 Unified CallManager Appliance. This includes the following product IDs:

- MCS-7825-I1-RC1
- MCS-7825-H1-RC1

The Cisco MCS is a Microsoft Windows software-based server. It is not shipped with an installed operating system. A Cisco Systems version of Microsoft Windows 2000 Server is provided on a CD-ROM and shipped with the Cisco Unified Videoconferencing Manager software application that will run on the Cisco MCS hardware.

Related Topics

- [Installing the Cisco MCS Operating System, page 2-3](#)
- [Updating the Cisco MCS Operating System, page 2-6](#)

Browser Requirements

- Internet Browser—IE version 6.0 is required for efficient operation.
- Port Usage

How to Install Cisco Unified Videoconferencing Manager

This section describes how to install Cisco Unified Videoconferencing Manager.

Topics in this section include:

- [Installing the Cisco MCS Operating System, page 2-3](#)
- [Installing Cisco Unified Videoconferencing Manager, page 2-4](#)
- [Checking Installation, page 2-5](#)

Installing the Cisco MCS Operating System

Before you install the Cisco Unified Videoconferencing Manager software on the Cisco MCS, install the MCS operating system. Follow the procedure in *Installing the Operating System on the Cisco IP Telephony Applications Server* (version 2000.2.4 or later), which is included with the operating system software. Although the document refers to Cisco Unified CallManager and other applications, it also applies to Cisco Unified integration applications.

You will need the following product key during the installation: BTOO VQES CCJU IEBI.



Caution

Do not install the Cisco MCS operating system on any hardware other than a Cisco MCS.

If your network operates reliably at 100 MBps, set the Cisco MCS Ethernet Interface for 100 MB Full Duplex. Otherwise, set the interface for Autonegotiate.

Related Topics

- [About the Cisco Unified Videoconferencing Manager Installation, page 2-1](#)
- [Updating the Cisco MCS Operating System, page 2-6](#)

Installing Cisco Unified Videoconferencing Manager

This section describes the steps involved in the basic, initial installation of Cisco Unified Videoconferencing Manager.

Before You Begin

Make sure that you have installed the Cisco MCS operating system on the Cisco MCS. For more information, see the [“Installing the Cisco MCS Operating System”](#) section on page 2-3.

Procedure

-
- Step 1** Double-click the *Cisco_Unified_Videoconferencing_Manager_5_0_x_x_x.exe* file to start the installation wizard.



Note Read and follow the instructions on each installation wizard window.

- Step 2** In the Introduction window, click **Next**.
- Step 3** In the License Agreement window, select **I accept the terms of the License Agreement**, and then click **Next**.
- Step 4** In the Directory Selection window, select the directory in which you want to install Cisco Unified Videoconferencing Manager, and then click **Next**.
- Step 5** In the host name field, type the name of the Cisco Unified Videoconferencing Manager host.



Note This name is used as the host name in all Cisco Unified Videoconferencing Manager URLs.

- Step 6** Enter a port number for use by the application, and then click **Next**.



Note The default port value is 8080.

The installer checks for port conflicts.

- Step 7** If a port conflict is found, enter a different port number or free the Cisco Unified Videoconferencing Manager port setting, and then click **Next**.
- Step 8** In the Outgoing Mail Server Information window, enter mail server information including security credentials, if necessary. Any SMTP-compatible mail server may be used, including Microsoft Exchange Server.
- Step 9** To perform e-mail authentication, enter the address of an existing e-mail account, and click **Next**.
The installer confirms connection before continuing.



Note If SMTP server fields are left empty, Cisco Unified Videoconferencing Manager is not able to send e-mail notification of account creation.

Step 10 Click **Next**.

Step 11 In the Account Login Information window, to create an administrator account for login to Cisco Unified Videoconferencing Manager, enter a login ID, password, and e-mail address, and then click **Next**.

Step 12 In the Single Sign-on Setting window, click **Enable Single Sign-on**, if required.

The Single Sign-On (SSO) feature simplifies access to the Cisco Unified Videoconferencing Manager scheduling web-interface when Cisco Unified Videoconferencing Manager is configured with an ADS server.

Using SSO, users logged in to the organization domain are authenticated transparently via their ADS domain account and password credentials when they access Cisco Unified Videoconferencing Manager web pages. Such users will not be asked for a user name or password as long as they are working with ADS.



Note To enable SSO, the Cisco Unified Videoconferencing Manager machine should reside in the local intranet and the machine address should not contain periods. For example, <http://webserver>. For more detailed information, see <http://support.microsoft.com/default.aspx?scid=kb:en-us:Q258063>.

Step 13 Click **Next**.

Step 14 In the Pre-Installation Summary window, review the summary information.

Step 15 Make sure free disk space is adequate.

Step 16 Click **Install**.

The installer confirms the environment and prepares to copy files. If the database is successfully installed, an Installation Complete window appears.

Step 17 Click **Done** to exit the installer.

The login window appears.



Note When you install Cisco Unified Videoconferencing Manager for the first time, after initial login, the User Provisioning window appears in which you select a database for the system.

Checking Installation

To confirm successful installation, go to <http://<Cisco-host>:8080/cuvcm>. If you have modified the Cisco Unified Videoconferencing Manager web server port default setting, add the string :<new port number> after <Cisco Unified Videoconferencing Manager-host> in the URL. For example, <http://<Cisco-host>:80/cuvcm>. After system initialization, the Cisco Unified Videoconferencing Manager login window appears.

Updating the Cisco MCS Operating System

You must update the Cisco operating system only with upgrades and patches issued by Cisco.



Caution

Do not install operating system upgrades or patches on the Cisco MCS that were taken directly from Microsoft.

Uninstalling Cisco Unified Videoconferencing Manager

To uninstall Cisco Unified Videoconferencing Manager, from the system Start menu, in the Cisco Unified Videoconferencing Manager program file group, click **Uninstall** Cisco Unified Videoconferencing Manager or in the Control Panel, in Add/Remove Programs, select the Cisco Unified Videoconferencing Manager program, and then select **Uninstall Program**.



Note

If you select the internal MySQL during installation, the MySQL database is uninstalled when you uninstall Cisco Unified Videoconferencing Manager.

Obtaining a License

At the end of the installation process, a temporary license is automatically installed. This license provides 30 ports and is valid for 30 days.

Topics in this section include:

- [Obtaining a Permanent License, page 2-6](#)
- [Updating the Cisco Unified Videoconferencing Manager License, page 2-7](#)

Obtaining a Permanent License

Procedure

-
- Step 1** In the Cisco Unified Videoconferencing Manager toolbar, click the **Help About** icon.
- Step 2** In the Help About window, click the link **Click here to purchase licenses**.
The Permanent License Registration Site page opens.
- Step 3** Follow the instructions in the How to receive your permanent license section.
Upon completion, your license is sent to you by e-mail.
- Step 4** On the server where Cisco Unified Videoconferencing Manager is installed, save the license. Upon completion of the Cisco Unified Videoconferencing Manager installation, the Update License option appears in the Cisco Unified Videoconferencing Manager program group.

**Caution**

The name of the license file is *vcs-license.txt*. It is a fingerprint-protected file. If edited, the license file is considered to be tampered with and does not function.

Updating the Cisco Unified Videoconferencing Manager License

You can update the standard license with the License Manager.

Procedure

- Step 1** To start the License Manager installer, select **Start > Programs > Cisco Video Administration for Cisco Unified MeetingPlace > Update License**.
- Step 2** In the License Manager, select the options per your requirements:
- Branding
 - License key
 - Configure administrator user name, password and e-mail settings
- Step 3** Click **Done**.
- The installer closes and Cisco Unified Videoconferencing Manager operates using the updated license files.
-

