



# CHAPTER 4

## Post-Installation and Post-Upgrade Steps

This section contains procedures that should be performed after an installation or an upgrade. Perform procedures in this section only if you were directed to do so from either the installation chapter or the upgrade chapter.

This section contains the following topics:

- [Updating Your Company Name, page 4-1](#)
- [Updating the Cisco WebEx Social for Microsoft Office Plugin Download Location, page 4-2](#)
- [Setting the Default Logout Page Option, page 4-3](#)
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### Updating Your Company Name

This procedure is applicable only after fresh installation.

To update the Cisco WebEx Social to properly use your company name, follow these steps:

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- Step 1** Sign in to the Director.
  - Step 2** In the Director, click **Application** in the Menu bar, then click **Portal** in the left panel.
  - Step 3** In the Advanced Portal Properties area, change the default values for the properties that the following table describes to values that are appropriate for your company.

For example, change **your\_company.com** to the name of your company.

To quickly locate a property, enter its name in the Search field in the Advanced Portal Properties area.

Property	Default Value	Description
admin.email.from.address	your_email_support_alias@your_company.com	Email address that appears in the footer of the email message that is sent to the author of a blog when someone comments on the blog.
admin.email.from.name	your_company_support_name	The name that appears in the footer of the email message that is sent to the author of a blog when someone comments on the blog.

Property	Default Value	Description
company.default.web.id	your_company.com	Default login ID for your company.
outbound.email.from.address	The default value is empty. In this case, the sender email address is <b>noreply@mail_domain</b> , where <i>mail_domain</i> is the value that you defined in the Mail Domain field as described in the “Email Configuration” section in Cisco WebEx Social Administration Guide.	Email address of the outbound email notification sender.
outbound.email.from.name	Cisco WebEx Social	Name of the outbound email notification sender.
report.problem.email.to.address	your_email_support_alias@your_company.com	Email address or email alias to which an email message is sent when users use the <b>Report a Problem</b> link in the Help Window.
report.problem.email.to.name	your_email_support_name	Name to which an email message is sent when users use the <b>Report a Problem</b> link in the Help Window.

**Step 4** Click **Save** in the Advanced Portal Properties area.

**Step 5** Click **Apply Config** in the left panel.

## Updating the Cisco WebEx Social for Microsoft Office Plugin Download Location

This procedure is optional after a fresh installation or an upgrade.

To update the Cisco WebEx Social for Microsoft Office Plugin Download location, follow these steps:

**Step 1** Sign in to the Director.

**Step 2** In the Director, click **Application** in the Menu bar, then click **Portal** in the left panel.

**Step 3** In the Advanced Portal Properties area, enter the following value for the `com.cisco.social.office.client.updateUrl` property:

```
${web.server.protocol}://${virtual.host}/productivityplugins/
```

To quickly locate this property, enter its name in the Search field in the Advanced Portal Properties area.

**Step 4** Click **Save** in the Advanced Portal Properties area.



**Step 5** Click **Apply Config** in the left panel.

# Setting the Default Logout Page Option

This procedure is applicable only after an upgrade if SSO is not enabled in your deployment.

## Procedure

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- Step 1** Sign in to Cisco WebEx Social as an administrator.
  - Step 2** Take these actions to access the Common Configurations window:
    - a. Click the down-arrow  to the right of your name in the Global Navigation bar.
    - b. Select **Account Settings from** the drop-down menu.
    - c. Click the right-arrow  next to **Portal**
    - d. Click **Settings** in the Portal drawer.
  - Step 3** Select the **General** tab.
  - Step 4** Enter a slash (/) in the Default Logout Page field in the Navigation area.
  - Step 5** Click **Save**.
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# Changing NFS Settings

If you need to change any of your NFS Settings in the Director after a fresh installation or an upgrade, follow these steps:

## Procedure

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- Step 1** Log in to the Director with administrative credentials and take these actions:
  - a. In the Director, click **System** in the Menu bar, click **Topology** in the left panel, and take these actions:
    - b. Click the **Disable All** button in the Server List area.
- Step 2** In the vSphere client, power off the virtual machines for the App Server, Cache, and Worker nodes.
- Step 3** In the Director, take these actions:
  - a. Click **System** in the Menu bar, then click **Configuration** in the left panel.
  - b. Enter your new NFS settings in the NFS area.
  - c. Click **Save** in the NFS area.
  - d. Click **Apply Config** in the left panel.
- Step 4** Reboot the Director node virtual machine.
- Step 5** Power on the virtual machines that you powered off.
- Step 6** Log in to the Director with administrative credentials and take these actions:
  - a. In the Director, click **System** in the Menu bar, click **Topology** in the left panel, and take these actions:

- b. Click the **Enable All** button in the Server List area.
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## Manually Enabling Synthetic Monitoring

This procedure is applicable after a fresh installation or an upgrade.

The synthetic monitor runs periodically to verify basic Cisco WebEx Social features. For more information, see the “Synthetic Monitoring” section in *Cisco WebEx Social Administration Guide*.

If you want to use the Synthetic Monitoring feature, take these actions:

### Procedure

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**Step 1** Use an SSH client to access the Director server and log in as the admin user.

**Step 2** Enter this command:

```
apicurl -X POST localhost:2103/parameters -d  
'nodeid=0&key=synthetic_monitor_disabled&val=false'; apicurl -X GET  
localhost:2103/apply_config/role/quad
```

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