Contents

Introduction ......................................................................................................................... 3
Prerequisites .......................................................................................................................... 3
Network properties .............................................................................................................. 3
TelePresence Conductor peer properties .................................................................................. 3

Creating an initial cluster peer .......................................................................................... 4

Adding a peer to a cluster .................................................................................................. 5

Step 1: Configuring the cluster to accept the new peer .......................................................... 5
Step 2: Configuring the new peer to join the cluster .............................................................. 5
Step 3: Configuring the VCS to use the new cluster peer ....................................................... 5

Removing a peer from an existing cluster ........................................................................... 7

Step 1: Removing the cluster peer from the VCS ................................................................. 7
Step 2: On the peer to be removed from the cluster .............................................................. 7
Step 3: On the other peers in the cluster .............................................................................. 7

Appendix 1: Upgrading a cluster of TelePresence Conductors from XC1.1 to XC1.2 .... 8

Step 1: Reconfiguring the policy server link on the VCS ........................................................ 8
Step 2: Removing the peers from the cluster ........................................................................ 8
Step 3: Upgrading the peers that have been removed from the cluster ................................. 8
Step 4: Clustering the upgraded peer(s) ............................................................................... 8
Step 5: Configuring the VCS(s) to point at the upgraded TelePresence Conductor peer(s) ...... 9
Step 6: Upgrading the remaining cluster peer ...................................................................... 9
Step 7: Adding the remaining cluster peer back into the cluster ......................................... 9

Appendix 2: Clustered TelePresence Conductors and TMS ...........................................10

Maintenance routine ...........................................................................................................11

System backup ....................................................................................................................11
Introduction

Clusters of Cisco TelePresence Conductors are used to provide redundancy in the rare case of the failure of a TelePresence Conductor (for example, due to a network or power outage). Each TelePresence Conductor is a peer of the other TelePresence Conductors in the cluster. Configuration and conference status data is shared between all peers in the cluster. When the Cisco Video Communication Server (VCS) detects a TelePresence Conductor has failed the VCS automatically contacts a different TelePresence Conductor, which responds exactly as the failed one would. From an end users perspective this process is transparent and offers virtually no interruption in service.

This document will provide details on how to successfully:

- Create an initial cluster peer.
- Add a peer to the cluster.
- Remove a peer from the cluster.

Prerequisites

Network properties

- The resiliency that clustering introduces relies on the rapid sharing of information across cluster peers. As a result it is recommended that all the cluster peers communicate across a low latency connection.

- All cluster peers must be reachable using HTTPS from the VCSs they are going to receive conferencing requests from. MCUs in use by TelePresence Conductor must be reachable over HTTPS and/or HTTP on a per MCU basis.

- The following ports must be open between the TelePresence Conductor peers:

<table>
<thead>
<tr>
<th>Service</th>
<th>Port</th>
<th>Protocol</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPSEC key exchange</td>
<td>500</td>
<td>UDP</td>
</tr>
<tr>
<td>EPMD</td>
<td>4369</td>
<td>UDP</td>
</tr>
<tr>
<td>Cluster replication</td>
<td>4371-4380</td>
<td>UDP &amp; TCP</td>
</tr>
</tbody>
</table>

TelePresence Conductor peer properties

All cluster peers must be configured to use either the same NTP servers (System > NTP) or NTP servers which are very closely synchronized to provide conferencing services.
Creating an initial cluster peer

Note: For details on installing a TelePresence Conductor onto a network see Cisco TelePresence Conductor Getting Started Guide (D14829). This guide takes you through basic network configuration so your TelePresence Conductor can be contacted over the network.

1. Decide which peer is to be the initial peer. The configuration of this peer will be shared with all other peers as they are added to the cluster.

2. Check that no other TelePresence Conductor (anywhere) has this TelePresence Conductor’s IP address in their clustering peers list.

3. Log into this peer as an administrator.

4. On the web interface of this TelePresence Conductor review the configuration to ensure that the TelePresence Conductor has:
   - a valid and working NTP server configured (System > Time; in the Status section the State should be Synchronised).
   - at least one valid DNS server configured System > DNS.
   - the correct Domain name and System host name configured.

   Note: <System host name>.<domain name> = FQDN of this TelePresence Conductor.

   - no peers configured (VCS Configuration > Clustering – all Peer x IP address fields on this page should be blank. If not, delete any entries and click Save)
   - no Cluster pre-shared key configured (VCS Configuration > Clustering)

5. On this peer, navigate to the Clustering page (System > Clustering)

6. Enter the following values in the relevant fields:

<table>
<thead>
<tr>
<th>Field</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cluster pre-shared key</td>
<td>Enter a password (this will be the same for all peers)</td>
</tr>
<tr>
<td>Peer 1 IP address</td>
<td>Enter the IP address of this TelePresence Conductor peer (the initial peer in the cluster)</td>
</tr>
</tbody>
</table>

Note: Do not enter the IP addresses of any peers other than the initial cluster peer at this stage. Entering the initial peer IP address as the initial peer moves into cluster mode indicates to the cluster that, whilst clustering this peer is the peer from which configuration should be replicated. Failure to do so can result in the wrong information being replicated.

7. Save this configuration.

8. Restart this peer (Maintenance > Restart, then click Restart system).
Adding a peer to a cluster

Step 1: Configuring the cluster to accept the new peer

On each existing cluster peer (i.e. the initial peer and any other peer that has already been added to the cluster):

1. Log in to each peer as a user with administrator privileges and navigate to the Clustering page (System > Clustering).
2. In the next empty Peer IP address field, enter the new peer's IP address.
3. Save this configuration.

Step 2: Configuring the new peer to join the cluster

Note: For details on installing a TelePresence Conductor onto a network see Cisco TelePresence Conductor Getting Started Guide (D14829). This guide takes you through basic network configuration so your TelePresence Conductor can be contacted over the network.

1. On the web interface of this TelePresence Conductor review the configuration to ensure that the TelePresence Conductor has:
   - a valid and working NTP server configured (System > Time; in the Status section the State should be Synchronised).
   - at least one valid DNS server configured System > DNS.
   - the correct Domain name and System host name configured.
     
     Note: <System host name>.<domain name> = FQDN of this TelePresence Conductor.
   - no peers configured (VCS Configuration > Clustering – all Peer x IP address fields on this page should be blank. If not, delete any entries and click Save)
   - no Cluster pre-shared key configured (VCS Configuration > Clustering)
2. On the new peer, go to the Clustering page (System > Clustering).
3. In the Cluster pre-shared key field, enter the same password as used for the initial peer.
4. In the Peer 1 IP address field, enter the initial peer's IP address.
5. In the remaining Peer IP address fields, enter the IP addresses of all peers in the cluster, including the new peer.
6. Save this configuration.
7. Restart this peer (Maintenance > Restart, then click Restart system).
8. Log in to the new peer.

Step 3: Configuring the VCS to use the new cluster peer

For every VCS that communicates with the TelePresence Conductor cluster directly:

1. Log into the VCS (or if the VCS is clustered the master VCS in the cluster) as a user with administrator privileges.
2. Navigate to the Policy services page (VCS configuration > Dial plan > Policy services)
3. Click on the policy service for the TelePresence Conductor.
4. In the uppermost blank Server address field enter the address of the TelePresence Conductor peer you have added to the cluster.
5. Click **Save**.
Removing a peer from an existing cluster

**Step 1: Removing the cluster peer from the VCS**

1. Log into the VCS (or if the VCS is clustered, into the master VCS in the cluster) as a user with administrator privileges.
2. Navigate to the Policy services page (VCS configuration > Dial plan > Policy services).
3. Click on the policy service for the TelePresence Conductor.
4. Remove the address of the peer to be removed from the list of policy servers.
5. Click **Save**.

**Step 2: On the peer to be removed from the cluster**

Before removing a live peer from a cluster, you must place the peer in standalone mode so that it no longer communicates with other peers in the cluster. If the peer is out of service and can no longer be accessed, you do not need to place it in standalone mode. However, you must still follow the instructions to remove it from the cluster in the next section: **On the other peers in the cluster**.

To do this:

1. Log in to the peer to be removed from the cluster as a user with administrator privileges.
2. On the peer to be removed, go to the Clustering page (System > Clustering).
3. Delete the **Cluster pre-shared key**.
4. Delete all entries from the **Peer IP address** fields.
5. **Save** this configuration.
6. Restart the peer (Maintenance > Restart, then click **Restart system**).
7. Delete all entries from the MCU pool (Conference configuration > MCUs > MCU pools > All MCUs).
8. Update the policy service on the VCS so that it does not include the removed peer. **System > Clustering**

**Step 3: On the other peers in the cluster**

After the peer to be removed has been placed in standalone mode (or if the peer is out of service and cannot be contacted), you must update all other peers in the cluster so they no longer consider the removed peer to be part of their cluster.

To do this, on each remaining peer in the cluster:

1. Go to the Clustering page (System > Clustering).
2. Delete the **Peer IP address** of the peer that has been removed from the cluster.
3. **Save** this configuration.
4. Repeat these steps for each remaining peer.
Appendix 1: Upgrading a cluster of TelePresence Conductors from XC1.1 to XC1.2

The process described here is essentially disbanding, upgrading and then reclustering a cluster of TelePresence Conductors. The basic process described intends to minimize downtime by only performing actions requiring downtime on those cluster peers that the VCS does not at that time send conference requests to.

Step 1: Reconfiguring the policy server link on the VCS

This step involves choosing one peer in the cluster to be the last to be upgraded. This cluster peer will service conference requests from the VCS’s until the other peers have been upgraded and re-clustered.

For every VCS that communicates directly with TelePresence Conductor:
1. Go to the Cisco VCS web interface and log in as an admin user.
2. Go to the Policy services page (VCS configuration > Dial plan > Policy services).
3. Click “View/Edit” for the relevant policy server
4. Remove the server addresses of the peers in the cluster you are going to upgrade initially leaving only one.
5. Click Save

Step 2: Removing the peers from the cluster

The purpose of this step is to remove the peers from the cluster that are going to be upgraded first.

For each peer in the cluster that is not currently servicing conferencing requests complete the steps outlined in steps 2 and 3 of “Removing a peer from an existing cluster”

Step 3: Upgrading the peers that have been removed from the cluster

For each peer that has been removed from the cluster:
1. Go to the Cisco Telepresence Conductor web interface and log in as an admin user.
2. Go to the Upgrade page page (Maintenance > Upgrade).
3. Click Browse and select the TelePresence Conductor XC1.2 software image.
4. Click upgrade
5. Follow the onscreen prompts

Step 4: Clustering the upgraded peer(s)

If you have only one upgraded peer (i.e you started with a cluster of two) follow the steps outlined in “Creating an initial cluster peer”.

If you have two upgraded peers (i.e you started with a cluster of three) follow the steps outlined in “Creating an initial cluster peer” for the first peer then for the second peer perform the actions outlined in Steps 1 and 2 of “Adding a peer to a cluster”
Step 5: Configuring the VCS(s) to point at the upgraded TelePresence Conductor peer(s)

For every VCS that communicates directly with TelePresence Conductor:
1. Go to the Cisco VCS web interface and log in as an admin user.
2. Go to the Policy services page (VCS configuration > Dial plan > Policy services).
3. Click “View/Edit” for the relevant policy server
4. Remove the server addresses of the peer that has not been upgraded and insert the addresses of the peers that have been upgraded.
5. Click Save

Step 6: Upgrading the remaining cluster peer
1. Go to the Cisco Telepresence Conductor web interface and log in as an admin user.
2. Go to the Clustering page page (System > Clustering).
3. Blank out all the clustering information
4. Click Save
5. Restart TelePresence Conductor
6. Log in as an admin user.
7. Go to the Upgrade page page (Maintenance > Upgrade).
8. Click Browse and select the TelePresence Conductor XC1.2 software image.
9. Click Upgrade

Step 7: Adding the remaining cluster peer back into the cluster

Follow the steps outlined in “Adding a peer to a cluster”
Appendix 2: Clustered TelePresence Conductors and TMS

As of TMS version 13.1.2 the solution for TMS integration is to add only one of the members of the TelePresence Conductor cluster to TMS. To do this follow the Instructions outlined in the TelePresence Conductor Deployment Guide 1.1.
Maintenance routine

System backup

To create a system backup:
1. Go to the Backup and restore page (Maintenance > Backup and restore).
2. Click Create system backup file.
4. Click Save and save the backup file to an appropriate location.

Note: a system backup can only be restored to the peer upon which the backup was taken.
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