



Preface

This preface describes the purpose of the *Cisco Pulse Administrator Guide*, who should read it, how it is organized, its document conventions, and where to get more information or help if needed.

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Purpose

The purpose of this manual is to describe the Pulse Connect and Collect Appliances and how to physically install and connect them in an existing IP network, configure some network information for them, and install the application software on them. It describes how to register Cisco Pulse. It explains how to use the Cisco Pulse graphical user interface (GUI) to perform these tasks:

- Upload a license file to Cisco Pulse, which activates its software features.
- Initially configure Cisco Pulse using the Administration setup wizard and maintain the configuration of Cisco Pulse.
- Initially upload and maintain the Pulse and Restricted Vocabularies.
- Monitor Cisco Pulse.
- Create gadgets and publish them so that Cisco Pulse users can add them to their Home pages.
- View a calculator that determines the amount of time and money saved by your organization when users find people with experience using the Pulse Locator instead of through conventional means.

And finally, it explains how to use the command line interface (CLI) to perform additional monitoring of Cisco Pulse and maintenance tasks such as backing up Cisco Pulse data stored on the Pulse Connect Appliance.

Audience

This manual is intended for these administrators:

- A network administrator who is responsible for physically installing and connecting the Pulse Collect and Connect Appliances in the existing IP network and performing a basic configuration of these appliances. This administrator is also responsible for configuring existing Cisco switches with some recommended software features in support of Cisco Pulse.
- A system administrator who is responsible for initially setting up and configuring, maintaining, and monitoring Cisco Pulse. This administrator also creates and maintains a list of users who can access and use Cisco Pulse to find people with experience as well as related information, which includes documents and videos.
- One or more business administrators who are responsible for creating and maintaining Pulse and Restricted Vocabularies.

Organization

This guide includes these chapters:

Chapter	Description
Chapter 1, “Cisco Pulse Overview”	This chapter describes the Pulse Connect and Collect Appliances. It also describes how to access the Cisco Pulse graphical user interface (GUI), which enables a system administrator, one or more business administrators, and users to access Cisco Pulse and perform their tasks.
Chapter 2, “Planning the Cisco Pulse Deployment”	This chapter describes how to deploy Cisco Pulse and which administrator (network, system, or business) is responsible for each task. It also provides some pre-work that the system administrator needs to perform before initially configuring Cisco Pulse using the Administration setup wizard.
Chapter 3, “Setting Up the Pulse Appliances”	This chapter explains the components in a typical Pulse topology. It provides a summary of setup tasks that the network administrator must perform, for example, mounting the appliances in a rack and connecting them, and where to get information about each task. It explains how the network administrator must configure some basic attributes such as passwords and network information and the information this person must pass along to the system administrator, who must next install the application software on the appliances.
Chapter 4, “Installing Cisco Pulse Application Software”	This chapter explains how the system administrator can install the application software on the Pulse Collect and Connect Appliances, then start the applications. It also describes how to generate a certificate for the web server that hosts Cisco Pulse.

Chapter	Description
Chapter 5, “Installing the Cisco Pulse Software License”	This chapter describes how the system administrator can register Cisco Pulse using a web tool on Cisco.com, then upload a license file to the system.
Chapter 6, “Configuring and Maintaining Cisco Pulse”	This chapter describes how the system administrator can initially configure Cisco Pulse using the Administration setup wizard, then maintain Cisco Pulse using the Administration pages.
Chapter 7, “Creating and Maintaining Vocabularies”	This chapter explains the roles of the Pulse and Restricted Vocabularies, provides guidelines for the business administrator to create the vocabularies, and explains how the business administrator can initially upload the vocabularies to the system and use the different methods of maintaining the vocabularies.
Chapter 8, “Monitoring Cisco Pulse”	This chapter provides information on the different ways the system administrator can monitor Cisco Pulse: <ul style="list-style-type: none"> • Using Cisco Pulse GUI to access the application log, system log, and status information and counters for the Pulse Collect and Connect Appliances. • Using the show_tech.sh utility, which captures various counters, information about currently running processes, and current disk usage.
Chapter 9, “Customizing and Maintaining Cisco Pulse Using the Command-Line Interface”	This chapter describes how the system administrator can use the Cisco Pulse command-line interface (CLI) to stop and restart the Pulse Appliances, augment LDAP location information, update the management service username and password, and update the ncpadmin password. It also explains how the network administrator can update network information.
Chapter 10, “Backing Up Cisco Pulse Data”	This chapter describes how the system administrator can back up Cisco Pulse data stored on the Pulse Connect Appliance at regular intervals.
Chapter 11, “Developing a Gadget for the Home Page”	This chapter explains how business and system administrators can create gadgets and optionally publish them so that Cisco Pulse users can add them to their Home pages.
Chapter 12, “Viewing Business Data”	This chapter, which is intended for the business administrator, describes expertise seeker and provider interaction data. It also describes the ROI gadget, which provides a calculator that determines the amount of time saved by expertise seekers, and money saved by organizations when expertise seekers find people with experience using the Pulse Locator instead of through conventional means.

Chapter	Description
Appendix A, “Network Configuration Requirements”	This appendix provides sample configurations for Cisco switches upon which we recommend that the network administrator configures Remote Switched Port Analyzer (RSPAN) with VLAN Access Control Lists (VACLs). These features optimize the amount of traffic a switch forwards to a Pulse Collect Appliance.
Appendix B, “Allowing Access to Anonymous Users”	This appendix describes how the system administrator can allow Pulse Locator access to anonymous users.
Appendix C, “Reinstalling the Operating System on the Pulse Appliances”	This appendix explains how the network administrator can reinstall the operating system on a Pulse Collect or Connect Appliance if needed.
Appendix D, “Recovering the Pulse Appliances”	This appendix describes the circumstances under which the system administrator must perform a recovery process on the Pulse Appliances and outlines the recovery process itself. It also explains how the system administrator can restore the Cisco Pulse data from the latest backup, which is one of the steps in the recovery process.
“Glossary”	The glossary provides a list of terms and definitions specific to Cisco Pulse.

Conventions

This document uses these conventions:

Convention	Indication
bold font	Commands and keywords and user-entered text appear in bold font .
<i>italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic font</i> .
[]	Elements in square brackets are optional.
{ x y z }	Required alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
<code>courier font</code>	Terminal sessions and information the system displays appear in <code>courier font</code> .
< >	Nonprinting characters such as passwords are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

**Note**

Means *reader take note*.

**Tip**

Means *the following information will help you solve a problem*.

**Caution**

Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

**Warning**

Means *reader be warned*. In this situation, you might perform an action that could result in bodily injury.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Related Documentation

The Cisco Pulse documentation set also includes these documents:

- *Cisco Pulse User Guide*
- *Cisco Pulse API Reference Guide*
- *Release Notes for Cisco Pulse Release 1.0.5*

