



# CHAPTER 4

## Configuring IBM Domino Server for Cisco TelePresence Manager

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### Introduction

This chapter describes the steps needed to configure IBM Domino and Domino Directory Server for the Cisco TelePresence Manager.

### Important Considerations

Before you proceed with CTS-Manager installation, the servers and applications within your telecommunications network must be configured so that Cisco TelePresence Manager can find the resources and information needed to initialize the installation. These servers and applications for the IBM include the following:

These servers and applications may include one or more of the following:

- Cisco Unified Communications Manager should already be installed and configured.
- IBM Domino



**Note**

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Active Directory is NOT supported for Domino Calendar server deployment with CTS-Manager

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# Pre-Configuration Procedure Guidelines for IBM Domino Setup

The purpose of this guide is to outline the chapters you will need to reference in order to preconfigure the IBM Domino before installing the CTS-Manager.

**Table 4-1** IBM Domino Pre-Configuration Guidelines Before Installing CTS-Manager

Setup Guidelines before Installing CTS-Manager	Description	Location
Configuring IBM Domino	This chapter describes the steps needed to configure IBM Domino and Domino server for the CTS-Manager system.	Current Chapter
<b>Next Steps After IBM Domino configuration</b>		
Configuring Cisco Unified CM.	Before installation, you must verify that Cisco Unified Communications Manager is configured for the CTS-Manager system.	<a href="#">Chapter 6, “Configuring Cisco Unified Communications Manager for Cisco TelePresence Manager”</a>
Install and Configure PreQualification Assistant Tool	Install and configure the PreQualification Assistant to ensure that your pre-installation setup is configured correctly. The data you enter into the Tool Test Configuration forms are used to verify connections to the servers and get data from them to be used to configure CTS-Manager.	<a href="#">Chapter 7, “Installing and Configuring Cisco PreQualification Assistant”</a>

The procedures in the next section must be completed before installing and initializing Cisco TelePresence Manager.

If at any time you encounter problems, go to [Chapter 17, “Troubleshooting Cisco TelePresence Manager”](#) to see how to correct the problem.

For additional information on setting up the Cisco TelePresence System, refer to the [CTS Administration Guide](#).

## Configuring IBM Domino for CTS-Manager

- Step 1** Create an account in IBM Domino for CTS- Manager (e.g. CTS-Manager account). CTS-Manager LDAP user and SysAdmin need read permission to the Domino Directory.

Use information on [http://www-12.lotus.com/ldd/doc/domino\\_notes/7.0/help7\\_admin.nsf/Main?OpenFrameSet](http://www-12.lotus.com/ldd/doc/domino_notes/7.0/help7_admin.nsf/Main?OpenFrameSet) to create user account. Refer to ‘Setting up Notes users’ section for specific details.

**Note** Internet password for this account MUST be set.

**Step 2** Provide an adequate mailbox quota for the CTS-Manager account.

**Note** Cisco System recommends setting up a CTS-Manager account with at least 1 GB of mailbox quota for a deployment of up to 50 endpoints. Additional mailbox quota allocated to this user is recommended if feasible.

**Step 3** Log into the CTS-Manager account once to verify it is set up correctly.

The CTS-Manager account needs to have read permission for each resource reservation database which contains any Cisco TelePresence room (endpoint). Select the specific resource reservation database and right click to select *Database>Access Control*. Choose the account as specified below and set permissions per the instructions.

The CTS-Manager account also needs to have editor permissions to its own mailbox. This is required to allow storing copies of emails sent out in “Sent Items” folder.

**Step 4** Create a room resource in IBM Domino for each TelePresence or video conferencing endpoint. The steps might involve creating a new resource reservation database, creating a new site profile document and adding Cisco TelePresence rooms for Domino.



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**Note** The Resource Reservation database **must** be initially created using the Resource Reservation Template 7 or later. Reservation templates prior to version 7 cannot be upgraded.

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**Step 5** CTS-Manager displays user and resource display name when displaying meeting details to end user. The display name is done by performing a full text search against domino. Once a display name is obtained, CTS-Manager will cache that information and retrieve the value from the cache.

Subsequent name resolution consults the value of this cache. A full text search operation might fail with an error “NotesException: Notes error: Maximum allowable documents exceeded for a temporary full text index” on an unindexed domino directory database.

If you encounter this issue, there are several workarounds:

- 1. Indexed the domino directory (names.nsf) on the Domino Calendar Server, the server to be used to configure as “Host” in CTS-Manager under Configure > IBM Domino.
- 2. Increase the parameter Temp\_Index\_Max\_Doc that limits the number of records to search. This value needs to be set to a value higher than the number of user or resource whichever is higher. For more information on this parameter and other related parameter, please check the following link: <http://www.ibm.com/developerworks/lotus/documentation/notes-ini/ptot.html>

**Step 6** CTS-Manager uses Java Notes API to retrieve schedule information. Make sure the following server tasks are running on the Domino server.

- DIIOP Server
  - HTTP Server
  - LDAP Server
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## Directory Assistance in a Domino Deployment

Directory Assistance provides seamless authentication and authorization of Domino users existing outside the Domino directory. In order to support external LDAP users logging into CTS-Manager as a Live Desk, your Domino Administrator must configure Directory Assistance to authenticate users in the external directory. In addition, users, with login privileges, must have their member groups assigned to the CTS-Manager Access Management roles.

Please refer to your Domino Administration documentation on how to configure Directory Assistance to use an external LDAP directory.

In order to verify that DA is configured correctly, perform an LDAP search pointing to the Domino LDAP directory using the search filter and based dn of the external directory. This should return the user details in the external directory.

In addition, if the external directory also has a mail server setup (e.g. Exchange), DA will resolve the email ids of the external users. To verify this, log into the Domino client as a Domino user and try scheduling a meeting with the external user as the invitee. External users should be found in the meeting scheduling view.