Installation Notes for Cisco Small Business Office Manager 1.0

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These Installation Notes provide instructions for downloading, installing, and customizing Cisco Small Business Office Manager Release 1.0.

Contents

This document includes the following topics:

About Office Manager

Cisco Small Business Office Manager is a free desktop application that a Cisco SMB Partner can install on a PC at a customer site. Office Manager provides a simple, easy-to-use interface that allows an SMB office administrator to:

- Perform routine management tasks for their Cisco Smart Business Communications System (SBCS)

- View network connection and system status information

Features

Using Office Manager, your customer can perform some or all of these tasks, depending on how the system is configured and the options that are enabled for the site.

Feature	Available Options
Manage user and group settings	- View or edit settings for multiple users at a time (Multi User Edit) - Disable a user account (the account can later be re-enabled) - Change the first and last name displayed on phones and in the local directory - Change a user's password - Reboot a user's phone - View buttons and extensions configured on the user's phone - Set call forward options for the user's phone - Set calling permissions for a user's phone - Block Caller ID display for outgoing calls on a user's phone - Enable or disable remote VPN access for existing VPN users configured on the UC 500 - Enable or disable voice mail for a user - Change the voice-mail PIN for a user - Set greeting and transfer options for callers who reach a user's voice mail - View or edit members and descriptions for hunt groups, call blast groups, call paging groups, and call pick-up groups - Enable or disable these voice features for a user's phone, if they are supported by the phone and available on the system: - Video calls - Night service phones - Single Number Reach (SNR)

Feature	Available Options
Manage phone system features	▪ Add and remove Local Directory numbers ▪ Add and remove Local Speed Dials ▪ Modify the business hours and holiday schedules used by the Auto Attendant (Office Manager supports only sites using a single Auto Attendant) ▪ Modify the Night Service schedule ▪ Enable or disable Music on Hold (MoH) and upload a different music file (mp3, wav or .au audio formats) ▪ View information about Auto Attendant greeting and prompt files on the system, the prompt management extension, and see a list of users with prompt management privileges ▪ Specify an Operator user and extension for voice mail. The operator extension can be selected as a target destination for voice-mail transfers. ▪ View capacity, amount used, and voice-mail message counts for user and group voice mailboxes on the system

View status information	▪ View network connections and status, including
	
	  - UC 500 bandwidth utilization
	
	  - Remote VPN connections
	
	  - Wireless client connections for UC 500 platforms with integrated wireless and AP541N wireless access points

View video from Cisco PVC2300 or WVC2300 IP cameras	▪ Automatically discover up to four (4) Cisco PVC2300 or WVC2300 Business Internet Cameras and view video from these cameras using Office Manager's built-in Video Viewer ▪ Configure the location of the Cisco Small Business Video Monitoring System on the user's PC so that it can be launched from Office Manager

Customization Options

To customize the Office Manager installation for each site, you can:

- Brand the Office Manager application with a custom logo and text

- Enter your support contact information

- Specify a URL for an RSS news feed

- Specify which Office Manager features you want to enable for each customer site

IMPORTANT   The Site Settings page, where you specify many of these custom settings, is only displayed during the initial installation. If you wish to changes these settings later, you must run the Office Manager initial configuration executable (OMConfig.exe). See **Modifying Site Settings After the Initial Installation, page 22**

Other custom settings are configured under Advanced Settings. For more information, see **Configuring Advanced Settings, page 19**.

System Requirements

The PC running Office Manager must meet these requirements:

- Operating system

  - Microsoft Windows XP Service Pack 3

  - Microsoft Windows Vista (32-bit or 64-bit versions)

  - Microsoft Windows 7 (32-bit or 64-bit versions)

- Web browsers

  - Microsoft Internet Explorer, version 6.0 and later (version 7.0 and later is recommended)

  - Mozilla Firefox, version 3.5 and later

- Adobe Flash version 10 and later

- At least 41 MB of free disk space

An Internet connection is required when using the Check for Update feature to check for a newer version of the Office Manager application and install the update.

Supported Platforms

Office Manager supports these Cisco Small Business devices:

- Cisco Unified Communications 500 Series (all models), with UC 500 with Software Pack 8.0.4 installed

- Cisco PVC2300 Business Internet Video Camera - Audio/PoE, Software Version 1.1.2.6

- Cisco WVC2300 Wireless-G Business Internet Video Camera - Audio, Software Version 1.1.2.6

- Cisco 7900 IP Phones

- Cisco SPA 500 Series and Cisco SPA 525G IP Phones

- Cisco SPA 300 Series IP Phones

- Cisco IP Communicator (softphone)

- Cisco AP541N Wireless Access Points, Software Version 1.9.1 or 1.9.2 (wireless client connection status only)

During installation, Office Manager discovers these devices if they are present in the network. These devices can also be added manually by specifying their LAN IP address. This is covered in more detail in the section **Configuring Advanced Settings, page 19**.

Limitations and Caveats

These limitations apply to Cisco Small Business Office Manager 1.0:

- The customer site must have a UC 500.

- Office Manager must be installed and customized by a certified SBCS reseller.

- Available documentation includes these installation notes and online help available within the application.

- Only the US/English locale is supported.

- Multisite installations are not supported.

- In order for Office Manager to display phone users, button 1 on the user's phone must be configured as the primary extension. Button 1 must be configured as a normal extension and not a shared line, overlay, monitor button, watch button, or other button type.

- Office Manager does not support deployments that are configured with multiple Auto Attendants (the UC 500 and CCA support multiple Auto Attendants).

- Up to four (4) IP cameras are supported for basic video streaming only (no recording or motion detection).

- When Cisco Configuration Assistant (CCA) is running, Office Manager must be closed, and vice versa. Concurrent access is not supported.

  If Office Manager displays a message that CCA is still running, but you do not see CCA running in the Windows Task Manager, it may mean that CCA did not exit cleanly the last time it was run. If this occurs, re-launch CCA, immediately exit CCA, and re-launch Office Manager.

- You can install Office Manager on more than one PC at a site, but only one instance of Office Manager should be running at a time.

- Wireless client associations are displayed for integrated UC 500 access points, integrated SA 500 wireless access points, and AP541N access points only.

- Cisco IP phones that do not have softkeys can use feature access codes to retrieve calls to Night Service extensions.

- Analog phones do not receive Night Service notifications.

- We strongly recommend that the PC on which Office Manager is running has a wired Ethernet connection to the UC 500, either through a LAN port on the UC 500 or through a LAN port on a switch that is connected to the UC 500. If the PC running Office Manager is connected wirelessly, and you encounter problems with Office Manager, try using a wired connection.

- The PC on which Office Manager is running should not have multiple active network connections (that is, dual-homed). Multiple active network connections can cause problems with upload of speed dials to the phones or upload of Music on Hold audio files.

Known Issues for Office Manager 1.0

The following known issues apply to the Office Manager 1.0.

Reference #	Description/Workaround
CSCth53809	Re-install: Installation aborted when cleaning up old Adobe Air applications **Symptom:** When Office Manager is reinstalled, the installation sometimes aborts with the message: "Cleanup of old Air Application: Result Code (145): The directory is not empty." The problem occurs intermittently. **Workaround:** Restart the PC that is running Office Manager if this problem occurs.
CSCti16519	Office Manager fails to display users that monitor a call park extension on button 1 **Symptom:** Office Manager does not list the user on the Users page if button 1 on the phone is configured to monitor a call park extension. **Workaround:** None. In order for Office Manager to display phone users, button 1 on the user's phone must be configured as the primary extension.
CSCti13543	Office Manager treats the second Auto Attendant extension as a phone number **Symptom:** If more than one Auto Attendant is configured, Office Manager treats the second and/or third Auto Attendant extension as a phone number. **Workaround:** None. Office Manager does not support deployments with multiple Auto Attendants.

Installation Notes

Reference #	Description/Workaround
CSCth23133	Office Manager fails to display the firmware details of ESW 500
	Symptom: The firmware details for Cisco ESW 500 Series switches are not displayed on the Cisco Devices page in Office Manager.
	Workaround: To view firmware version information for ESW 500 Series switches, use CCA or the ESW 500 Series Switch Configuration Utility.
CSCth38118	AP541N connected to the network through ESW switch is not listed in Cisco Devices screen
	Symptom: The Cisco Devices screen fails to list all connected devices. AP541 access points connected to the network via an ESW 500 Series switch are not listed.
	Workaround: None.
CSCth48588	Video: Blank maximized view is displayed
	Symptom: When clicking on the maximize icon on a camera view window, the maximized view briefly goes blank before displaying video.
	Workaround: None.
CSCtg20041	Duplicate camera view displayed on reloading camera to factory default
	Symptom: Two issues occur after the camera is reset to factory defaults: ▪ A duplicate camera view displayed in Office Manager after the camera comes up following a reset to factory defaults performed from the camera device manager. ▪ On the duplicate view, the Refresh button is enabled, but clicking it does nothing. No option is provided for the user to close the duplicate view.
	Workaround: Close and restart Office Manager so that only a single view for a camera is displayed.
CSCtd78360	Video: Cannot reconnect when camera changes IP address
	Workaround: Restart Office Manager and wait for Bonjour to refresh the IP address of the camera.

Reference #	Description/Workaround
CSCti65377	Auto update does not work through Internet proxy **Symptom:** If the customer has set up a proxy to access the Internet, both port 80 (HTTP) and port 443 (HTTP) must be proxied. **Workaround:** If a proxy is being used when accessing the Internet at the customer site, the network administrator must make sure that both port 80 and port 443 are proxied.

Compatibility with Cisco Configuration Assistant (CCA)

Office Manager can be used with Cisco SBCS systems that are configured using Cisco Configuration Assistant version 2.2(5). Configuration changes made through Office Manager are read and recognized by CCA.

When CCA is running, Office Manager must be closed, and vice versa. Concurrent access is not supported.

What to Configure in CCA Before Installing and Customizing Office Manager

Before installing and customizing Office Manager at the customer site, you must use Cisco Configuration Assistant (CCA) to configure and enable features that you want your customer to be able to view, modify, or enable through Office Manager.

- Network and security settings (required)
- Phones and extensions (required)
- Voice mailboxes
- Hunt groups, call blast groups, and paging groups (if used)
- Remote access, including VPN server or SSL VPN server, user accounts, and VPN clients (if used)

  When creating VPN user accounts, use a 6-digit password for compatibility with Office Manager.
- Night Service schedule, Night Service extensions, and Night Service toggle code (if used)

- Auto Attendant schedule, greetings, prompts, key actions, and authorized prompt management users (if used)

  Deployments with multiple Auto Attendants are not supported.

- Single-number reach must be enabled, if used

- Video telephony must be enabled for the system if you want the office manager to be able to enable or disable video calls on user's phones.

For more information, see the Cisco Configuration Assistant online help or the *Cisco Configuration Assistant Smart Business Communications System Administrator Guide for Release 2.2.(5)*, available on CIsco.com at:

http://www.cisco.com/en/US/products/ps7287/prod_maintenance_guides_list.html

Downloading Office Manager

To download the Office Manager 1.0 software, go to the following URL, click the link to Download Software, and following the instructions.

A Cisco.com login is required.

http://www.cisco.com/go/officemanager

Installing Office Manager at the Customer Site

Follow these instructions to install Office Manager at the customer site.

Before You Begin

The procedures in this section assume that:

- The Cisco Smart Business Communications System platform devices, network settings, telephony features, users, and VPN or SSLVPN server are configured and functioning normally. See **What to Configure in CCA Before Installing and Customizing Office Manager, page 9**.

- You have copied or downloaded the Office Manager Setup program to the office administrator's PC.

- The office administrator PC on which your are installing Office Manager is behind the UC 500 on the local network and has obtained an IP address from the UC 500.

- Cisco Configuration Assistant is NOT running. You must exit CCA before running Office Manager.

- You have administrative privileges on the office administrator PC.

Installation Procedure

STEP 1   Double-click on the Office Manager executable file OfficeManagerSetup-*<version>*.exe to launch the Setup program.

STEP 2   Click **Next**.

STEP 3   Follow the on-screen instructions in the Setup program:

a. Accept the License Agreement and click **Next**.

b. Choose a destination location or accept the default location (C:\Program Files\Cisco Small Business Office Manager) and click **Next**.

c. Choose a **Start Menu Folder** for program shortcuts or accept the default folder (Cisco Small Business), then click **Next**.

d. Choose whether or not you want to create desktop and Quick Launch icons for Office Manager, then click **Next**.

STEP 4   Click **Install**.

STEP 5   When the installation completes, leave the **Launch Cisco Small Business Office Manager** option enabled, then click **Finish**.

If you are installing Office Manager for the first time on this PC, you must initialize the application, customize the installation, and log in to the system. This is covered in the next section, **Logging In and Customizing the Installation, page 11**.

Logging In and Customizing the Installation

After the initial installation completes, follow these steps to log in and customize Office Manager for your customer.

STEP 1   If Office Manager is not currently open, choose **Start** > **All Programs** > **Cisco Small Business** > **Cisco Small Business Office Manager** to launch the application.

STEP 2   The first time you run Office Manager, the Adobe Air License Agreement dialog appears. Review the license and click **I Agree** to continue.

STEP 3 When you launch Office Manager for the first time, you must complete the following steps to initialize the system:

Required fields on the initialization pages are marked with an asterisk.

a. **Cisco Privacy Policy**. Review the Cisco Privacy Policy statement, choose whether to allow Cisco to collect system and Cisco device information, then click **Next**. By default, this option is enabled (checked).

b. **Partner Information**. Enter your contact information, then click **Next**.

c. **End User Information**. Enter contact information for your customer, then click **Next**.

The Site Settings page appears.

STEP 4 On the Site Settings page, you can customize these settings.

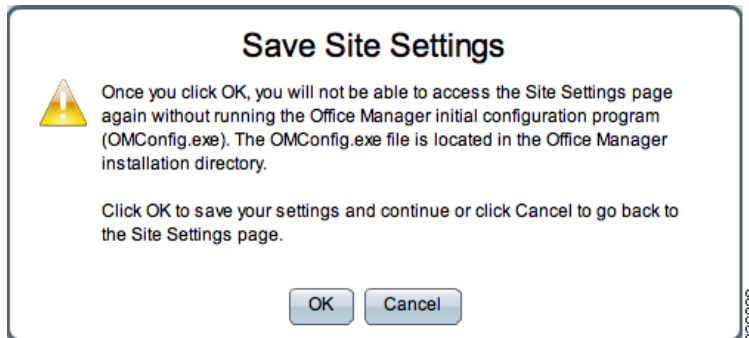| Setting	Description
Menus	Show or hide menus for features that you want to enable for this customer. Menus that are not checked are hidden and cannot be accessed by the customer. Feature menus and the tasks are enabled for users on each menu are listed and described below.
	Local Speed Dials: Add and remove phone numbers that appear on the Local Speed Dials menu on all phones.
	Local Directory: Add and remove phone numbers to or from the Local Directory Menu that appears on all phones.
	Business Hours: Modify open hours schedule used by the Auto Attendant.
	Holidays: Modify the list of holidays used by the Auto Attendant.
	Night Service Schedule. Modify the hours that Night Service is active on your system.
	Music on Hold: Enable or disable Music on Hold and upload a different Music on Hold file.
	Hunt Groups, **Call Blast Groups**, **Paging Groups**, **Pickup Groups**. Manage members for hunt groups, call blast groups, paging groups, and call pickup groups configured on the system. You can view, add, or remove members from these groups and edit descriptions.
	Multi User Edit. View, enable, or disable selected features and configure a voice-mail PIN for all users or several users.
	Inbound Call Routes. View information about how calls to external DID numbers published for the customer are routed to internal extensions.
	Voicemail. View voice mailbox information for users and groups, including mailbox size, usage, total messages, new messages, saved messages and other information. On this page, you also choose an Operator extension to use for voice mail transfers.

Setting	Description
Menus (continued)	**Prompts** (hidden by default): View a list of Auto Attendant prompt files, see which users are authorized to record prompts, and the extension to dial to manage prompts.
	Video: View streaming video for up to 4 Cisco PVC2300/ WVC2300 cameras installed at the customer site. Launch the Cisco Video Monitoring System application, if it is installed and its location is configured.
	Network Status: View UC 500 bandwidth utilization, number and type of network connections, remote VPN access (enabled or disabled), and firewall status (enabled or disabled).
	Cisco Devices (hidden by default): View detailed information for supported Cisco devices at the site. The WAN IP address, LAN IP address, Gateway IP address, firmware version, Primary DNS server IP address, and uptime are displayed.
	News: View an RSS (Really Simple Syndication) newsfeed.
	Contact Information: View or edit support contact information.
	Feedback: Submit comments and suggestions for the Office Manager application. Registration information, system information, and Cisco device information is always sent when the user clicks Submit on the Feedback dialog.
Phones - Phone Message	Enter a brief message to be displayed on the phone desktop for all phones at the customer site.
	If this field is left blank, the default phone message ("Cisco Unified CME") is sent to the phone when you click Save and Close to apply Site Settings. Cisco Unified CME does not allow the phone message to be blank.
	If you run the OMConfig.exe program to update Site Settings, you must re-enter your custom phone message before saving changes. Otherwise, the default phone system message is applied. This is because at the time Site Settings are configured, Office Manager is not yet connected to the UC 500 and cannot read the configuration to determine the message that is currently configured on the phones.
	When you save your settings, this message is sent to the phones. Make sure that the text is readable when displayed on the phone desktop image.

Setting	Description
Branding - Logo	Click **Select Image** to browse to the location of a .png or .jpg graphic file to upload and display in the logo area of the Office Manager banner. For best results, use a PNG-format image file. Images larger than 200x40 pixels (width x height) are clipped. If the logo is large, it may overlay the branding text. Before saving your changes, make sure that the logo and branding text display as desired. You can also set the left and top margins for the branding area. The total branding area is 500 x 40 pixels and is composed of the image, text, left margin, and top margin. Click **Clear** to remove an existing logo image.
Branding - Text	Enter your company name or other branding message in the **Text Value** field. You can also set the font size, bold the text, and text color. Click the **Color** icon to display a color picker for the **Text Value**. As you make changes, the branding area of the page updates so that you can preview your **Branding - Logo** settings. Check to make sure that the logo and branding message are readable.
UC 500 WAN Bandwidth Utilization	Set the **Upload Speed** and **Download Speed** to the maximum values supported by the customer's network, from 64 Kbps to 10 Mbps or higher. Refer to the Service Level Agreement or other documentation from the customer's Internet service provider or perform a broadband connection speed test at the customer premises to obtain this information. These values determine the upper limit for the UC 500 WAN bandwidth meter displayed on the Network Status page in Office Manager.

STEP 5 When you are finished customizing site settings, click **Save and Close**.

If needed, choose **Reset** to revert to the previous settings without making changes.

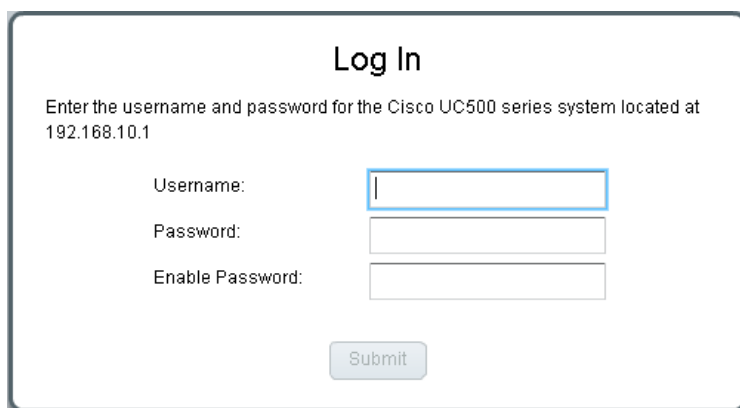STEP 6 Click **OK** when prompted to save your site settings.

Once you click **OK**, you will not be able to access the Site Settings page without running the OMConfig.exe to initialize the configuration. The OMConfig.exe file is located in the Office Manager installation directory.

Office Manager automatically attempts to discover the UC 500 and connected devices. If the device discovery is successful, the Log In page appears.

If the UC 500 is not discovered and the login page is not displayed, it means that Office Manager cannot locate the UC 500 in your network. This can occur if the UC 500 is on a different VLAN or subnet. For instructions on how to manually add devices, see **Configuring Advanced Settings, page 19**.

STEP 7 In the Log In dialog, enter the administrator username, password, and enable password for the UC 500 and click **Submit**. The user account on the UC 500 must have Level 15 (read/write) access.

Under certain circumstances, you may need to enter an enable password when you first connect to the UC500 using Office Manager. By default, this enable password is the same password used by CCA for administrative login.

TIP You can choose **Advanced Settings** and click the **Erase Saved Passwords** button in the Usernames and Passwords section to remove and replace stored login credentials. See **Configuring Advanced Settings, page 19**.
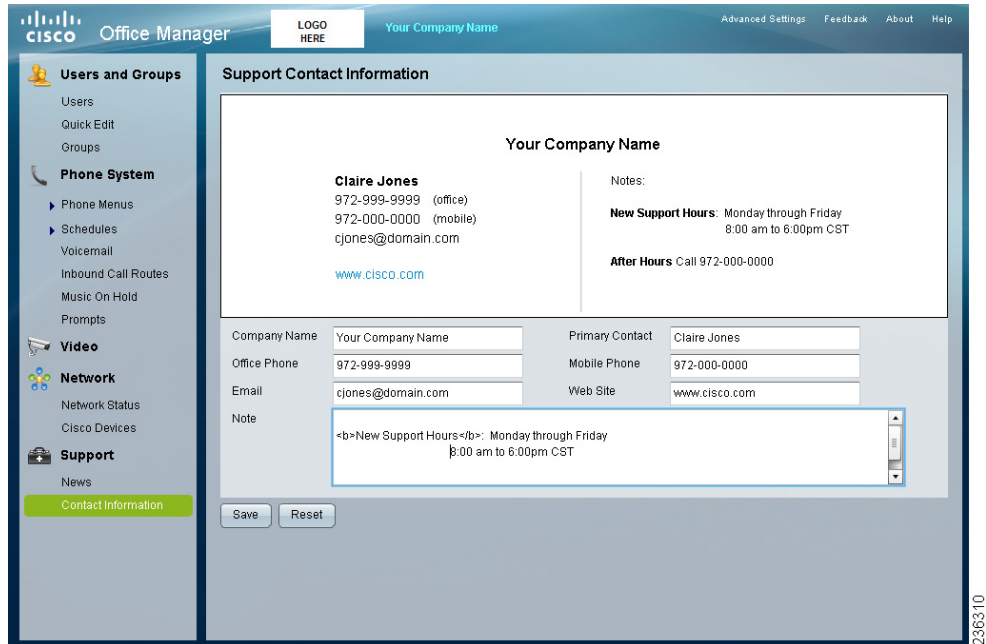
You may be prompted to enter login credentials for other devices discovered at the site.

The administrator username and password are never displayed to the customer and cannot be changed by the customer.

If the username, password, or enable password on the UC 500 or other discovered devices changes after the initial installation, users are prompted to enter valid administrative credentials before they can continue using Office Manager.

STEP 8 To update or add support contact information and site-specific notes for the customer:

a. Choose **Support** > **Contact Information** from the feature menu on the left and fill in your information. In the Notes field, you can use , and <i>, </i> HTML tags to format characters in bold or italic. The page updates as you type.

b.   Click **Save**.

STEP 9   Configure advanced settings, if needed. See **Configuring Advanced Settings, page 19**.

STEP 10   Follow the instructions in the online help to manage users and settings or view status information for the customer's network.

Configuring Advanced Settings

To configure advanced Office Manager Settings, follow these steps.

STEP 1 From the menu at the top of the page, choose **Advanced Settings** to open the Settings dialog and configure additional settings for the site.

STEP 2 Modify advanced settings as needed to complete the customer's installation or troubleshoot any problems encountered during device discovery or when running Office Manager.

These settings are listed and described below.

Category	Settings and Descriptions
Add Manual Devices	Manually add the IP address of supported devices that were not discovered by Office Manager, such as the UC 500 or AP541N wireless access point. Click **Add**, enter the LAN IP address of the device, then click **Save**. When you click **Save**, you are prompted to confirm the action and restart Office Manager.

Category	Settings and Descriptions
Miscellaneous	**Data Collection** Enable or disable sending of system information and Cisco SBCS device information to Cisco.
	Cisco Video Monitoring System Location Specify the location of the Cisco Video Monitoring System application, if it is installed on this PC. For more information about the Cisco Video Monitoring System, go to www.cisco.com/go/smallbizcameras, and click the Resources tab. Go to the Data Sheets section and click **Cisco SWVMS16 Video Monitoring System SW 16 Camera**. To download the software, go to the Firmware section of the Resources tab and click **Download Firmware and Accept License Agreement for Cisco SWVMS16 Video Monitoring System SW 16 Camera**.
	RSS Feed URL Specify a different RSS Feed URL for news. The default RSS feed URL is http://newsroom.cisco.com/data/syndication/rss2/topStories_20.xml (news@cisco.com).
	Application Settings Reset the Office Manager window to the default size.

Category	Settings and Descriptions
Miscellaneous (continued)	**Cisco Support Options** Access Cisco support options. Click **Check for Update** to check for a newer version of Office Manager. If a newer version is available, it will be downloaded to your PC and you can choose whether or not to install it. The **Clear Logs, Set Normal Trace**, and **Set Debug Trace** options are provided to assist Cisco technical support in troubleshooting system problems. Some of these options can affect system performance. Use these options only when instructed to by Cisco Technical Support. For more information, see **Setting Trace Levels and Collecting Logs for Troubleshooting, page 25**.
	Username/Passwords Remove saved login credentials for the UC 500 and other CCA-managed devices that are stored on the PC running Office Manager. You may need to use this option if the login information changes after the initial installation. Click **Erase Saved Passwords** to remove all stored usernames and password for managed devices from this PC. After the login information is removed: ▪ A confirmation dialog appears. If you choose **OK**, all connections to SBCS devices are closed and Office Manager is re-started. ▪ After the passwords are removed and Office Manager is restarted, you are prompted to enter usernames and passwords for administrative access to these devices.

STEP 3 When you are finished making changes, click **Save** to apply the changes or click **Reset** to discard your changes. If you choose **Cancel** and there are any unsaved changes, you are prompted to confirm the operation.

Reinstalling Office Manager

To reinstall Office Manager, follow the same steps described in **Installing Office Manager at the Customer Site, page 10**.

If the Office Manager setup program detects that a previous installation of Office Manager exists on the system, you are prompted to uninstall the prior version.

Custom site settings and login credentials are retained when you re-run the Office Manager Setup program to reinstall the application.

Modifying Site Settings After the Initial Installation

The Site Settings page, where you customize the installation, is only displayed during the initial installation. If you wish to changes these settings later, you must run the Office Manager initial configuration executable (OMConfig.exe).

The OMConfig.exe file is located in the Office Manager installation directory.

- The default installation directory for PCs running Microsoft Windows XP or Windows Vista is C:\Program Files\Cisco Small Business Office Manager.

- On PCs running Microsoft Windows 7, the default installation directory is C:\Program Files (x86)\Cisco Small Business Office Manager.

Running OMConfig.exe is similar to re-installing Office Manager, except that the Site Settings page appears after the application is re-installed and displays the current settings. The only Site Setting that is not preserved is the Phone Message text. You must re-enter the message before saving your settings and closing the window.

Updating Office Manager

When you start Office Manager, the application checks to see if a newer version of Office Manager is available. If updates are available, they are downloaded and you can choose to install the new version or cancel the update and continue using the current version.

You can also check for automatic updates from the Advanced Settings window in Office Manager.

Uninstalling Office Manager

To manually uninstall Office Manager, follow these steps.

STEP 1   From the Start menu in Windows, choose **Start** > **All Programs** > **Cisco Small Business** > **Uninstall Cisco Small Business Office Manager**.

STEP 2   Choose **Yes** when prompted to uninstall Office Manager.

STEP 3   Click **OK**.

Troubleshooting

Read this section for information about troubleshooting issues with Cisco Small Business Office Manager.

Dual Network Interface Cards (NIC)

A dual-NIC system is one that has both a wired and wireless connection or multiple wired connections.

Under normal circumstances, this type of PC setup should not cause problems. However, in some cases, Office Manager does not handle dual NIC cards correctly.

If you encounter issues with Office Manager, try disabling all of the network interface cards except for the one that is connected to the UC 500.

Startup Progress Bar

When Office Manager launches, a progress bar on the start-up page informs the user of the operations being performed. These messages are typically displayed:

- **Searching for Devices**. This is normal. Office Manager is looking for the UC 500 device. If Office Manager does not discover the UC 500, choose **Advanced Settings** and manually enter the IP address of the UC 500. See **Configuring Advanced Settings, page 19**.

- **Reading Users**, **Reading Phone Settings**. These are normal. Office Manager is reading information from the IOS running configuration on the UC 500 device.

- **Reading Voicemail Data**. This is normal. Office Manager is reading information from the Cisco Unity Express (CUE) module on the UC 500 device, which provides voice mail services.

- **Error: Discovery Service Not Found**. The device discovery service used by Office Manager is not running.

Services Required for Office Manager (Restart if Not Running)

For Office Manager to work correctly, these services must be running:

- Office Manager Service Trace Service

- Office Manager Video Panel Service

If these services are not running, they must be restarted. Office Manager will not launch correctly without them.

The exact steps required for starting and stopping services vary, depending on the version of the operating system installed on the Office Manager PC. For more information, refer to the operating system documentation.

Cannot Upload Music on Hold Files or Speed Dials

Office Manager uses a built-in TFTP service to transfer files to or from the UC 500. You must first disable any other third-party TFTP services running on your PC before continuing.

If you are using a Windows-based PC, you can use Windows Task Manager to locate these applications and close them. However, these services might not be shown on the Applications tab in the Task Manager. If this is the case, you can also open a command window on the PC and issue the `netstat` command to see if these services are running and identify them by executable name and process ID. For example:

C:\ **netstat -a -b**

Once you locate the third-party TFTP process, you can go to the Processes tab on the Windows Task Manager and manually shut it down by highlighting the process in the list and choosing **End Task**.

For more information, consult the documentation for your operating system or TFTP application.

If there are no third-party TFTP services running, check the firewall and network security settings on the PC to make sure that TFTP traffic is allowed between the PC and the UC 500 or try restarting your PC to release TFTP ports that may be in use from a prior session.

Auto Update not Working

If Auto Update is not working correctly, you can log into Cisco.com, download the latest version of Office Manager, and manually install the latest version of Office Manager.

Setting Trace Levels and Collecting Logs for Troubleshooting

This section explains how to clear Office Manager logs, set trace levels for debugging, and collect log files that can be submitted to the Small Business Support Community for troubleshooting.

Log files are retained for 7 days (older log files are deleted). The maximum size for each log file is 1.99 GB (for compatibility with FAT32 file systems). When a log file reaches the maximum size, a new log file is created.

Office Manager usually runs at the normal trace level, which only allows errors to be placed in the log files. If your customers are having problems with Office Manager, follow these steps:

STEP 1 Launch Office Manager and click the **Advanced Settings** link at the top of the page.

STEP 2 Locate the **Cisco Support Options** under the **Miscellaneous** section on the page.

STEP 3 Click **Clear Logs**.

STEP 4 Click **Set Debug Trace** to set the debug trace level so that additional information can be collected when the problem occurs.

STEP 5 Close Office Manager.

STEP 6 Restart Office Manager.

STEP 7 Re-create the problem.

STEP 8 After you are finished re-creating the problem, click **Set Normal Trace** to set the trace level back to Normal.

⚠️

CAUTION It is important that you set the trace level back to **Normal**. When the trace level is set to **Debug**, the log files that are generated can grow rapidly and consume a large amount of disk space.

STEP 9 Exit Office Manager.

STEP 10 On the PC running Office Manager, go to the Office Manager installation directory. The default installation location is

```
C:\Program Files\Cisco Small Business Office Manager
```

```
C:\Program Files (x86)\Cisco Small Business Office Manager
```
(on supported 64-bit operating systems)

STEP 11 Collect all of the log file(s) that begin with "`Cisco-OM-LOG`".

STEP 12 Create a .zip file that contains all of the log files and email it to Cisco Small Business Support Center (STAC), as directed by the support representative.

Support for Cisco Small Business Office Manager

For SBCS support forums, articles, and other support information, visit the Cisco Small Business Support Community at the following URL:

www.cisco.com/go/smallbizsupport

To view resource and support contact information for the Cisco Small Business Support Center (SBSC), go to:

www.cisco.com/go/smallbizhelp

Providing Feedback

To provide feedback from within the Office Manager application, click the **Feedback** link in the upper right corner of the main window, choose the type of feedback to provide, enter your comments, rate your experience with the application, and click **Submit**.

Registration information, system information, and Cisco device information is always sent when the user clicks **Submit** on the Feedback dialog.

You can also provide feedback by posting to the SBCS discussion forums if you are logged in to the Cisco Small Business Support Community.

www.cisco.com/go/smallbizsupport

To go to the Cisco Smart Business Communications System/UC 500 support area, select **Support Communities** > **Small Business Voice and Conferencing** > **SBCS/UC500.**

Where to Go Next

Cisco Small Business Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	Downloads for all Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software Registration or login may be required.
Cisco Configuration Assistant	
Cisco Configuration Assistant Product Page	www.cisco.com/go/configassist
Cisco Configuration Assistant Technical Documentation	www.cisco.com/en/US/products/ps7287/tsd_products_support_series_home.html

Installation Notes

Cisco Smart Business Communications System and Components	
Cisco Smart Business Communications System	www.cisco.com/go/sbcsresources
Cisco Unified Communications 500 Series	www.cisco.com/go/uc500resources
Cisco SPA 500 Series IP Phone	www.cisco.com/go/spa500phones
Cisco SPA 300 Series IP Phones	www.cisco.com/en/US/products/ps10998/tsd_products_support_series_home.html
Cisco AP541N Access Point	www.cisco.com/go/ap500resources
Cisco ESW 500 Series Switches	www.cisco.com/go/esw500resources
Cisco PVC2300 (Audio/PoE) and WVC2300 (Audio/Wireless-G) Business Internet Video Cameras	www.cisco.com/go/smallbizcameras
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb

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