Cisco Expressway CE1300 Appliance Installation Guide (X14.3.1)

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CHAPTER 1

Introduction

This guide describes how to install a CE1300 appliance into a video network, including how to prepare and install the hardware, and how to do the basic initial configuration. It also provides some troubleshooting suggestions.

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Note   The guide is for Cisco Expressway Series deployments only, as the appliance does not support the Cisco VCS product.

This chapter explains the following:

Change History

Table 1: Change History

Date	Change	Reason
September 2023	First Release Updated content for Cisco Expressway CE1300 Appliance Installation Guide for X14.3.1 release	Published with Expressway X14.3.1 version

Required Software Version

The CE1300 ships with pre-installed Expressway software. If you need to in future, you can upgrade the pre-installed software to a later supported version. (If you want to check whether the Cisco Expressway has the latest software installed, go to Software Download and navigate to the Cisco Expressway.)

The minimum required Expressway software version depends on which revision of the appliance you are using. You can identify this from the serial number, as follows:

Table 2: Minimum software versions supported on CE1300 appliances

Platform	Serial Numbers	Required Software
CE1300 (Expressway pre-installed on UCS C220 M6S)	52E5####	X14.3.1 or later

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Caution   Although the system does not prevent downgrades to an earlier software version, Cisco does not support appliances running earlier versions than those specified in the table. This requirement applies to any UCS C220 M6S-based appliance.

System Sizes Supported

The appliance can support either a *Large* or a *Medium* Expressway system.

For appliances which are deployed as Cisco Expressway-Es (but not for Cisco Expressway-Cs) you can optionally change the default system size setting in the Expressway software from a Large system to a Medium system, or the other way round.

What's Different?

If you deploy existing CE500, CE1000, or CE1100 appliances, this section highlights some of the differences in the CE1300 (and the previous CE1200 version):

- The CE1300 is designed for use with the Cisco Expressway Series product range and does not support the Cisco VCS product. It ships with the release key pre-installed.

- Unlike the Expressway appliances prior to the CE1200, or Virtualized appliances, the CE1300 is a single, multi-purpose server that can operate as a Cisco Expressway-C or a Cisco Expressway-E. By default, it always ships with Expressway-C preinstalled. To deploy the server as an Expressway-E, you configure the **Type** option as *Expressway-E* in the Service Setup Wizard (the wizard runs when you first launch the Expressway web user interface, or you can run it anytime from the **Status** > **Overview** page). The Traversal Server Option key is no longer used to change to a Cisco Expressway-E.

- The appliance now ships with most option keys installed by default. The only functions which still need option keys to be installed manually are:

  - Desktop System licenses

  - Room System licenses

  - RMS licenses

  - Advanced Security

  - Microsoft interoperability

- The CE1300 can support up to 5000 Mobile and Remote Access registrations but ships with a limited-capacity factory-loaded export-unrestricted Expressway image (maximum 2500 secured/crypto sessions). If you are eligible for a full-capacity export restricted image, you must order Expressway Select. For more information, see Cisco Expressway and Cisco Expressway Select Release Note for X14.3.x (Includes X14.3 and X14.3.1 releases.

- The CE1300 is not shipped with power cables by default. However, they can be selected during the order configuration. KVM cables are also not included, but Cisco part **N20-BKVM=** can be ordered separately if needed.

To add a CE1300 appliance to an existing cluster that has CE1300 models in it, configure the Type option to match the other peers (Expressway-E or Expressway-C) through the service setup wizard on the **Status** > **Overview** page, *before* you add the CE1300 to the cluster.

Note CE1300 physical hardware uses Self-Encrypting-Disks (SED's) and ships with encryption disabled. To enable encryption, see Enable Encryption on Self Encrypting Disks.

More Information and Training

Training

Training is available online and at our training locations. Information about the courses we provide and the location of our training offices is at the following link.

Glossary

A glossary of TelePresence terms is at link.

Related Documentation

- Detailed information about installing this appliance is provided in the Cisco UCS C220 M6S Server Installation and Service Guide.

- Managing and operating Cisco Expressway software is described in the *Cisco Expressway Administrator Guide* on the Expressway Maintain and Operate Guides page.

- Creating and maintaining a cluster of Cisco Expressways is described in the *Cisco Expressway Cluster Creation and Maintenance Deployment Guide* on the Expressway Configuration Guides page.

CHAPTER 2

Hardware Components

The CE1300 is based on a UCS C220 M6S server, with the following components:

Table 3: Components and UCS equivalent part numbers for the CE1300 Appliance

Item	Part	Quantity
Chassis	UCSC-C220-M6S	1
Processor	UCS-CPU-I6334 (3.6GHz/165W 8C/18MB DDR4 3200MHz)	1
RAM	UCS-MR-X16G1RW 16GB RDIMM SRx4 3200 (8Gb)	2
Hard Disk (SED)	UCS-HD12T10NK9 1.2TB 12G SAS 10K RPM SFF HDD (SED)	2
RAID Controller	UCSC-RAID-220M6 Cisco 12G SAS RAID Controller w/4GB FBWC (16 Drv) w/1U Brkt	1
NIC	UCSC-PCIE-ID10GF Intel X710-DA2 dual-port 10G SFP+ NIC	1
	EXP-1GSFP-T (1Gb Copper SFP)	2
	EXP-10GSFP-SR-MP (10Gb SR Fiber SFP)	2
PSU	UCSC-PSU1-1050W	2
TPM	UCSX-TPM-002C TPM 2.0, TCG, FIPS140-2, CC EAL4+ Certified, for M6 servers	1
M.2	UCS-M2-240G 240GB SATA M.2	1
M.2 Raid	UCS-M2-HWRAID Cisco Boot optimized M.2 Raid controller	1

Item	Part	Quantity
Miscellaneous	UCSC-RAIL-M6 (Rack Mount Kit)	1
	UCSC-HSLP-M6 (Heat Sink)	1
	UCS-DIMM-BLK (DIMM Slot Blanking)	10
	UCSC-BBLKD-S2 (Blanking Panels for HDD Slots)	8

This chapter explains the following:

Power Cables

Power cables are available to order from Cisco.

Warning If you opt not to order power cables from Cisco, you must use cables of the designated type, see Cisco UCS C220 M6 SFF Rack Server Spec Sheet.

KVM Adaptors

KVM adaptors are available to order from Cisco.

Field-Replaceable Components

These components are field replaceable:

- Hard disks

- Power supply units (PSUs)

- Fan module

- SFP network connection modules (1 Gb and 10 Gb)

Caution To avoid compatibility issues, use only the supplied SFPs, and follow the other requirements for SFPs in Task 2: Insert the SFP Network Connection Modules.

Returns or Replacements

If you need to begin a Return Material Authorization (RMA) for any reason, go to Cisco Returns Portal.

CHAPTER 3

Front Panel Layout

This section details the front panel layout, LEDs and ports.

Figure 1: Front View of the Cisco Expressway
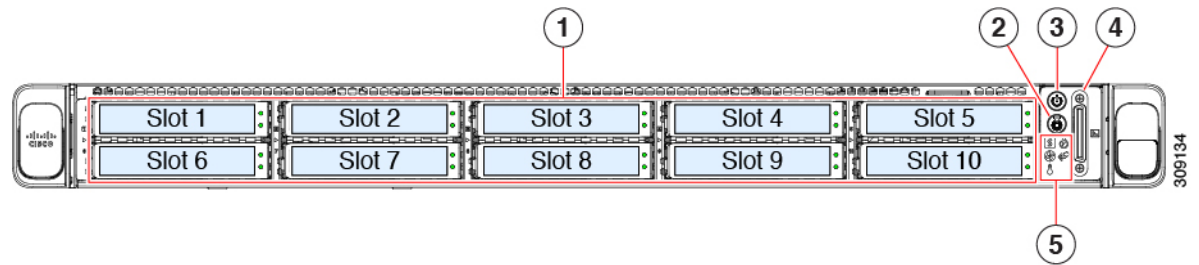
Table 4: Front panel LEDs and components

1	SED drives (**Slot 1 and Slot 2 occupied only**)
2	Unit identification button/LED
3	Power button/power status LED
4	KVM connector (used with KVM cable that provides one DB-15 VGA, one DB-9 serial, and two USB 2.0 connectors)
5	System LED cluster: • Fan status LED • System status LED • Power supply status LED • Network link activity LED • Temperature status LED **Note** For more information on the description of the LED status, see Cisco UCS C220 M6 Server Installation and Service Guide.

C H A P T E R **4**

Rear Panel Layout

This section details the rear panel layout, LEDs and ports.

Figure 2: Rear view of the Cisco Expressway
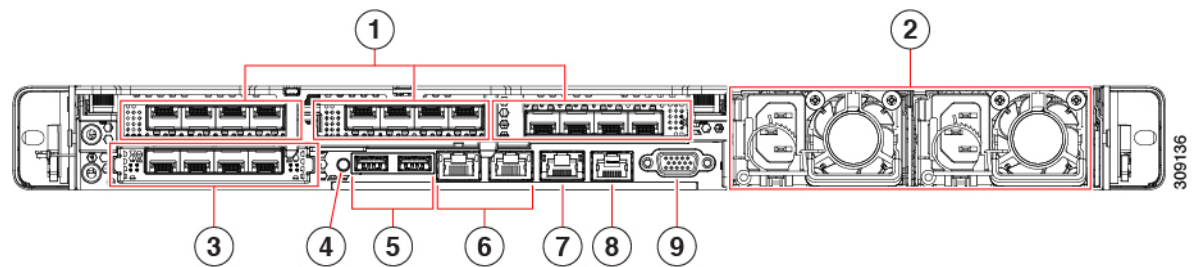
Table 5: Rear panel LEDs and components

1	In Riser 1 on the left-hand side, a Low-profile PCIe slot houses two SFP ports:
	    • The left port is LAN1 (NIC1) in the Expressway user interface.
	    • The right port is LAN2 (NIC2) if used in the interface.

2	Power supplies PSU 01 and PSU 02. The second power supply provides 1+1 redundancy.
3	Modular LAN on Motherboard (mLOM) card slot (not populated).
4	System identification button/LED.
5	USB 3.0 ports (two).

6	Dual 1-Gb/10-Gb Ethernet ports (LAN3 and LAN4):
	    • LAN3 Left Hand Port→ Expressway Dedicated Management Interface (DMI) port – if configured
	    • LAN4 Right Hand Port→ Not currently used by Expressway.
	
	Note With all Expressway version releases on CE1300, optional support is available for a Dedicated Management Interface (DMI), which uses LAN3 as an out-of-band management interface.

7	CIMC 1-Gb Ethernet dedicated management port.
8	Serial COM port (RJ-45 connector).
9	VGA video port (DB-15 connector).

For more information on the method to configure a Dedicated Management Interface (DMI), see *Cisco Expressway Administrator Guide*.

CHAPTER **5**

Preparing to Install

This chapter explains the following:

For Your Safety

You should be familiar with the safety procedures involved with electrical circuitry and standard practices for installing communications equipment. For CE1300 Regulatory Compliance and Safety Information, see Regulatory Compliance and Safety Information.

Environmental and Power Specifications

To view environmental and power specifications for the appliance server, see Cisco UCS C220 M6 SFF Rack Server.

Unpacking and Preparation

For detailed information about how to install the appliance, see Cisco UCS C220 M6S Server Installation and Service Guide.

Information in that guide includes:

- Installation guidelines

- Rack requirements

- Equipment requirements

- Slide rail adjustment range

Locating Serial Numbers

The Cisco Expressway appliance displays two serial numbers:

- UCS serial number in format *WZPxxxxxxxx*. Displayed on the hardware pullout tab, and in the Cisco Integrated Management Controller (Connecting Using CIMC Serial Over LAN) web interface.

- Software serial number in format *52E5NNNN*. Displayed in the Cisco Expressway web interface or through SSH.

Install the Appliance

This chapter explains the following:

Task 1: Install into a Rack

For details about how to install the appliance into the rack, see the Cisco UCS C220 M6S Server Installation and Service Guide.

Task 2: Insert the SFP Network Connection Modules

The CE1300 ships with two 10 Gb fiber SFP modules and two 1 Gb copper SFPs.

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Caution   To avoid compatibility issues, the following restrictions apply to SFP modules.

- Only use the SFPs supplied with the appliance. (Note that SFP modules from M4-based Expressways should not be reused in this appliance.)

- Do not mix SFPs. Either insert two 10 Gb fiber SFPs or two 1 Gb copper SFPs.

The following requirements also apply to the SFPs:

- Insert them only into the designated SFP ports on the PCIe 01 card. The leftmost SFP port corresponds to LAN1 on the Expressway user interface.

- Although SFPs support auto-negotiation for speed and duplex, they only negotiate one speed—to the stated speed of the SFP and full duplex. This means you must connect them to a switch port that supports the stated speed and full duplex:

  - 10 Gb full duplex for fiber SFPs

  - 1 Gb full duplex for copper SFPs

- If you are installing the CE1300 in an environment that only supports 100 Mb, such as an older DMZ implementation, you need a switch to handle the speed negotiation from 1 Gb to 100 Mb.

Medium Appliances With 1 Gbps NIC - Demultiplexing Ports

If you upgrade a Medium appliance with a 1 Gbps NIC to X8.10 or later, Cisco VCS automatically converts the system to a Large system. As a result, Cisco VCS Expressway listens for multiplexed RTP/RTCP traffic on the default demultiplexing ports for Large systems (36000 to 36011) instead of on the demultiplexing ports that are configured for Medium systems. In this case, the Cisco VCS Expressway drops the calls because ports 36000 to 36011 are not open on the firewall. From X8.11.4, you can manually change the system size back to Medium through the **System** > **Administration settings** page (select *Medium* from the **Deployment Configuration** list).

Task 3: Connect and Power On

Step 1   First connect designated power cords to the appliance, and then connect them to a grounded AC power outlet. See Cisco UCS C220 M6 SFF Rack Server Spec Sheet for power specifications.

Step 2   When you plug in the CE1300 appliance for the first time, leave it in standby mode for 5 minutes before pressing the power button. This time allows the onboard CIMC to boot, ready the self-test, perform a hardware check, and prepare the power characterization test. Failure to wait enough time will postpone the power characterization test until the next boot.

Step 3   To power on the appliance (the power button is at the top of the control panel on the right-hand side of the unit's front face). The system performs a self-test, and the appliance automatically restarts. This restart is expected behavior.

Step 4   The first boot takes approximately 5 minutes due to the initial power characterization test. Any subsequent boot of the system takes approximately 2 minutes. The power characterization test displays the message *Performing Platform Characterization …* when running.

Step 5   If the power characterization test runs on subsequent bootups, causing a lag in the boot time, **it is important that you disable it**. It is especially important to disable the test in a clustered environment to avoid issues. See the Troubleshooting, for more information.

Task 4: Verify Power Status

Check the Power Status LED on the front of the appliance:

- Off. No AC power is present in the appliance.

- Amber. Appliance is in standby power mode. Power is supplied only to the CIMC and some motherboard functions.

- Green. Appliance is in main power mode. Power is supplied to all server components.

Monitoring power consumption

The CIMC has a power monitoring utility that you can use to track power consumption.

C H A P T E R 7

Connect to Expressway Console

Before you can use the Expressway, you need to configure some basic information by connecting to the Expressway console and then completing the secure Install Wizard.

You can use either of these connection methods, as described below:

• Direct cabled connection from a PC to the Cisco Expressway serial port.

• Remote connection with the Cisco Integrated Management Controller (CIMC) tool using serial over LAN.

This chapter explains the following:

Before You Begin

1. Connect an Ethernet LAN cable from the LAN1 port on the rear panel to your network.

2. Have the following information ready for when the Install Wizard runs:

   • IPv4 and/or IPv6 address, subnet mask and default gateway address for the Expressway. Consult your network administrator about which addresses to use. The Cisco Expressway must use a static IP address.

   • Suitable passwords for the predefined *root* and *admin* user accounts - use strong passwords for both accounts.

3. If you intend to use a CIMC connection these additional points apply:

   a. You need an IP address for it, which can be static or DHCP-assigned.

   b. You need a browser with the following minimum requirement: HTTP and HTTPS enabled

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Caution   **You cannot use a KVM or vKVM console for initial installation.** This is because the secure Install Wizard is not exposed on the KVM console and does not show on the VGA output port. Hence the wizard will wait indefinitely for you to complete installation on the Expressway *serial* console. If you need to recover from this situation, connect to the serial console as described below and issue the `Ctrl+D` sequence to the console. The install wizard restarts so that you can continue.

Connecting Using the Serial Port

1. Connect the supplied DB9-to-RJ-45 cable from your PC (DB9 end) to the serial port on the rear of the appliance (RJ-45 end).

    To ensure compatibility, use the blue serial cable supplied in the accessory pack. This is a cross-over cable, with the following pin assignments:

Male RJ45 pin	Female DB9 pin
1	8
2	6
3 TXD	2
4 GND	5
5 GND	5
6 RXD	3
7	4
8	7

2. Start a terminal emulator program (for example PuTTY) on the PC and configure it to use the PC serial port as follows:

    - baud rate: 115200 bits per second

    - data bits: 8

    - parity: none

    - stop bits: 1

    - flow control (hardware and software): none

3. Once you are connected to the Expressway console, wait for the Install Wizard to appear and go to the next section Run the Install Wizard.

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Note   Close the terminal emulator session after use. An open session may cause issues during system restarts.

Connecting Using CIMC Serial Over LAN

CIMC is the management interface for C-Series servers. It runs within the server to support remote administration, configuration, and monitoring using web or SSH command line access. For detailed information, see the *Cisco UCS C-Series Integrated Management Controller Configuration Guide* on the CIMC Configuration Guides page.

CIMC password requirements

The CIMC default password must be changed to a strong password, as described in this section. If you use DHCP addressing, you do this when you first log into the CIMC web interface. If you use static IP addresses, you change the password during the initial boot process.

CIMC passwords must contain characters from three of the following four categories:

- English uppercase letters A through Z

- English lowercase letters a through z

- Digits 0 through 9

- These non-alphabetic characters: ! @ # $ % ^ & * - _ = "

Task 1: Configure the CIMC IP Address and Password (Once Only)

If you use DHCP addressing

1. Connect your network to the CIMC/dedicated management port (port 7 in Rear Panel Layout).

2. Connect a USB keyboard and VGA monitor using one of the following methods:

   - If you ordered a KVM adapter (3-legged cable), connect it to the console port at the front of the CE1300 and connect the keyboard and monitor to the adapter.

   - If the appliance was ordered without a KVM adapter, connect the keyboard and monitor to the appropriate ports on the rear of the server.

3. Switch on the monitor.

4. Configure your DHCP server to deliver the correct address for the CIMC. For the MAC address, use the *MGMT* address on the pullout tab.

5. Switch on the CE1300.

6. Watch the boot process on the monitor.

7. During the initial Power On Self Test phase, you should see the CIMC address displayed in the bottom left of the screen.

Note CIMC is now enabled on this Expressway. You will be prompted to change the default CIMC password when you first log in to the CIMC web interface.

8. Disconnect the peripherals and the adapter.

If you use Static addresses

Follow these steps if your deployment uses static IP addressing:

1. Connect your network to the CIMC/dedicated management port (port 7 in Rear Panel Layout).

2. Connect a USB keyboard and VGA monitor using one of the following methods:

   - If you ordered a KVM adapter (3-legged cable), connect it to the console port at the front of the CE1300 and connect the keyboard and monitor to the adapter (see *Front panel showing KVM connector*).

   - If the appliance was ordered without a KVM adapter, connect the keyboard and monitor to the appropriate ports on the rear of the server.

   Note The KVM console is used to configure the CIMC, not to access Expressway.

3. Switch on the monitor.

4. Switch on the CE1300 appliance.

5. Watch the boot process on the monitor.

6. Press **F8** to enter the CIMC configuration.

7. You are prompted to change the default CIMC password and configure the management interface IP address:

   a. Set a strong password that matches the conditions in CIMC password requirements and press **Enter**.

   b. At the password modified prompt, press Enter again to complete the password change.

   Note Due to a known issue, **the system fails to notify you if the new password does not match the password requirements**. In this case, when you first try to access the CIMC web interface (**Task 2**) you must use the supplied default CIMC password and will then be prompted to set a different, stronger, password before you continue. (At that point the system will correctly prompt you if the password doesn't match the requirements.)

   c. We recommend leaving the default NIC mode as *Dedicated* and the NIC redundancy settings as *None*.

8. Press **F10** to save your changes and **Esc** to exit.

   Note CIMC is now enabled on this Expressway.

9. Disconnect the peripherals and the adapter.

Task 2: Run CIMC from a Remote Host and Enable Serial Over LAN (Once Only)

Step 1   In a web browser, go to the CIMC IP address you configured in the previous task. By default, the CIMC must be accessed by using https:// for security purposes, that is, enter https://x.x.x.x into your browser navigation bar, where **x.x.x.x** represents the **IP address**.

Step 2   Do one of the following:

- If you use a static IP address, log in using the password you set in **Task 1**.

Note	If the new password you set in **Task 1** was not strong enough, because of the known issue with the system failing to notify you at the time, you are now prompted to enter the **default** password and then to set a different, strong, password before you can continue. The new password must match the conditions in CIMC password requirements.

- If you use DHCP, define a strong password to replace the supplied default. The new password must match the conditions in CIMC password requirements.

Step 3   Click the menu arrow in the top-left corner.

Step 4   Navigate to **Compute** > **Remote Management** > **Serial over LAN**

Step 5   In the **Serial over LAN Properties**, check **Enabled** and then click **Save Changes**. This step is necessary as serial over LAN is disabled by default.

Task 3: Connect to the Expressway Console (Any Time You Need)

Step 1   In a terminal emulator, use SSH to connect to the CIMC IP address.

Step 2   Type the default username *admin* and your CIMC password, and press **Enter**.

Step 3   Type *connect host* and press **Enter**.

Step 4   You are now connected to the Expressway console using serial over LAN.

Wait for the Install Wizard to appear, and go to the section Run the Install Wizard

Task 3: Connect to the Expressway Console (Any Time You Need)

CHAPTER **8**

Run the Install Wizard

After the system boots up the terminal emulator program on the PC displays Cisco Expressway startup information. After approximately four minutes the **Install Wizard** is displayed.

If the Cisco Expressway was already on when you connected and you do not see the Install Wizard, press `Ctrl+D` to access it. If you encounter issues or enter incorrect information during the wizard, you can press `Ctrl+D` to restart it.

This chapter explains the following:

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Install Wizard Process

1. Follow the prompts in the Install Wizard to specify the following:

   - IPv4, IPv6, or both.

   - LAN 1 IPv4 subnet mask of the Cisco Expressway (if you select IPv4).

   - IP address of the Expressway default gateway.

   - Password for root user account.

   - Password for admin user account.

   - Whether to enable the Expressway web UI (recommended).

   If you plan to deploy the appliance as an Expressway-E then you must enable the web UI. It's not possible to configure the appliance as an Expressway-E through the CLI.

   - Whether to allow SSH access to the Cisco Expressway CLI.

   - Timezone. The default is UTC. You can search and replace with your desired zone in the wizard. Or you can change it later through the **System** > **Time** page in the web user interface.

2. Wait for the wizard to finish and the `Installation wizard complete` message to appear.

3. Press **Enter** to continue.

4. The system applies the specified settings and continues to boot.

5. After the boot completes, the Expressway is ready to use.

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Note   The system services restart after the wizard completes. This is expected behavior.

You can now access the Expressway user interface using the IP address assigned to the LAN1 Ethernet port (see next section).

CHAPTER **9**

Access the Expressway User Interface

This section describes how to access the Expressway Web User Interfaces and CLI. The interfaces are enabled through the Install Wizard.

This chapter explains the following:

Using the Web User Interface

To log into the Web User Interface:

1. Open a browser window and in the address line type one of the following:

    - IP address of the Cisco Expressway (for example, *https://10.0.0.1*). Enter the address as HTTPS.

    - FQDN of the Cisco Expressway (for example, *https://mydomain.example.com*).

2. In the **Login** page, select **Administrator login**.

3. Login with username *admin* and your system password.

4. The Expressway **Overview** page is displayed.

More information

Detailed information about configuring and managing Expressway, including each page in the interface, is provided in the Expressway online help and in the Cisco Expressway Administrator Guide.

Using the CLI

The command line interface is available over SSH and through the serial port by default:

1. Start an SSH session.

2. Enter the IP address or FQDN of the Cisco Expressway.

3. Log in with username *admin* and your system password.

4. A welcome message is displayed.

More information

The CLI commands for Expressway are detailed in the Cisco Expressway Administrator Guide.

Next Steps

From the Expressway user interface, follow the steps described in the Cisco Expressway Basic Configuration Deployment Guide to set up the Expressway. The process is briefly summarized here, but please refer to the other guide for details before you continue:

Step 1   The first time you log in, the Service Setup Wizard launches. The wizard is used to select specific licensing requirements for a deployment, and if necessary to change the default Expressway-C configuration to an Expressway-E.

Step 2   After the Service Setup Wizard, you go on to configure Expressway:

a. System configuration, including the System Name, DNS settings, server certificate, NTP servers, SIP domains).

b. Routing configuration, including transforms, search rules, and zones.

c. Endpoint registration.

d. System verification checks.

e. Maintenance and optional configuration tasks.

APPENDIX A

Enable Encryption on Self Encrypting Disks

CE1300 ships with **UCS-HD12T10NK9**, which are FIPS140-2 compliant Self Encrypting Disks. However, this is not shipped with encryption enabled by default.

This section describes enabling Drive Security for the individual disks and securing the RAID 1 Array. Users can apply these without data loss. But, if this is done on an active machine in service, follow the instructions in the Cisco Expressway Administrator Guide to back up the machine configuration.

Note If the Expressway has option keys installed, ensure these are safely copied in the unlikely event there are issues enabling security.

Perform these steps to encrypt the hardware in the disks and to secure the array after backing up the Expressway backup (if required):

1. Log into the CIMC, and from the top left menu icon, select **Storage/Cisco 12G SAS RAID Controller with 4GB FBWC (16 drives) (MRAID)**.

2. Select the **Controller Info** tab and click **Enable Drive Security**.

3. Select **Local Key Management**; either enter a **Security Key Identifier** or **Security Key** or press the **Suggest** button to generate values and select any one of them.

4. Record the values in a secure location if they are required again.

5. Click **Save** the disks to enable the SED functionality.

6. Click the **Virtual Drive Info** tab.

7. Check the **RAID 1 disk** checkbox.

8. Select **Secure Virtual Drive** and confirm if you want to secure the virtual drive at the prompt.

Troubleshooting

This chapter explains the following:

- Locating LEDs and Components, on page 29
- Definitions of LED States, on page 29
- Reset from the Internal Recovery Partition (IRP), on page 29
- Lag During Boot up Due to Power Characterization Check, on page 30

Locating LEDs and Components

The panel layouts for this appliance are described in:

- Front Panel Layout

- Rear Panel Layout

Definitions of LED States

The various LED states are defined in the Cisco UCS C220 M6S Server Installation and Service Guide.

Reset from the Internal Recovery Partition (IRP)

The Cisco Expressway CE1300 appliance comes pre-installed with an M.2 device that you can use to reinstall of your appliance to factory state.

Before you begin

You need to set up and access the CIMC, as described in Run the Install Wizard.

Task: IRP Reinstall Using the KVM Console

Step 1 Launch the **KVM Console** using the icon in the CIMC.

Step 2 Power up the CE1300 and, when prompted, press `F6` to enter the `boot menu`.

Step 3   Select `USER: Built-in EFI Shell` as the boot option.

The EFI shell will load and, after 5 seconds will launch the startup.nsh by default, which will load the recovery image.

Step 4   When prompted, type `y` to press `Enter` to proceed with the reinstall.

The login prompt may interfere with entering `y`, press `Enter` to bypass the prompt and press `y` again and enter to launch the reimage.

Step 5   After the reboot completes, connect using serial to complete the reset. You will see the factory installation wizard.

Step 6   You can optionally apply any option keys for the appliance (such as room or desktop registrations). If you choose not to at this stage, they can be applied later through the Expressway web UI or CLI.

Step 7   When prompted, press `Enter` to shutdown the system.

The factory installation wizard phase is complete.

Step 8   Power on the appliance, and follow the steps in Run the Install Wizard to complete the customer installation wizard.

Lag During Boot up Due to Power Characterization Check

The power characterization test is run only once when you plug in and power up the CE1300. If the power characterization test continues to run, causing a lag in the boot time, ensure that it is disabled in the CIMC. To do this:

Step 1   Log in to the CIMC (see Connecting Using CIMC Serial Over LAN).

Step 2   Click the menu arrow in the top-left corner.

Step 3   Go to **Chassis** > **Power management** > **Power Cap Configuration**.

Step 4   Click **Disable Power Characterization**.

Step 5   Click **Save Changes**.

Notices

This chapter explains the following:

Technical Notices

If you cannot find the answer you need in the documentation, check the web site at Support & Downloads where you will be able to:

- Make sure that you are running the most up-to-date software.

- Get help from the Cisco Technical Support team.

Make sure you have the following information ready before raising a case:

- Identifying information for your product, such as model number, firmware version, and software version (where applicable).

- Your contact email address or telephone number.

- A full description of the problem.

To view a list of Cisco TelePresence products that are no longer being sold and might not be supported, visit: End-of-Sale and End-of-Life Products and scroll down to the TelePresence section.

Accessibility Notice

Cisco is committed to designing and delivering accessible products and technologies.

The Voluntary Product Accessibility Template (VPAT) for Cisco Expressway is available here: Current VPAT Documents

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