Manage Infrastructure Devices

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Manage Infrastructure Overview

This chapter provides tasks to manage network infrastructure devices such as switches and wireless access points as a part of the Location Awareness feature. When Location Awareness is enabled, the Cisco Unified Communications Manager database saves status information for the switches and access points in your network, including the list of endpoints that currently associate to each switch or access point.

The endpoint to infrastructure device mapping helps Cisco Unified Communications Manager and Cisco Emergency Responder to determine the physical location of a caller. For example, if a mobile client places an emergency call while in a roaming situation, Cisco Emergency Responder uses the mapping to determine where to send emergency services.

The Infrastructure information that gets stored in the database also helps you to monitor your infrastructure usage. From the Unified Communications Manager interface, you can view network infrastructure devices such as switches and wireless access points. You can also see the list of endpoints that currently associate to a specific access point or switch. If infrastructure devices are not being used, you can deactivate infrastructure devices from tracking.

Manage Infrastructure Prerequisites

You must configure the Location Awareness feature before you can manage wireless infrastructure within the Cisco Unified Communications Manager interface. For your wired infrastructure, the feature is enabled by default.

For configuration details, see "Configure Location Awareness" chapter in the Feature Configuration Guide for Cisco Unified Communications Manager.

You must also install your network infrastructure. For details, see the hardware documentation that comes with your infrastructure devices such as wireless LAN controllers, Access Points, and Switches.

Manage Infrastructure Task Flow

Complete the following tasks to monitor and manage your network infrastructure devices.

Procedure

	Command or Action	Purpose
Step 1	View Status for Infrastructure Device, on page 2	Get the current status of a wireless access point or ethernet switch, including the list of associated endpoints.
Step 2	Deactivate Tracking for Infrastructure Device, on page 2	If you have a switch or access point that is not being used, mark the device inactive. The system will stop updating the status or the list of associated endpoints for the infrastructure device.
Step 3	Activate Tracking for Deactivated Infrastructure Devices, on page 3	Initiate tracking for an inactive infrastructure device. Cisco Unified Communications Manager begins updating the database with the status and the list of associated endpoints for the infrastructure device.

View Status for Infrastructure Device

Use this procedure to get the current status of an infrastructure device such as a wireless access point or an ethernet switch. Within the Cisco Unified Communications Manager interface, you can view the status for an access point or switch and see the current list of associated endpoints.

Procedure

Step 1 In Cisco Unified CM Administration, choose **Advanced Features** > **Device Location Tracking Services** > **Switches and Access Points**.

Step 2 Click **Find**.

Step 3 Click on the switch or access point for which you want the status.
The **Switches and Access Point Configuration** window displays the current status including the list of endpoints that currently associate to that access point or switch.

Deactivate Tracking for Infrastructure Device

Use this procedure to remove tracking for a specific infrastructure device such as a switch or access point. You may want to do this for switches or access points that are not being used.

Note If you remove tracking for an infrastructure device, the device remains in the database, but becomes inactive. Cisco Unified Communications Manager no longer updates the status for the device, including the list of endpoints that associate to the infrastructure device. You can view your inactive switches and access points from the **Related Links** drop-down in the **Switches and Access Points** window.

Procedure

Step 1 In Cisco Unified CM Administration, choose **Advanced Features** > **Device Location Tracking Services** > **Switches and Access Points**.

Step 2 Click **Find** and select the switch or access point that you want to stop tracking.

Step 3 Click **Deactivate Selected**.

Activate Tracking for Deactivated Infrastructure Devices

Use this procedure to initiate tracking for an inactive infrastructure device that has been deactivated. Once the switch or access point becomes active, Cisco Unified Communications Manager begins to dynamically track the status, including the list of endpoints that associate to the switch or access point.

Before you begin

Location Awareness must be configured. For details, see the "Location Awareness" chapter of the *System Configuration Guide for Cisco Unified Communications Manager*.

Procedure

Step 1 In Cisco Unified CM Administration, choose **Advanced Features** > **Device Location Tracking Services** > **Switches and Access Points**.

Step 2 From **Related Links**, choose **Inactive Switches and Access Points** and click **Go**.
The **Find and List Inactive Switches and Access Points** window displays infrastructure devices that are not being tracked.

Step 3 Select the switch or access point for which you want to initiate tracking.

Step 4 Click **Reactivate Selected**.