



## Assorted Tasks

This appendix includes the following major topics:

- [Values to be Gathered Before Installation, page A-1](#)
- [Troubleshooting, page A-2](#)
- [Additional Resources, page A-2](#)

## Values to be Gathered Before Installation

[Table A-1](#) describes the information that must be gathered to complete the installation.

**Table A-1** Information to be Obtained Before Installation

Information	Value(s)
Fully Qualified Domain Names (FQDNs) for Cisco Extended Care Application Server	--
Domain Name System (DNS) Server 1 Address	--
DNS Server 2 Address	--
Domain Suffix	--
IP Addresses of Application Server	--
Server Subnet Mask	--
Server Gateway Address	--
Network Time Protocol (NTP) Server 1 and Server 2 Addresses	--
Prescription header and footer, if applicable (for E-Pen)	--
Applicable licenses for this installation	--

# Troubleshooting

## Incorrect Number of Licenses Displayed

During very heavy loads, the Cisco Extended Care Admin Home page may indicate a greater number of end user licenses in use than is actually the case. To resolve this issue, you must restart the service connecting the endpoints as follows:

1. Open a command shell on the Application Server and log on as root.
2. Type the command `service cec restart` and then press **Enter**.

## Additional Resources

The *Cisco Extended Care Application Server Installation and Administration Guide* does not include details on configuring unified communication and video components. Use the following tables, which include links to supporting documentation, as guidelines for the configuration process.

### Installing and Configuring CUCM, VCS, and TMS

The following resources and associated reference URLs will help you to install and configure CUCM, VCS, or TMS.

- Installing Cisco Unified Communications Manager.
  - [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/install/11\\_0\\_1/CUCM\\_BK\\_IDF93684\\_00\\_installing-cucm\\_1101.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/install/11_0_1/CUCM_BK_IDF93684_00_installing-cucm_1101.html)
- Installing Cisco Remote Expert Mobile.
  - <http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/tsd-products-support-install-and-upgrade.html>

### Configuring Telepresence Endpoint in CUCM

The following steps and associated reference URLs will help you to configure a Video endpoint.

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- Step 1** Create a Session Initiation Protocol (SIP) trunk to integrate a Telepresence endpoint and CUCM.
- [http://www.cisco.com/en/US/docs/telepresence/multipoint\\_switch/1\\_6/admin/dh\\_cucm\\_6.html#wp1043391](http://www.cisco.com/en/US/docs/telepresence/multipoint_switch/1_6/admin/dh_cucm_6.html#wp1043391)
- Step 2** Create an application user in CUCM.
- [http://www.cisco.com/en/US/docs/telepresence/cucm\\_cts/cucm\\_cts\\_admin\\_book/guide/cucm\\_cts\\_admin\\_inst.html#wp1089052](http://www.cisco.com/en/US/docs/telepresence/cucm_cts/cucm_cts_admin_book/guide/cucm_cts_admin_inst.html#wp1089052)
- Tip** Refer to this document to configure CUCM for all Telepresence endpoints in the Cisco Extended Care software.
- Step 3** Configure REP.
- <http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-mobile/tsd-products-support-configure.html>
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