## Contents

**General information**  ................................................................. 3
About the Cisco TelePresence Server MSE 8710 ................................................. 3
Port and LED locations ................................................................. 3
LED behavior .................................................................................. 3

**Installing the Cisco TelePresence Server MSE 8710**  ............................. 5
Task 1: Install the blade in the chassis ...................................................... 5
Task 2: Connect to Ethernet Port A ....................................................... 7

**Configuring the Cisco TelePresence Server MSE 8710**  ......................... 8
Task 3: Configure Ethernet Port A settings ............................................... 8
Task 4: Assign an IP address to the TelePresence Server ............................... 8
Task 5: Allocate licenses ..................................................................... 8

**Configuring the TelePresence Server software** ..................................... 9
Task 6: Logging in to the TelePresence Server ........................................... 9
Task 7: Configuring the TelePresence Server software ................................ 9

**Checking for updates** .................................................................... 10

**Troubleshooting and technical support information** .............................. 11
Using the event log to help solve a problem ............................................. 11
Getting more help .............................................................................. 11
General information

About the Cisco TelePresence Server MSE 8710

The Cisco TelePresence Server MSE 8710 (TelePresence Server) is a technologically advanced media processor that fits into a Cisco TelePresence MSE 8000 chassis, combining continuous presence high definition video conferencing and the highest possible voice quality.

Port and LED locations

The following diagram shows the position of ports and LEDs on the TelePresence Server.

Figure 1: TelePresence Server front panel

LED behavior

The following table describes the behavior of the LEDs on the front of the TelePresence Server.

Table 1: TelePresence Server front panel LED behavior

<table>
<thead>
<tr>
<th>LED</th>
<th>Color</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td>USB Port Activity</td>
<td>Green</td>
<td>Reserved for future expansion</td>
</tr>
<tr>
<td>Admin Port Activity</td>
<td>Green</td>
<td>Reserved for future expansion</td>
</tr>
<tr>
<td>LED</td>
<td>Color</td>
<td>Indicates</td>
</tr>
<tr>
<td>-------</td>
<td>-------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Status</td>
<td>Green</td>
<td>The TelePresence Server is operating normally</td>
</tr>
<tr>
<td>Alarm</td>
<td>Red</td>
<td>The TelePresence Server is booting or has developed a fault, for example:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- temperature is outside normal limits</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- battery failure of the internal clock</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Refer to the web interface for more information about the problem (go to Status &gt; Health status)</td>
</tr>
</tbody>
</table>

**Ethernet Port Status, for each Ethernet port:**

<table>
<thead>
<tr>
<th></th>
<th>Color</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td>FDX</td>
<td>Green</td>
<td>The link has been established as a full-duplex link</td>
</tr>
<tr>
<td>Act</td>
<td>Green</td>
<td>Packets are being transmitted on this port</td>
</tr>
<tr>
<td>Link</td>
<td>Green</td>
<td>The speed of the link from this port</td>
</tr>
<tr>
<td>Power</td>
<td>Blue</td>
<td>The TelePresence Server is receiving power from the MSE 8000 chassis</td>
</tr>
</tbody>
</table>
Installing the Cisco TelePresence Server MSE 8710

**IMPORTANT:** Before installing the TelePresence Server into the MSE 8000 and connecting the power supply, you must read the safety information at [http://www.cisco.com/go/telepresence/safety](http://www.cisco.com/go/telepresence/safety).

**CAUTION:**

- Make sure that you have the correct power requirements and sufficient power in your PSU; for information on powering the MSE 8000 refer to the [installation guides on cisco.com](https://www.cisco.com).
- Although blades are hot-swappable parts, you must only remove one blade at any time. Remove the power from the MSE 8000, if you need to remove more than one blade at a time.
- Before hot-swapping a blade, shut down the blade using the web interface. Do not shut down a blade during a software upgrade or if the blade is processing.
- The MSE 8000 backplane uses high performance data connectors. Do not remove TelePresence Server blades unless absolutely necessary because doing so may reduce the life of those connectors.

**Task 1: Install the blade in the chassis**

You must install either a blade or a blanking blade in each of the ten positions in the chassis.

The Cisco TelePresence Supervisor MSE 8050 (Supervisor) blade must be installed into slot 1 of the MSE 8000 chassis.

1. Remove the blade or blanking blade from the slot into which you are going to install the TelePresence Server:
   i. Using a No. 1 Phillips screwdriver, loosen the screws in the retaining latches with an anti-clockwise quarter turn.
   ii. Open both retaining latches on the front of the blade or blanking blade. When open, a retaining latch is at a 90° angle perpendicular to the front of the blade.
   iii. Slide out the blade or blanking blade.
2. Open both retaining latches on the front of the TelePresence Server. When open, a retaining latch is at a 90° angle perpendicular to the front of the blade.
3. Slide the TelePresence Server into the blade slot (as shown in the following diagrams) until it stops.
Figure 2: Inserting a blade into the chassis

4. Simultaneously close both retaining latches on the blade (thereby engaging the connectors at the rear of the blade) to secure it in the chassis as shown in the following diagram.

Figure 3: Closing the retaining latches on the front of a blade

5. Using a No. 1 Phillips screwdriver, tighten the screws in the retaining latches with a clockwise quarter turn.
The power is connected automatically as soon as you close the latches. The LCD panel displays messages as parts are checked and eventually you see “Waiting for application to boot” after which the Cisco logo appears followed by the IP address allocated to the TelePresence Server.

**Task 2: Connect to Ethernet Port A**

Connect an Ethernet cable from Ethernet Port A to an Ethernet switch (rather than a hub, to minimize interference from other devices on the network). The Ethernet port is a 10/100/1000 Mbps auto-sensing connection.

**Note:** Ethernet Ports B, C and D may not be supported in the software supplied with your blade. Do not connect to these ports unless the web interface allows you to configure them. Do not connect multiple ports to the same subnet unless instructed to do so by the web interface.
Configuring the Cisco TelePresence Server MSE 8710

Task 3: Configure Ethernet Port A settings

The default setting for the TelePresence Server Ethernet ports is auto-sensing mode. If the switch ports to which you connect the TelePresence Server are not also set to auto-sensing mode, then you need to configure the TelePresence Server Ethernet ports to use the same speed and duplex mode.

Both ends of the Ethernet connection must be configured in the same way. For example, either configure both ends of the link to be auto-sensing or configure both ends to operate at the same speed and duplex.

To establish a 1000Mbps connection, both ends of the link must be configured as auto-sensing.

To configure Ethernet Port A, log in to the Supervisor's web interface and go to Hardware > Blades. For more information about configuring the port, see the online help accessible from the Supervisor's web interface.

Task 4: Assign an IP address to the TelePresence Server

You can use the Supervisor's web interface to configure the IP addresses of all blades installed in the MSE 8000. Note that all blades are supplied with DHCP enabled and therefore the TelePresence Server will attempt to find an IP address. You can either keep this setting or assign static IP addresses to a blade from the Supervisor's web interface. To view or configure the IP address of the TelePresence Server, log in to the Supervisor and go to Hardware > Blades. To access the web interface of the TelePresence Server, go to Hardware > Blades and click the IP address of that blade.

Task 5: Allocate licenses

TelePresence Server screen licenses must be allocated to the TelePresence Server’s slot using the Port licenses page on the Cisco TelePresence Supervisor MSE 8050. Refer to the Supervisor’s online help for more details on allocating licenses.
Configuring the TelePresence Server software

Task 6: Logging in to the TelePresence Server

All administration of the TelePresence Server is performed via its web interface. You can access the web interface directly, using the IP address you assigned in Task 4: Assign an IP address to the TelePresence Server [p.8].

Another option is to access the blade’s interface via the Supervisor:

1. Log in to the Supervisor’s web interface.
2. Go to Hardware > Blades and click the IP address of the TelePresence Server.
3. Enter the user name admin with no password.

**Note:** We recommend that you secure the admin account as soon as possible. Go to the Users page to edit account details.

Task 7: Configuring the TelePresence Server software

When you've successfully logged in, you can refer to the TelePresence Server's online help system to guide you through configuration and ongoing maintenance of the system.

You can find additional documentation at the Cisco TelePresence Server MSE 8710 support page:

**Checking for updates**

It is a good idea to regularly check the Cisco web site for updates to the device's main software. This section describes how to upgrade the device using the web interface.

To check for, and download, updates:

1. Log in to the web interface and go to **Status > Status**.
2. Make a note of the software version that is currently installed.
3. Go to the support section of the web site and check if a more recent release is available.
4. If a more recent release is available, download it and save it locally.

To upgrade the software application:

1. Unzip the software release file that you downloaded.
2. In the web interface, go to **Configuration > Upgrade**.
3. In the **Main software image** section, click **Browse** and locate the unzipped file.
4. Click **Upload software image**.
   The browser begins uploading the file to the device, and a new browser window opens to indicate the progress of the upload. When finished, the browser window refreshes and indicates that the software upgrade is complete.
5. Go to **Configuration > Shutdown** to shut down and restart the device.

**Note:** Shutting down the device will disconnect all participants.
Troubleshooting and technical support information

Using the event log to help solve a problem

You can use the event log to produce debugging information to assist technical support in solving any problems. Event logging capture filter topics are set by default to **Errors, warnings and information**. Do not change the capture filter topic level without the guidance of technical support.

Getting more help

If you experience any problems when configuring or using the TelePresence Server, consult the online help available from the user interface.

If you cannot find the answer you need in the documentation, check the web site at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html) where you will be able to:

- Make sure that you are running the most up-to-date software.
- Get help from the Cisco Technical Support team.

Make sure you have the following information ready before raising a case:

- Identifying information for your product, such as model number, firmware version, and software version (where applicable).
- Your contact email address or telephone number.
- A full description of the problem.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2013 Cisco Systems, Inc. All rights reserved.