



# Configuring the Cisco Extended Care Application Server

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This chapter describes how to configure the Cisco Extended Care application server, including configuring system parameters and adding new endpoint information.

## Prerequisites

Before configuring the Cisco Extended Care Administration Server, the following configurations must be in place in the Cisco Unified Communications Manager (CUCM) and Remote Expert Mobile (REM) servers.

### CUCM

You will perform the following major steps:

1. Create partitions for Managers, All users, and CTI route point.
2. Create CTI route point: Cisco Unified Communications Manager requires creation of CTI Route Point to intercept and route calls from managers.
3. Configure endpoints.
4. Add end users.
5. Associate end users to controlled devices.

### REM

You will perform the following major steps:

1. Configure the outbound server to be the CUCM IP or Hostname.
2. Add a web application ID

The Cisco Extended Care application server configuration process consists of the following tasks:



**Note**

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After you log in, you can perform the subsequent tasks in any order.

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- [Logging into the Cisco Extended Care Administration Server, page 3-2](#)

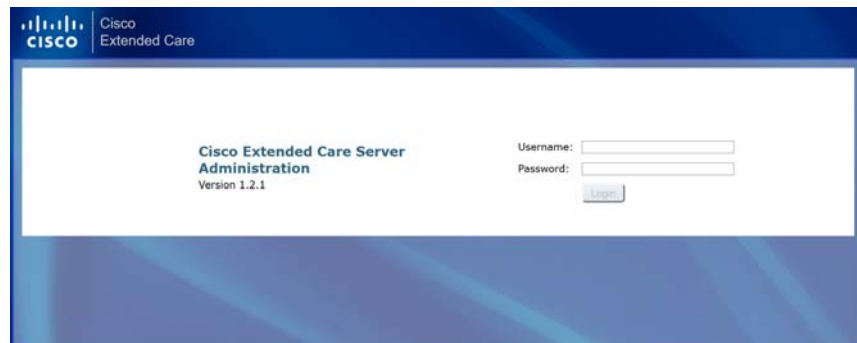
- [Uploading the Cisco Extended Care License Files, page 3-3](#)
- [Configuring the System Parameters, page 3-4](#)
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- [Configuring the UC Servers, page 3-6](#)
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## Logging into the Cisco Extended Care Administration Server

To log in to the Cisco Extended Care administration server, perform the following steps:

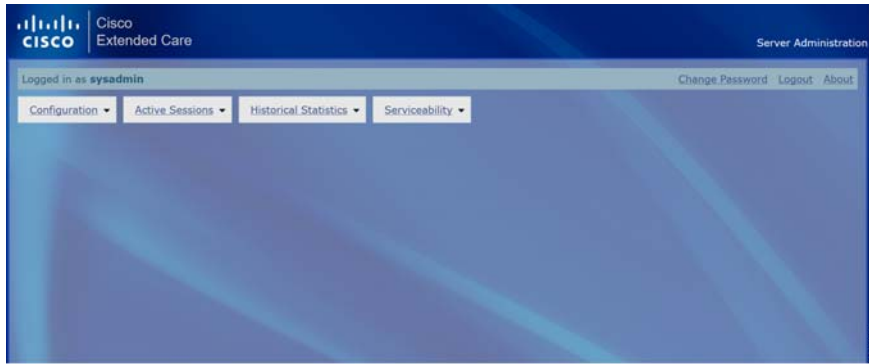
- Step 1** Access the following URL in a web browser: `https://[IP_address_application_server]/admin/`. The Cisco Extended Care Server Administration login page appears.

**Figure 3-1** Cisco Extended Care Server Administration Login Page



- Step 2** Log in using the default login values.
- Username = **sysadmin**
  - Password = **cisco123**

The Cisco Extended Care Server Administration home page appears. The drop-down menu under **Configuration** lists the configuration possibilities for this server. (You can optionally change the password at any time. If you change the password, record the new password in the Network Implementation Plan.)

**Figure 3-2** Cisco Extended Care Server Administration Home Page**Note**

For any of the configuration pages, if you modify existing parameters and want to revert to what was previously specified, do NOT click Save. Instead, click any item in any drop-down menu on the top navigation section. The parameters you modified are cleared, and the new pane is displayed.

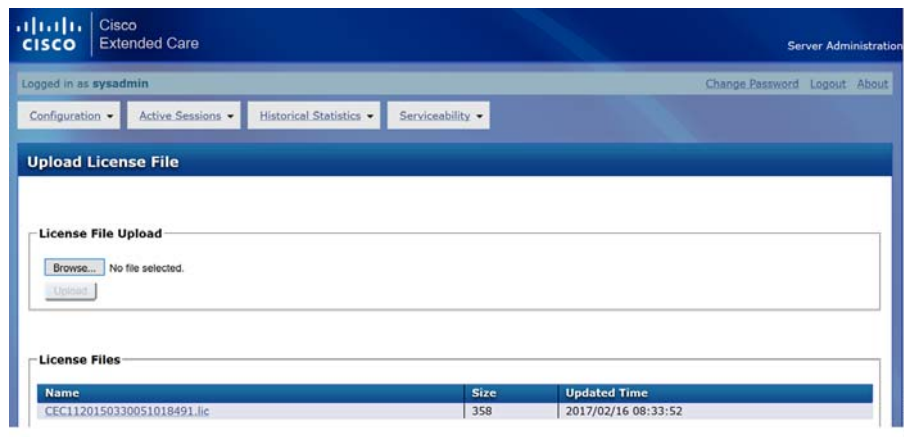
## Uploading the Cisco Extended Care License Files

The Cisco Extended Care system can include the license files listed here. Every license file that applies to this installation should have already been copied to the computer you are working from.

- **Server**—Locks the application to a specific hardware machine (MAC address).
- **Resource**—Controls the maximum number of endpoints.


To upload a license file into Cisco Extended Care application server, for each file, perform the following steps:

- Step 1** Choose **Upload License File** from the **Configuration** drop-down menu. The **Upload License File** pane appears.

**Figure 3-3** Upload License Files Pane

- Step 2** Browse to the location where you copied the license file you want to upload the file. Click **Upload**.
- Repeat steps 1 and 2 for every license file.
- Step 3** To view license files that have already been uploaded, click on the license file name.
- Step 4** To view license details, click **License Information** from the **Configuration** drop-down menu. The **License Information** pane appears.

**Figure 3-4 License Information**



Feature Name	Description	Version	Allowed	Used	License Exceeded
VIRTUAL_CARE_ROOM	Virtual Care Room	1.0	1	0	0

## Configuring the System Parameters



### Activation

These parameters should be left with their default values. Do not configure the system parameters unless the Cisco personnel direct you to do so.

## Resetting Endpoint Sessions

Extended Care provides the ability to reset orphaned endpoint sessions on a regular basis (configurable).



### Note

This is one parameter under System Parameters that you can configure based on your requirements.

By default, endpoint sessions, appointment sessions, conference sessions, and dependent databases that are active for more than four hours are removed from the Extended Care database.



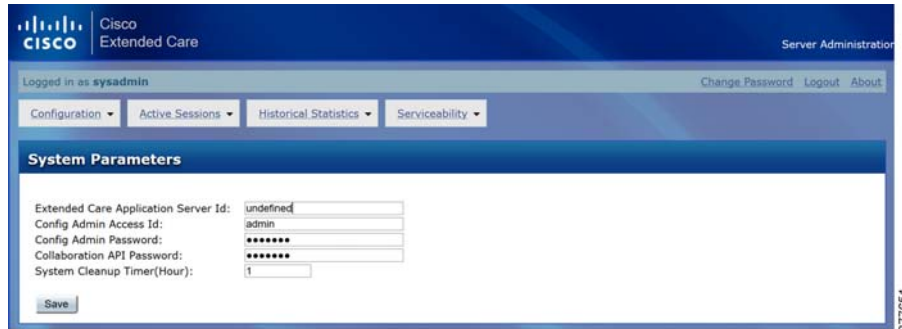
### Note

The reset session timer will execute at the proper time only when the server time is in sync with the NTP timing.

To configure the system clean-up timer, perform the following steps:

- Step 1** To view the system parameters defined for this Cisco Extended Care application server, choose **System Parameters** from the **Configuration** drop-down menu. The **System Parameters** pane appears.

**Figure 3-5** System Parameters Pane



- Step 2** To modify the endpoint reset timer, enter the appropriate time in the **System Cleanup Timer** field. The default value in the system is 4 hours.
- Step 3** Change the collaboration API Password to match your call control key on EMR URL.
- Step 4** Click **Save**.

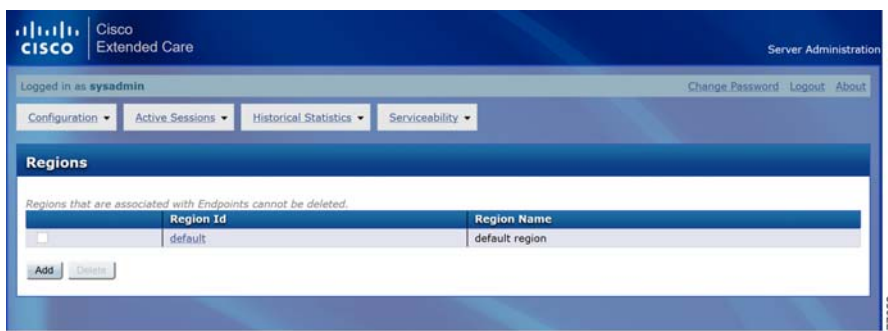
## Configuring the Regions

By default, all endpoints managed by a single instance of Cisco Extended Care belong to the default region. If you have multiple call control regions (separate UC resources), you can add regions. This helps enable you to add endpoint computers, later, to the appropriate region corresponding to the desired UC resource, as described in [Configuring the Endpoints, page 3-11](#).

To configure the regions for this Cisco Extended Care application server, perform the following steps:

- Step 1** To view the list of configured regions for this Cisco Extended Care application server, choose **Regions** from the **Configuration** drop-down menu. The **Regions** pane appears.

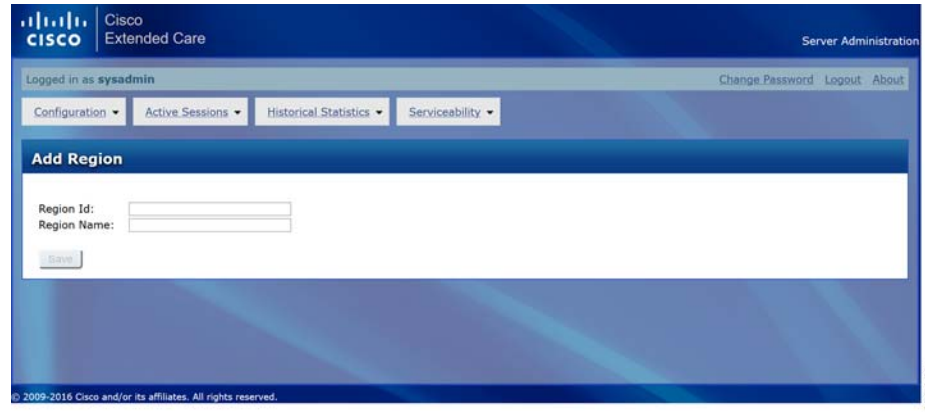
**Figure 3-6** Regions



- Step 2** To update any listed region, click the region ID that you want to update. The **Update Region** pane appears.

- Step 3** Update the Region Name and then click **Save**.
- Step 4** To add a region, click **Add**. The **Add Region** pane appears.

**Figure 3-7 Add Region Pane**



- Step 5** Enter a Region ID that is unique for this instance of Cisco Extended Care. The region ID can contain only letters, numbers, underscores (\_) and dashes (-).
- Step 6** Enter a region name. The name can use any characters.
- Step 7** Click **Save**.



**Note**

If you need to delete a region, select the check box to the left of the designated Region ID in the Regions pane and then click **Delete**.

## Configuring the UC Servers

Cisco Extended Care supports two types of unified communications (UC) servers:

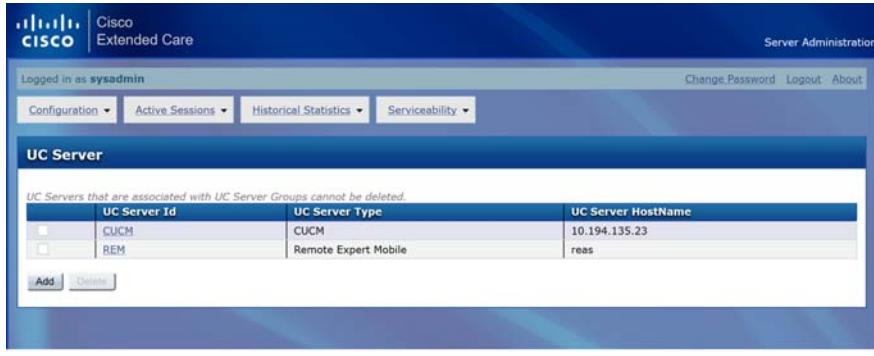
- Cisco Unified Communications Manager (CUCM)
- Remote Expert Mobile (REM)

Unified communications servers are required for video conferencing.

To configure the UC servers, perform the following steps:

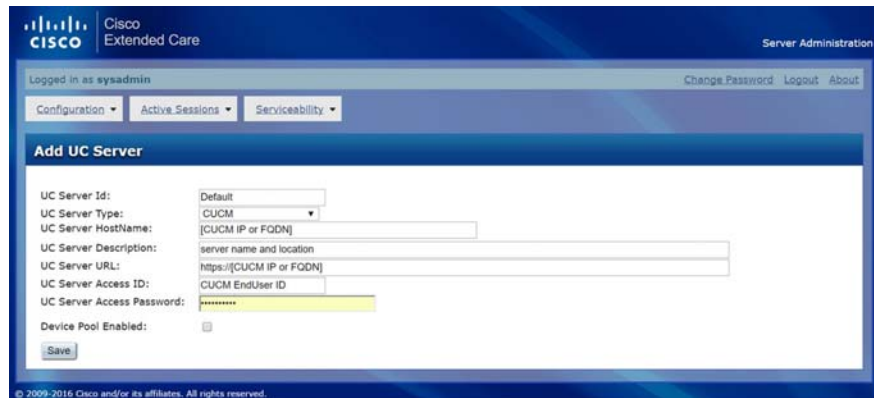
- Step 1** To view the list of the configured UC servers for this Cisco Extended Care application server, choose **UC Servers** from the **Configuration** drop-down menu. The **UC Server** pane appears.

**Figure 3-8 UC Server Pane**

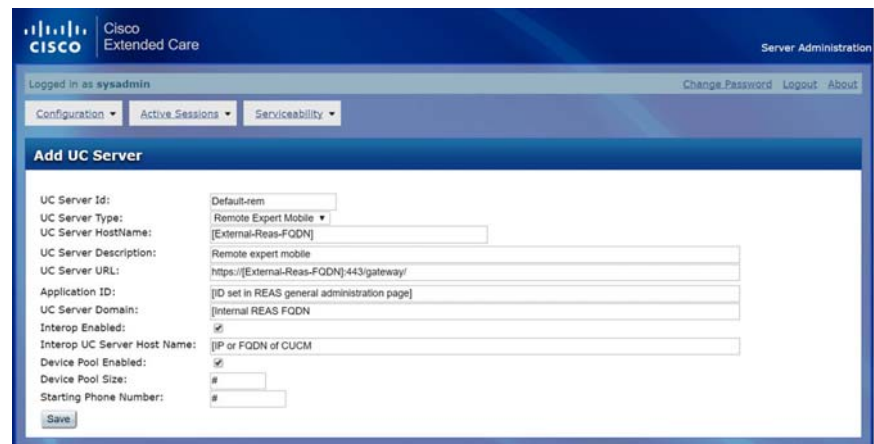


- Step 2** To modify the configuration for a UC server, click the UC Server ID of the UC server you want to update. The **Update UC Server** pane appears.

**Figure 3-9 CUCM - Sample Configuration**



**Figure 3-10 REM - Sample Configuration**



- Step 3** You can modify all the fields except UC Server ID. Click **Save**.
- Step 4** To add a UC server, click **Add**. The **Add UC Server** pane appears.

**Figure 3-11 Add UC Server**

The screenshot shows the Cisco Extended Care Server Administration web interface. The user is logged in as 'sysadmin'. The 'Add UC Server' pane is active, displaying the following configuration fields:

- UC Server Id: [Text input field]
- UC Server Type: CUCM (selected in a dropdown menu)
- UC Server HostName: [Text input field]
- UC Server Description: [Text input field]
- UC Server URL: [Text input field]
- UC Server Access ID: [Text input field]
- UC Server Access Password: [Text input field]
- Device Pool Enabled:

A 'Save' button is located at the bottom left of the configuration pane. The interface also shows navigation tabs for Configuration, Active Sessions, Historical Statistics, and Serviceability.

- Step 5** Choose the UC server model from the **UC Server Type** drop-down list, and enter the appropriate values for all the other fields. Note that the fields may vary depending on which server model you choose.

**Table 3-1 UC Server Type - CUCM or VCS Expressway or VCS Control**

Parameter	Description
UC Server Id	Enter a meaningful name for the UC server you are adding in Extended Care.
UC Server Type	Choose the UC server model from the <b>UC Server Type</b> drop-down list.
UC Server HostName	Enter the IP address of the UC server as configured in CUCM.
UC Server Description	Enter an appropriate description for the UC server.
UC Server URL	Enter the UC Server URL as configured in CUCM. For example, <i>https://&lt;UC Server Hostname&gt;</i> .
UC Server Access Id	Enter the user ID created for the end user in CUCM.
UC Server Access Password	Enter the password corresponding to the UC Server Access ID as created in CUCM.
Device Pool Enabled	<p>This field is visible if the selected UC server type is CUCM. Select the check box.</p> <p>The Cisco Extended Care server is configured with a pool of numbers it uses for API endpoints and a starting phone number. When the add endpoint API is called, the Cisco Extended Care server assigns it the next available number in its pool.</p> <ul style="list-style-type: none"> <li>• <b>Device Pool Size</b>—Enter the number of devices configured for an application that is integrating with Cisco Extended Care.</li> <li>• <b>Starting Phone Number</b>—Enter the starting phone number for the Device pool as configured in CUCM.</li> </ul>
API Mode	<p>This field is visible if the selected UC server type is VCS Expressway or VCS Control.</p> <p>Choose the supported API XML type for the VCS devices from the <b>API Mode</b> drop-down menu. VCS 8 and above supports formputxml, whereas versions below 8 support putxml.</p>



Table 3-2 UC Server Type - REM

Parameter	Description
UC Server Id	Enter a meaningful name for the UC server you are adding in Extended Care.
UC Server Type	Choose the UC server model from the <b>UC Server Type</b> drop-down list.
UC Server HostName	Enter the IP address of the UC server as configured in REM.
UC Server Description	Enter an appropriate description for the UC server.
UC Server URL	Enter the UC Server URL as configured in REM. For example, <i>https://&lt;REAS-External-Cluster-Address&gt;:443/gateway/</i>
Application ID	Enter the application name as configured in REM server.
UC Server Domain	Internal FQDN of REAS Server
Interop Enabled	Select the <b>Interop Enabled</b> check box to enable calls between REM and CUCM servers.
Interop UC Server Host Name	Enter the IP address of the CUCM server with which the REM server will communicate.
Device Pool Enabled	<p>This field is visible if the selected UC server type is REM. Select the check box.</p> <p>The Cisco Extended Care server is configured with a pool of numbers it uses for API endpoints, and a starting phone number. When the add endpoint API is called, the Cisco Extended Care server assigns it the next available number in its pool.</p> <ul style="list-style-type: none"> <li>• <b>Device Pool Size</b>—Enter the number of devices configured for an application that is integrating with Cisco Extended Care.</li> <li>• <b>Starting Phone Number</b>—Enter the starting phone number for the Device pool as configured in REM.</li> </ul>

**Step 6** Click **Save**.



**Note**

If you need to delete a UC server, select the check box to the left of the designated UC Server ID in the UC Server pane and then click **Delete**.

## Configuring the UC Server Groups

Cisco Extended Care helps enable you to configure the UC server groups. These groups enable you to specify a group of UC servers that can be used by an endpoint to establish the telepresence conferences. To make a telepresence call on behalf of an endpoint, the Cisco Extended Care application server attempts to reach any of the servers in the group.

When creating the UC server groups:

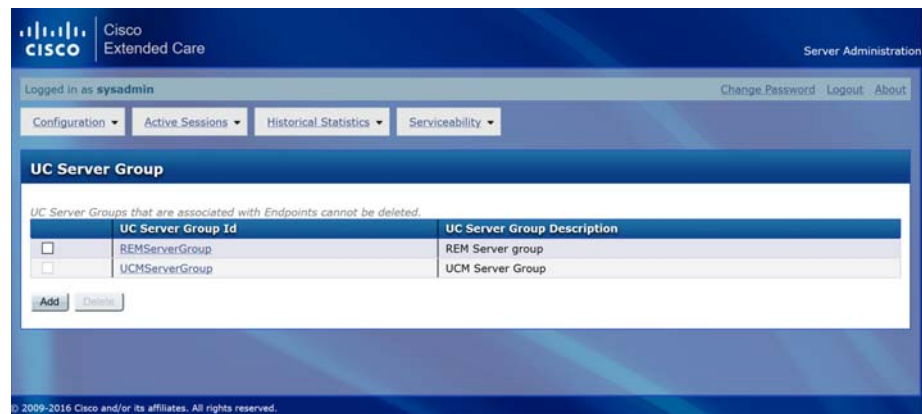
- Configure all the UC servers before you configure the UC server groups. You can add the UC servers to a UC server group, but you cannot specify a UC server group when configuring a UC server.

- The default UC server group is empty until you add servers to it. Therefore, during installation, you must click **Default** in the list of UC server groups, and then select servers to add to the default group.
- When the endpoints are configured, they are associated with a UC server group. If no UC server group is specified, the endpoint will use the default UC server group.

To configure a UC server group, perform the following steps:

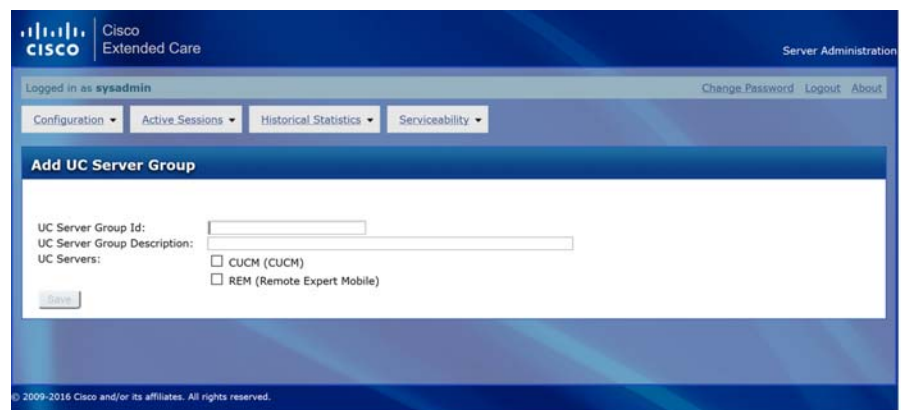
- Step 1** To view the list of the configured UC server groups for this Cisco Extended Care application server, choose **UC Server Groups** from the **Configuration** drop-down menu. The **UC Server Group** pane appears.

**Figure 3-12 UC Server Group Pane**



- Step 2** To modify the configuration for a UC server, click the UC Server Group ID of the UC server group you want to update. The **Update UC Server Group** pane appears.
- Step 3** You can modify all the fields except UC Server Group ID. Click **Save**.
- Step 4** To add a UC server group, click **Add**. The **Add UC Server Group** pane appears.

**Figure 3-13 Add UC Server Group**



- Step 5** Specify the **UC Server Group ID**, **UC Server Group Description**, and select the **UC Servers** check box that you want to include for this group. Then click **Save**.

**Note**

The UC Server and UC Server Group have a one-to-one correlation. Although the interface allows you to select both the UC servers' check boxes, you may only select one for the given UC server group ID.

**Note**

If you need to delete a UC server group, select the check box to the left of the designated UC Server Group ID in the UC Server Group pane and then click **Delete**.

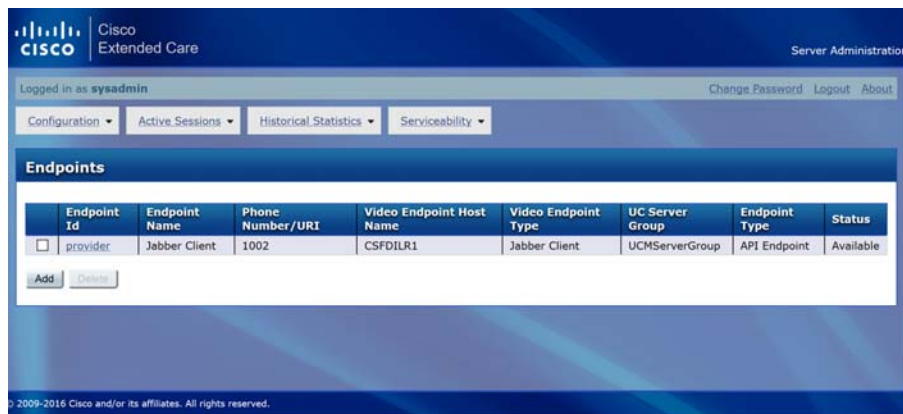
## Configuring the Endpoints

For the application server to manage video calls, you must configure the telepresence attributes of the video endpoint.

To configure the endpoints, perform the following steps:

- Step 1** To view the list of endpoints configured for this Cisco Extended Care application server, choose **Endpoints** from the **Configuration** drop-down menu. The Endpoints pane appears.

**Figure 3-14** Cisco Extended Care Endpoints Pane



- Step 2** To modify the configuration of an existing endpoint, click the Endpoint ID of the endpoint you want to update. The **Update Endpoint** pane appears.
- Step 3** Modify the applicable editable fields. Click **Save**.
- Step 4** To add an endpoint, click **Add**. The **Add Endpoint** pane appears.

Figure 3-15 Add Endpoint - Basic Configurations Pane

**Step 5** Enter applicable information in the fields.

Table 3-3 Basic Configurations

Parameter	Description
Endpoint Id	The Endpoint Id must be unique among all endpoints communicating within a tenant. It can include any alphanumeric characters, underscores, or dashes. The ID you enter should be meaningful and must be able to indicate the endpoint being used.
Endpoint Name (Location)	The Endpoint Name (Location) will appear on the provider's Ready Appointments pane, so the location name should be something meaningful and unique (such as Molina clinic or Mayo Cardiac Telemedicine Room.) The characters of the endpoint location have no restrictions.
Endpoint Type	Only one endpoint type, the API Endpoint, is available. It is auto populated
API Endpoint Password	Enter any password in the API Endpoint Password field. This is user defined.
Region	Specify the Region. The default region includes all the meeting resources configured to this Cisco Extended Care application server.
OS Type	Select the OS Type. Choose from Windows, Mac, or iPhone/iPad as needed.

**Step 6** Click **Unified Communications**. The **Unified Communications** pane appears.

Figure 3-16 Add Endpoint - Unified Communications Pane

The screenshot shows the 'Add Endpoint' configuration window. Under the 'Unified Communications' section, the following fields are visible:

- Video Endpoint Type: DX70 (dropdown)
- Manual Dial:
- Outside the Enterprise:
- Enable Dynamic IP:
- Phone Number/URI: [text input]
- Video Endpoint Host Name: [text input]
- Video Endpoint IP Address: [text input]
- Video Endpoint Access Id: [text input]
- Video Endpoint Password: [text input]
- UC Server Group: REMServerGroup (dropdown)
- Phone URL: [text input]
- Enable Monitor:
- API mode: formputxml (dropdown)

**Step 7** Enter the applicable information in the fields as specified in the Network Implementation Plan, Endpoints tab.

Table 3-4 Unified Communications

Parameter	Description
Video Endpoint Type	Choose the <b>Video Endpoint Type</b> from the list. The drop-down menu lists the compatible video endpoints that have been configured in CUCM or REM. If you specify Others, then the support defaults to Manual Dial.  Not all the fields are enabled for all the endpoints. Based on the endpoint selected, the relevant fields get enabled for user updates.
Manual Dial	<b>Manual Dial</b> is for support only. Do not select this check box unless you are supporting a problem or instructed to do so by a Cisco representative. It can be modified during support and then set back to its original setting.
Outside the Enterprise	Select the <b>Outside the Enterprise</b> check box if this is a Provider endpoint outside of the enterprise network and the Providers at this endpoint need the ability to receive video calls from an endpoint inside the enterprise network.
Enable Dynamic IP	Select the <b>Enable Dynamic IP</b> check box if you want your endpoint to be IP address independent. If you have selected this check box, enter the FQDN instead of the IP address in the Video Endpoint IP Address field.
Phone Number	Enter the <b>Phone Number</b> associated with the device pool for this video endpoint in CUCM.
Video Endpoint Host Name	Enter the <b>Video Endpoint Host Name</b> , which is derived from the MAC address (if hard endpoint) and Device Name (if soft endpoint) as configured in CUCM.
Video Endpoint IP Address	Enter the <b>Video Endpoint IP Address</b> , which is configured in CUCM for this video endpoint. The corresponding field in CUCM is <b>IPv4 Address</b> .
Video Endpoint Access Id	Enter the <b>Video Endpoint Access ID</b> , which is configured in CUCM for this video endpoint.
Video Endpoint Password	Enter the <b>Video Endpoint Password</b> , which is configured in CUCM for this video endpoint.
UC Server Group	Specify the <b>UC Server Group</b> , CUCM or REM. Except for REM-based endpoints, for all other endpoints, the selection would be CUCM.

**Table 3-4 Unified Communications (continued)**

Parameter	Description
Phone URL	Enter the Phone URL (web URL) of the endpoint. For example, <i>https://&lt;IP Address&gt;</i> .
Enable Monitor	Select the <b>Enable Monitor</b> check box to enable the endpoint to get the real time status from the <code>getEndpointStatus</code> API.
API Mode	Use default.

**Step 8** Click **Save**. The system message *Successfully added Endpoint <Endpoint Id>* appears.

**Step 9** Repeat Steps 2-5 for all the applicable endpoints.

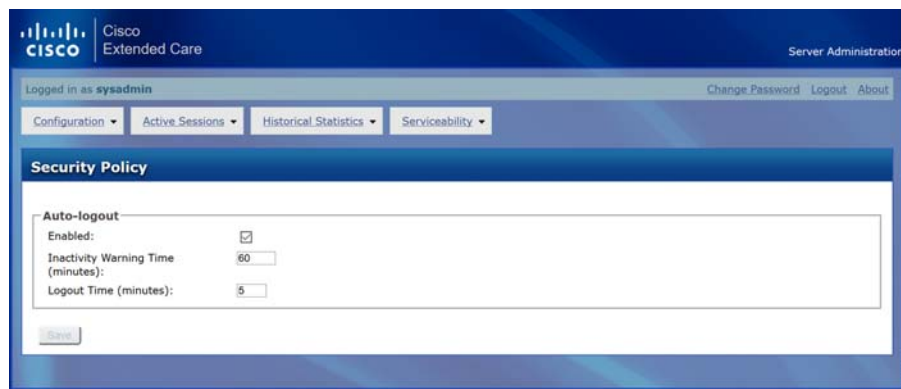


**Note** If you need to delete an endpoint, select the check box to the left of the designated Endpoint ID in the Endpoints pane and then click **Delete**.

## Configuring the Security Policy

To configure the security policy to be used by this enterprise, perform the following steps:

**Step 1** Choose **Security Policy** from the **Configuration** drop-down menu. The **Security Policy** pane appears.

**Figure 3-17 Security Policy Pane**

**Step 2** Configure the policy as described below:

1. Select **Enabled** if you want to lockout (that is, automatically log out) a user for PC inactivity during a session.
  - If enabled, specify the inactivity warning time and logout time.
2. The **Inactivity Warning Time** is a warning message that appears on an EC PC after a specified number of minutes of no activity (pressing enter, clicking a mouse key, etc.) during a session. The time between activity and when the inactivity warning message appears can be set from 1 to 999 minutes.

3. The **Logout Time** is the amount of time AFTER the Inactivity Warning before the end user is logged off. It can be between 1 and 60 minutes.

**Step 3** When complete, click **Save**.

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