Contents

Introduction ......................................................................................................................... 4
Purpose of this guide ............................................................................................................... 4
Related documents ................................................................................................................ 5

Configuring the Cisco VCS ................................................................................................ 6
Firewall ports .......................................................................................................................... 6
Check option key .................................................................................................................... 6
Configure the routable address of the Cisco VCS ................................................................ 7
Ensure that Cisco VCS has a SIP domain configured ............................................................ 7
Enable FindMe ......................................................................................................................... 8
Configure device authentication ............................................................................................. 9
Enable Presence Server (optional) ........................................................................................ 10
Create user accounts ............................................................................................................ 11
  Create authentication credentials for the user ........................................................................ 12
Configure bandwidths provisioned to Movi and other endpoints (optional) .......................... 13

Installing and configuring Movi / Jabber Video ................................................................. 14
Making calls ......................................................................................................................... 15

Testing the Starter Pack installation .................................................................................. 16
Local system testing ............................................................................................................. 16
Public network testing ......................................................................................................... 16
Behind home, small business or hotel firewall testing .......................................................... 17

Checking the status of the Provisioning Server ................................................................. 18

Appendix 1 – Basic Cisco VCS configuration .................................................................. 19

Appendix 2 – Troubleshooting ......................................................................................... 20
Movi sign in messaging ....................................................................................................... 20
  Login failed – Wrong username, domain, and / or password .............................................. 20
  Login failed – Out of licenses ............................................................................................ 21
  Login failed – The server did not respond in time ............................................................... 21
  Login failed – Could not find server in DNS ..................................................................... 21
  Login failed – Unable to connect to server ........................................................................ 21
  Call failed – The user could not be found. The user is offline or does not exist. ................ 21
  Call failed – The user could not be found ......................................................................... 21
  Call failed – The user could not be reached. Please try again later .................................. 22
  Call failed – An error was received from the server .......................................................... 22
  Call failed – Not enough call licenses .............................................................................. 22
  Phone book searches do not return any entries .................................................................. 22
  Failed to update presence ................................................................................................. 22
  Signaling level troubleshooting ......................................................................................... 22

Appendix 3 – Comparison of Starter Pack provisioning and Cisco TMS provisioning .... 26

Appendix 4 – Known limitations ....................................................................................... 27
Modifying a user's display name ........................................................................................................... 27

Appendix 5 – Characters allowed in SIP URIs.........................................................................................28

Appendix 6 – Determining the FindMe ID for a caller .............................................................................29
Introduction

A Cisco TelePresence Video Communications Server (Cisco VCS) with the Starter Pack option key creates a Cisco VCS Starter Pack Express which acts as a standalone provisioning server, registrar and proxy server for endpoint devices, such as Movi / Jabber Video.

The Cisco VCS Starter Pack Express may have endpoints register to it locally or register to it from behind a home, small business or hotel firewall.

If the Cisco VCS Starter Pack Express services Movi users that are behind a firewall, the VCS must have a public IP address – the local (DMZ) firewall must pass the specific public IP address traffic to the VCS.

The Dual Network interface option may be used on the Cisco VCS Starter Pack Express. When enabled, the VCS can be deployed behind a local static NAT firewall; the VCS is configured with the public IP address of the local (DMZ) NAT firewall so that when the VCS communicates with other devices it appears as an Internet routable device despite being behind the local NAT firewall.

You must ensure that sufficient bandwidth is available when making calls through firewalls and other infrastructure. For example, five simultaneous calls using 512kbps in each direction will require 2.5Mbps bandwidth for this video traffic on top of its normal operation.

Purpose of this guide

This deployment guide describes the configuration steps required to configure a Cisco VCS Starter Pack Express, including basic configuration, provisioning, device authentication and also how to configure user accounts so that Movi clients are provisioned when users sign on to them.
## Related documents

<table>
<thead>
<tr>
<th>Document number</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>D14049</td>
<td>Cisco VCS Administrator Guide</td>
</tr>
<tr>
<td>D14088</td>
<td>FindMe User Guide</td>
</tr>
<tr>
<td>D14427</td>
<td>Provisioning Troubleshooting Guide</td>
</tr>
<tr>
<td>D14525</td>
<td>Cisco VCS FindMe Deployment Guide</td>
</tr>
<tr>
<td>D14819</td>
<td>Cisco VCS Authenticating Devices Deployment Guide</td>
</tr>
</tbody>
</table>
Configuring the Cisco VCS

This deployment guide assumes that the Cisco VCS is accessible on an IP network and has had a basic configuration implemented. This means that the Cisco VCS has been configured with:

- IP details
- DNS details
- NTP server details

**Note:** brief instructions on how to carry out this configuration are available in ‘Appendix 1 – Basic Cisco VCS configuration’ on page 19.

If the system is required to support calling to non-registered endpoints, a DNS zone should be configured together with a search rule that sends any calls to it that are not for the Cisco VCS’s local SIP domain.

**Firewall ports**

If the Cisco VCS is placed in a DMZ, to enable SIP calls to be received the following IP ports must be open to the Cisco VCS through the firewall:

- 5060 (if basic SIP connection is required)
- 5061 (for SIP over TLS)
- 50000 to 52399 (for media)

**Check option key**

Ensure that Starter Pack is enabled: check that the **Starter Pack** option key is listed on the **Option keys** page (**Maintenance > Option keys**):

![Option keys table]

**Call licenses**

By default, the Starter Pack supports up to 5 simultaneous calls. Extra call license option keys can be added if required; however the Starter Pack has a maximum limit of 25 simultaneous calls.

Note that the Starter Pack can only be licensed for traversal calls. It does support non-traversal calls but will consume a traversal license when a non-traversal call occurs.
Configure the routable address of the Cisco VCS

The routable address of the Cisco VCS (its FQDN) is the address supplied by the provisioning system to the provisioned device for it to use as its SIP registrar (the address to which it sends registration requests).

1. Go to the Clustering page (VCS configuration > Clustering).
2. Configure the fields as follows:

| Cluster name (FQDN for Provisioning) | Routable address of the Cisco VCS, ideally the DNS SRV address of the Cisco VCS, alternatively a DNS A record or an IP address. Typically your IT department will supply the FQDN for this Cisco VCS and ensure that the network is configured to route SIP calls, HTTPS and other IP traffic to this Cisco VCS when addressed to the FQDN. |

No other field on this page needs to be configured.
3. Click Save.

Ensure that Cisco VCS has a SIP domain configured

The VCS must be configured with the SIP domain to be used for this installation.

1. On the Domains page (VCS configuration > Protocols > SIP > Domains) if no domain is configured, click New.
2. Configure the fields as follows:

| Name | The SIP domain to be used for this installation, for example, example.com |

3. Click Create domain.
Enable FindMe

FindMe must be enabled and configured for use.

1. Go to the FindMe configuration page (Applications > FindMe > Configuration).
2. Configure the fields as follows:

<table>
<thead>
<tr>
<th>FindMe mode</th>
<th>On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID</td>
<td>FindMe ID: the caller ID of a call being made through this Cisco VCS is replaced with the relevant FindMe ID.</td>
</tr>
<tr>
<td>Restrict users from configuring their devices</td>
<td>Controls if users are restricted from adding, deleting or modifying their own devices. The default is Off. By default FindMe users are allowed to configure further devices in addition to any principal or provisioned devices assigned to them by the system administrator. This setting can be used to stop users from adding their own devices and restrict them to being able to only maintain their locations and their associated devices.</td>
</tr>
<tr>
<td>Device creation message</td>
<td>Only visible when FindMe mode is On. The text entered here is displayed to users when they add a device to their FindMe configuration. A limited set of HTML markup is supported in the message which is previewed in the window at the bottom of the page when you click Save. Refer to the online help for more information on the tags supported. An example message might be: Phone numbers: use the prefix &lt;b&gt;9&lt;/b&gt;</td>
</tr>
</tbody>
</table>

3. Click Save.

For more details on the use of Caller ID and FindMe ID, see “Appendix 6 – Determining the FindMe ID for a caller” on page 29.
Configure device authentication

You are recommended to use device authentication – verifying that endpoints can identify themselves with a username and password known to the Cisco VCS.

Configure the authentication database

The authentication database setting determines which credential store is used by the Cisco VCS to check the credentials presented by the endpoint.

1. Go to the Device authentication configuration page (VCS configuration > Authentication > Devices > Configuration).
2. Configure the Database type to Local database.
3. Click Save.

When Local database is selected, the appropriate prompts are given to set up the user’s endpoint authentication credentials when configuring user accounts.

- Note that, as an alternative to the local database, authentication can also be performed either via LDAP to an external directory which has an H.350 schema against an Open LDAP or Active Directory database, or by using NTLM protocol challenges directly against an Active Directory database. See Cisco VCS Authenticating Devices Deployment Guide for more information.

Configure the Default Zone to check credentials

This ensures that the Cisco VCS checks the credentials of provisioning requests, and call requests from unregistered endpoints.

1. Go to the Zones page (VCS configuration > Zones).
2. Click on DefaultZone to go to the Default Zone page.
3. Configure the Authentication policy setting to Check credentials.
   - Note that Movi users will not be able to sign in if the Authentication policy setting is Do not check credentials.
4. Click Save.

Configure the Default Subzone to check credentials

This ensures that the Cisco VCS checks the credentials of messages received through the Default Subzone. This includes registration requests, phone book requests and presence messages.

1. Go to the Default Subzone page (VCS configuration > Local Zone > Default Subzone).
2. Configure the Authentication policy setting to Check credentials.
   - Note that endpoints will not be able to publish presence or use phone books if the Authentication policy setting is Do not check credentials.
3. **Click Save.**

If you configure additional subzones, you are recommended to set the authentication policy of each of those subzones to also check credentials.

### Enable Presence Server (optional)

The Presence Server allows provisioned clients to see the presence status (Online, Away, Busy in a call and Offline) of other clients.

1. Go to the **Presence** page (**Applications > Presence**).
2. Configure **SIP SIMPLE Presence Server** to **On**.
3. Click **Save**.
Create user accounts

You must configure an account for each user:

1. Go to the User accounts page (Maintenance > Login accounts > User accounts) and click New.
2. Configure the fields as follows:

| Username | The username for logging into this user account, for example name.surname. Note that from X7.1 and later, the username is case insensitive. This same username must be used as the name in the local authentication database if device authentication is enabled. This username is also used to create the FindMe default device URI and the provisioned device URI. To create these as a valid SIP URI, the username must consist of alphanumeric characters but not spaces, the @ sign or extended characters (such as ö or á). For the full set of allowed characters, see "Appendix 5 – Characters allowed in SIP URIs". |
| Display name | The user’s name without formatting restrictions. It is displayed on the user search page and used in phone books. For example Name Surname |
| Phone number (optional) | The E.164 caller ID to be presented on outdialed H.323 calls, e.g. to ISDN gateways. It must only contain digits – do not include any spaces, hyphens or brackets. If calls may be placed to an ISDN gateway, ensure that the format of this phone number matches the requirements of the ISDN provider. |
| FindMe ID | The FindMe ID is a unique alias through which the user can be contacted on all of their endpoints. It can be a URI, an H.323 ID or an E.164 number. For use with SIP devices such as Movi, the FindMe ID must be in the form of a SIP URI, for example, name.surname@example.com. |
| Initial and Confirm password | The password to log into the user’s account on the Cisco VCS. The password entries are only displayed if User authentication source is set to Local (see “Enable FindMe™” on page 8.) |
| Principal devices | This section identifies the principal devices that can be provisioned for this user. These are also the devices that can be called when somebody dials the user’s FindMe ID. Select (set to On) all of the device types that apply to this user. The URI of each selected device is generated automatically based on a combination of the Username, FindMe ID and device type. It takes the format <username>.<device type>@<domain portion of FindMe ID>. You can also specify the URI of an additional Other device, such as a cell phone, to include in the user’s FindMe. |

3. If the device authentication database type (VCS configuration > Authentication > Devices > Configuration) is configured to use the Local database, an Authentication field is displayed with a link to the Local authentication database page. Click on the link to add or edit the user’s credentials in the local authentication database. See “Create authentication credentials for the user” below for details.

4. Click Save.

5. Repeat these steps to create accounts for all users.
Additional users can be added later, as and when required, by returning to the **User accounts** page and clicking **New**.

**Note:** Cisco VCS Starter Pack Express supports a maximum of 50 registered users.

After an account has been set up, its details (except the **Username**) can be edited by selecting the user on the **User accounts** page (Maintenance > Login accounts > User accounts) and then clicking **View/Edit**.

### Create authentication credentials for the user

When device authentication has been enabled, the credentials entered into the Cisco VCS’s local database must exactly match those used to sign on to Movi – otherwise provisioning requests, registration requests, call requests and phone book requests will be rejected.

In a typical installation you are recommended to use the same password for both the user’s Movi authentication credentials and for their user account login (where users access their FindMe details).

1. From near the bottom of the **Create user account** or **Edit user account** pages, click on **Add/Edit local authentication database**. Alternatively using the menu go to the **Local authentication database** page (VCS configuration > Authentication > Devices > Local database).
2. Click **New**.
3. Configure the fields as follows:
   - **Name**: The credential name must be the same as the user account username – as indicated by the link on the **Create user account** and **Edit user account pages**.
     It is also the same as the Movi sign in username. All the usernames must match.
     Note that from X7.1 and later, usernames are case insensitive.
   - **Password**: The password must be the same as the Movi sign in password.
     (Typically this is also the same as the user account password used for accessing FindMe details.)

4. Click **Create credential**.
Configure bandwidths provisioned to Movi and other endpoints (optional)

The Cisco VCS can provision bandwidth limits to Movi clients and other endpoints. These are used to configure the client with default values for it to use for incoming and outgoing bandwidth control.

1. Go to the Provisioning page (Applications > Provisioning).
2. Set Movi bandwidth to On.
   a. Check and set the maximum incoming bandwidth for Movi to, for example, 512kbps.
   b. Check and set the maximum outgoing bandwidth for Movi to, for example, 384kbps.
3. Enable bandwidth provisioning for other device types as required.
4. Set Movi ClearPath to On.
5. Click Save.

Note that VCS links and pipes can also be used for more advanced bandwidth control.
Installing and configuring Movi / Jabber Video

As part of the Cisco TelePresence VCS Starter Pack Express solution, the latest version of the Jabber Video for TelePresence (Movi) software client can be downloaded from [www.cisco.com](http://www.cisco.com). Jabber Video (Movi) can be installed by IT administrators, or more typically will be supplied to end users for them to install.

After Movi has been installed, it must be configured with user credentials and connection details for the VCS Starter Pack Express:

1. Start Movi.
2. Click **Advanced** (at the bottom of the Movi sign-in page).
3. Configure the fields as follows:

   | **Internal VCS** | The DNS name or IP address of the private side of the Cisco VCS. |
   | **External VCS** | The DNS name or IP address of the public side of the Cisco VCS. |
   | **SIP Domain** | The SIP Domain should be the same as configured on the Cisco VCS’s **Domains** page (**VCS configuration > Protocols > SIP > Domain**). |

4. Click **OK** to return to the Movi sign in page.
5. Configure the fields as follows:

   | **Username** | The same username as entered on the Cisco VCS in the **Create user account** page (**Maintenance > Login accounts > User accounts**) and as stored in the local database (**VCS configuration > Authentication > Devices > Local database**). |
   | **Password** | This must be the same password as the authentication credential password entered for this user (**VCS configuration > Authentication > Devices > Local database**). Typically this will be the same as the user’s account password on the Cisco VCS. |
   | **Remember my Username** | Select this to save you from typing in your username every time you start Movi. |
   | **Remember my Password** | Select this if you are the only user of the PC that Movi is installed on and you are happy to have the password automatically applied. |
   | **Sign in automatically** | Select this if Movi should start and sign in automatically when you log in to your computer. |
   | **Sign me in as** | Select the initial presence status to display to other users when you sign in. |
6. Click **Sign in**.

**Making calls**

When you are signed in to Movi, calls can be made by entering the FindMe ID of another user in the **Type name, number or address** field and then pressing **Enter**.
Testing the Starter Pack installation

Local system testing

Start by testing Movi devices locally registered to the Cisco VCS Starter Pack Express.
1. Configure three users, including their associated credentials.
2. Install three Movi clients.
3. Connect the three Movi PCs to the same network as the Cisco VCS Starter Pack Express.
4. With each of the Movi clients sign in as a different user (for example User1, User2 and User3):
   - Ensure that sign in is successful.
   - Ensure that each Movi user can call the others by entering another user’s FindMe ID in the Type name, number or address field and then pressing Enter.

<table>
<thead>
<tr>
<th>Result matrix – local only</th>
<th>Receiving Movi</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User1 (local)</td>
</tr>
<tr>
<td>Calling Movi</td>
<td>User2 (local)</td>
</tr>
<tr>
<td></td>
<td>User3 (local)</td>
</tr>
<tr>
<td>User1 (local)</td>
<td></td>
</tr>
<tr>
<td>User2 (local)</td>
<td></td>
</tr>
<tr>
<td>User3 (local)</td>
<td></td>
</tr>
</tbody>
</table>

Public network testing

When local system testing is successful, test Movi in the public network.
1. Sign out of two of the Movi clients (User2 and User3) and connect these two Movi PCs to the public internet.
2. With the public internet Movi clients, sign in as User2 and User3:
   - Ensure that sign in is successful.
   - Ensure that each Movi user can call the others by entering another user’s FindMe ID in the Type name, number or address field and then pressing Enter.

<table>
<thead>
<tr>
<th>Result Matrix – local and internet</th>
<th>Receiving Movi</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>User1 (local)</td>
</tr>
<tr>
<td>Calling Movi</td>
<td>User2 (internet)</td>
</tr>
<tr>
<td></td>
<td>User3 (internet)</td>
</tr>
<tr>
<td>User1 (local)</td>
<td></td>
</tr>
<tr>
<td>User2 (internet)</td>
<td></td>
</tr>
<tr>
<td>User3 (internet)</td>
<td></td>
</tr>
</tbody>
</table>
Behind home, small business or hotel firewall testing

When public network testing is successful, test Movi behind a firewall.

1. Sign out of the two Movi clients in the public network and connect them behind a home, small business or hotel firewall.

2. With the Movi clients sign connected behind the firewall, sign in as User2 and User3:
   - Ensure that sign in is successful.
   - Ensure that each Movi user can call the others by entering another user’s FindMe ID in the Type name, number or address field and then pressing Enter.

<table>
<thead>
<tr>
<th>Result matrix – local and behind firewall</th>
<th>Receiving Movi</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calling Movi</td>
<td>User1 (local)</td>
</tr>
<tr>
<td></td>
<td>User2 (firewall)</td>
</tr>
<tr>
<td></td>
<td>User3 (firewall)</td>
</tr>
<tr>
<td>User1 (local)</td>
<td></td>
</tr>
<tr>
<td>User2 (firewall)</td>
<td></td>
</tr>
<tr>
<td>User3 (firewall)</td>
<td></td>
</tr>
</tbody>
</table>
Checking the status of the Provisioning Server

You can check the status of the Provisioning Server to monitor the provisioning requests received, and to see a list of the devices that have been provisioned.

Checking the current status of the Provisioning Server

Go to the Starter Pack status page (Status > Applications > Starter Pack > Starter Pack status) to check on the status of the Provisioning Server and to view how many devices are currently being provisioned (per device type).

Checking provisioned devices

Go to the Provisioned device status page (Status > Applications > Starter Pack > Provisioned device status) to see a list of all of the devices that have submitted provisioning requests to the Provisioning Server.
Appendix 1 – Basic Cisco VCS configuration

Follow the process specified in Cisco VCS Getting Started Guide to connect, power up, configure the IP address, change passwords and gain access to the VCS via the web browser.

System name
1. Go to System > System and set System name to a name that represents this Cisco VCS, for example “VCS Movi server”.
2. Enable or disable Telnet, SSH, HTTP and HTTPS as required.

Note that HTTP is just a redirect to HTTPS; turning off HTTPS will prevent web access to the VCS.

DNS
1. Go to System > DNS and configure a default DNS server address in the Default DNS server Address 1 field. If other DNS servers are available, they can be added for DNS server resilience.
2. Set Local host name to be the DNS hostname for this Cisco VCS; this name must not have any spaces in it.
3. Set Domain name to be the suffix which when added to an unqualified DNS name makes it into an FQDN.

Note that <Local host name>.<DNS domain name> = FQDN of this Cisco VCS.

NTP
1. Go to System > Time and configure the NTP server 1 address and Time zone in which the Cisco VCS is located.
2. Check that after clicking Save and returning to this page the State shows Active.

Further information
For further details on the configuration and operation of Cisco VCS, see Cisco VCS Administrator Guide.
Appendix 2 – Troubleshooting

Movi sign in messaging

If there are problems signing in to Movi, a status message will be displayed, for example:

Possible messages include:

**Login failed – Wrong username, domain, and / or password**

- Check and correct these items either at the Movi sign in, or on the Cisco VCS. Mistyped domain names are a common cause of this problem (see [VCS configuration > Protocols > SIP > Domains](#)). The Movi SIP domain must match a SIP domain on the Cisco VCS that is provisioning the Movi and that Movi will register to.
- Check that Cisco VCS allow / deny lists are not preventing the registration.
- Check that the Default Zone is configured with an **Authentication policy** of **Check credentials or Treat as authenticated**.
  - Movisign ins will fail if the **Authentication policy** is **Do not check credentials**.
  - If authentication is set to **Check credentials** (recommended) the appropriate username and password must be configured in the local authentication database.
- Check that the account username, the authentication credential name, and the Movi sign in username all match (note that from X7.1 and later, usernames are case insensitive).
  - If the Movisign in username and the authentication credential name do not match then the initial Subscribe will be rejected as unauthorized.
  - If the Movisign in username and the account username do not match then the Subscribe is authenticated but the Notify is sent with Reason: rejected; Content length: 0.
Login failed – Out of licenses
- Check the number of registered users; a maximum of 50 simultaneous registrations is supported.
- Make sure that Movi is trying to connect to the correct IP address for the VCS.

Login failed – The server did not respond in time
This means the provisioning request was acknowledged by the server, but no provisioning message was received by Movi.
- Make sure that no firewalls are blocking communication from the Cisco VCS to Movi.
- Make sure that the Cisco VCS can contact the IP address of the Movi (or if behind a home, small business or hotel firewall, the outside IP address of that firewall).

Login failed – Could not find server in DNS
The term “server” refers to the provisioning server before the Movi is provisioned, and the VCS after Movi is provisioned.
- Check that the Internal VCS and External VCS names on the Movi Advanced dialog are resolvable by the Movi PC, for example by attempting to ping the DNS names. (These are the addresses Movi uses when requesting to be provisioned.)
- Check that the Cluster name (FQDN for provisioning) on the VCS configuration > Clustering page of VCS is resolvable by the Movi PC, for example by attempting to ping the DNS name.

Login failed – Unable to connect to server
The term “server” refers to the provisioning server before the Movi is provisioned, and the VCS after Movi is provisioned.
- Check that the Internal VCS and External VCS names on the Movi Advanced dialog are resolvable by the Movi PC and resolve to the Starter Pack address, for example by attempting to ping the DNS names. (These are the addresses Movi uses when requesting to be provisioned.)
- Check that the Cluster name (FQDN for provisioning) on the VCS configuration > Clustering page of VCS is resolvable by the Movi PC and resolves to the Starter Pack address, for example by attempting to ping the DNS name.
- Check that TCP mode and TLS mode are both set to On. (Check this on the VCS configuration > Protocols > SIP > Configuration page.)
- Make sure the VCS is configured to listen on the ports Movi is trying to access, by default TCP port = 5060 and TLS port = 5061. (Check this on the VCS configuration > Protocols > SIP > Configuration page.)

Call failed – The user could not be found. The user is offline or does not exist.
Check the called ID entered in the Type name, number or address field (past entries are available under the Recent calls tab).
If this is correct, check:
- Is the called party offline?
- Is the called party dialable on this network?

Call failed – The user could not be found
Check the called ID entered in the Type name, number or address field (past entries are available under the Recent calls tab).
If this is correct, check:
- Is the called party offline?
- Is the called party dialable on this network?

Call failed – The user could not be reached. Please try again later.
The user did not respond.

Call failed – An error was received from the server
The call was rejected by the Cisco VCS. The error message received from the server is in the user’s Audit.log. See the Movi troubleshooting section in the Cisco TMS Provisioning troubleshooting guide.

Call failed – Not enough call licenses
All available licenses may be in use. Check the call licenses usage on the VCS Overview page.

Phone book searches do not return any entries
Phone book search requests are rejected if the Default Subzone is configured with an Authentication policy of Do not check credentials.
- You are recommended to set the Default Subzone authentication to Check credentials and configure the appropriate usernames and passwords in the local authentication database.

Failed to update presence
Movi displays a “Failed to update Presence” message if the Default Subzone is configured with an Authentication policy of Do not check credentials.
- You are recommended to set the Default Subzone authentication to Check credentials and configure the appropriate usernames and passwords in the local authentication database.

Signaling level troubleshooting
Troubleshooting is usually best carried out in the first instance by taking a Wireshark (a free, open-source packet analyzer) trace on the PC running Movi.

Note, however, that if Movi is communicating over TLS then messages will be encrypted and not decodable. If possible, turn off TLS or use SIP logging.

On the Wireshark trace check that the following sequence is observed:

<table>
<thead>
<tr>
<th>Movi</th>
<th>Cisco VCS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subscribe</strong></td>
<td></td>
</tr>
<tr>
<td>To: provisioning@&lt;domain&gt;</td>
<td></td>
</tr>
<tr>
<td>From: &lt;Username&gt;@&lt;domain&gt;</td>
<td></td>
</tr>
<tr>
<td>Event: ua-profile</td>
<td></td>
</tr>
<tr>
<td><strong>Unauthorized</strong></td>
<td></td>
</tr>
<tr>
<td>To: provisioning@&lt;domain&gt;</td>
<td></td>
</tr>
<tr>
<td>From: &lt;Username&gt;@&lt;domain&gt;</td>
<td></td>
</tr>
<tr>
<td>www-authenticate: Digest nonce</td>
<td></td>
</tr>
<tr>
<td><strong>Subscribe</strong></td>
<td></td>
</tr>
<tr>
<td>To: provisioning@&lt;domain&gt;</td>
<td></td>
</tr>
<tr>
<td>From: &lt;Username&gt;@&lt;domain&gt;</td>
<td></td>
</tr>
<tr>
<td>Authorization: Digest nonce</td>
<td></td>
</tr>
</tbody>
</table>
When Movi looks for phone book information the message flow is:

**Notify**
To: <Username>@<domain>
From: provisioning@<domain>
Event: presence
Content-Type: application/pidf+xml
<xml><presence><tuple<basic>
open|closed
OK (to notify)
To: <Username>@<domain>
From: provisioning@<domain>

As more characters are typed in Movi’s **Type name, number or address** field, further INFO messages (with Authorization header) are sent with more searchstring characters specified. For each INFO message an OK comes back with the first 10 phone book entries that match that searchstring.

**Note**: Note 401 Unauthorized or 407 Proxy authentication required may extend the trace.

- **Failure to get any response to the initial subscribe**: the wrong Internal VCS / External VCS values may have been configured (or DNS is wrongly converting the name to IP address).
- **401 Unauthorized for a second time to the initial subscribe**: the Username / Password credentials on Movi do not match those configured in the authentication page of Cisco VCS.
- **No OK to Register**: check that the SIP domain configured in Movi matches the SIP domain configured on Cisco VCS
  - check that Allow and Deny lists are not blocking this registration
  - check the VCS Event Log ([Status > Logs > Event Log](#))
## Appendix 3 – Comparison of Starter Pack provisioning and Cisco TMS provisioning

<table>
<thead>
<tr>
<th>Feature</th>
<th>Cisco VCS Starter Pack Express Provisioning</th>
<th>Cisco VCS with Cisco TMS Provisioning and Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Movi provisioning</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>E20 provisioning</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Ex60 / Ex90 provisioning</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>MX200 provisioning</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Architecture</td>
<td>Centralized</td>
<td>Centralized/Distributed</td>
</tr>
<tr>
<td>Registrations</td>
<td>50</td>
<td>2,500 per Cisco VCS, 10,000 per Cluster</td>
</tr>
<tr>
<td>Cluster support</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Failover</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>No of concurrent calls</td>
<td>5 (but additional call licenses can be added)</td>
<td>Up to 500 non-traversal and 100 traversal calls per Cisco VCS</td>
</tr>
<tr>
<td>Registration capacity</td>
<td>50</td>
<td>2,500 per Cisco VCS, 10,000 per Cluster</td>
</tr>
<tr>
<td>Presence Server</td>
<td>50 registrations</td>
<td>10,000 registrations</td>
</tr>
<tr>
<td>Interworking gateway</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>FindMe™</td>
<td>50 users</td>
<td>Optional</td>
</tr>
<tr>
<td>Group FindMe™</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Multiway support</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>SIP support</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>ICE support</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Provisioning of Movi</td>
<td>Basic</td>
<td>Advanced</td>
</tr>
<tr>
<td>Cisco TMS management</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>AD import of user details</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Individual settings per user</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>(bandwidth, phone books, encryption setting)</td>
<td></td>
<td>(Global, Group and/or User)</td>
</tr>
<tr>
<td>Phone books</td>
<td>Local only</td>
<td>✓</td>
</tr>
<tr>
<td>Multiple user groups</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Reporting</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Scheduling and booking</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Endpoint management</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Automatic Movi Software update alert</td>
<td>✗</td>
<td>✓</td>
</tr>
</tbody>
</table>
Appendix 4 – Known limitations

Modifying a user’s display name

Any change to a user account **Display name** is immediately reflected in phone books and the display name returned in FindMe searches.

However, the caller ID display name in SIP messaging is only updated after the relevant Movi is re-provisioned (for example, after signing out and signing back in again).
Appendix 5 – Characters allowed in SIP URIs

The following character set is allowed in SIP URIs (further details may be found in RFC 3261):

a-z / A-Z / 0-9 / "-" / "_" / "." / "!" / "*" / ""/" / "(" / ")" / "&" / "=" / "+" / "\" / "," / ";" / "?" / "/" / "/

If other characters are needed they must be “escaped” using "%" HexDigit HexDigit
where HexDigit HexDigit is the ASCII value for the required character.
For example john%20doe@example.com - %20 is the space character
Appendix 6 – Determining the FindMe ID for a caller

Cisco VCS can only overwrite the Caller ID with a FindMe ID if:
- the call signaling passes through the Cisco VCS (or VCS cluster) where the FindMe data is held
- the Cisco VCS can identify a FindMe as the owner of the endpoint caller ID

If either of these conditions are not met, the incoming caller ID will be passed through unchanged.

The Cisco VCS identifies a FindMe as the owner of the endpoint caller ID if the incoming caller ID provided in the call:
- matches a FindMe device which is only found in a single FindMe account
  or
- matches a single principal FindMe device (if the same device address is associated with more than one FindMe profile)

Principal devices

Note that principal devices are designed to be key devices for the user who owns them:
- A device is identified as a principal device if it has been configured by the Cisco VCS administrator in the Principal devices section of the user account page (Maintenance > Login accounts > User accounts, then select or create an account).
- Users cannot delete principal devices from the list of FindMe devices in an account.