



# Preface

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## Introduction

*Cisco IP Interoperability and Collaboration System (IPICS) Server Administration Guide* provides the information that you need to understand, configure, manage, and use the Cisco IP Interoperability and Collaboration System (IPICS) 1.0 application.

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### Tip

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If you use Cisco IPICS solely for communicating with other users, and do not require any other introductory material, go to [Chapter 5, “Administration Console: User Tasks,”](#) which provides information about logging into Cisco IPICS, downloading and setting up your PMC, and completing your user profile.

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# Audience

*Cisco IPICS Server Administration Guide* is intended for users who configure, operate, and manage tasks for the Cisco IPICS server. It also is intended for users who perform any of all of these Cisco IPICS roles: user, operator, dispatcher, or system administrator.

# Organization

This document is organized as follows:

<a href="#">Chapter 1, “Introducing Cisco IPICS”</a>	Provides an overview of Cisco IPICS and directs users to the appropriate sections in this document for their particular roles.
<a href="#">Chapter 2, “Administration Console: System Administrator Tasks”</a>	Describes the tasks that the system administrator can perform in the Admin Console.
<a href="#">Chapter 3, “Administration Console: Operator Tasks”</a>	Describes the tasks that the operator can perform in the Admin Console.
<a href="#">Chapter 4, “Administration Console: Dispatcher Tasks”</a>	Describes the tasks that the dispatcher can perform in the Admin Console.
<a href="#">Chapter 5, “Administration Console: User Tasks”</a>	Discusses how a user interacts with the Admin Console. Topics covered include logging in, downloading the PMC application, and setting up a user profile.
<a href="#">Chapter 6, “Operational Views”</a>	Explains the Cisco IPICS operational view functions.
<a href="#">Appendix A, “RMS Configuration”</a>	Describes how to configure and RMS so that you can use it with Cisco IPICS.
<a href="#">Appendix B, “Setting Up and Using the Cisco IP Phone with Cisco IPICS”</a>	Describes how to set up and use supported Cisco IP Phones with Cisco IPICS.
<a href="#">Appendix C, “Frequently Asked Questions”</a>	Provides answers to frequently asked questions regarding Cisco IPICS.

# Related Documentation

For more information about Cisco IPICS and the PMC application, refer to the following documentation:

- *Cisco IPICS Server Installation Guide, Release 1.0*—Describes how to install and configure the Cisco IPICS 1.0 server software and the Linux operating system
- *Cisco IPICS PMC Quick Start Guide, Release 1.0*—Provides tips and quick references for the most frequently used procedures that a user can perform on the Cisco IPICS PMC
- *Cisco IPICS PMC Installation and User Guide, Release 1.0*—Describes how to install, configure, manage, and operate the Cisco IPICS PMC application
- *Cisco IPICS PMC Debug Reference Quick Start Guide, Release 1.0(1)*—Provides a quick reference for troubleshooting and debugging the Cisco IPICS PMC
- *Cisco IPICS Troubleshooting Guide, Release 1.0*—Contains reference material about how to maintain and troubleshoot the Cisco IPICS system
- *Cisco IPICS Backup and Restore Guide, Release 1.0*—Describes the administrative procedures that you use to backup and restore the database files on the Cisco IPICS server
- *Cisco IPICS Command Line Interface, Release 1.0*—Describes the commands that you can use from the command line interface (CLI) to obtain information or to change settings for the Cisco IPICS PMC
- *Release Notes for Cisco IPICS Release 1.0*—Contains a description of the new and changed features, important notes, caveats, and documentation updates for Cisco IPICS release 1.0
- *Cisco IPICS 1.0 Resources Card (Documentation Locator)*—Provides a summary of the documentation that is available for Cisco IPICS release 1.0
- *Cisco IPICS Compatibility Matrix*—Provides a list of compatible versions for all Cisco IPICS components

You can access Cisco IPICS documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/cis/c\\_ipics/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/cis/c_ipics/index.htm)

## Cisco CallManager Documentation

For information about Cisco CallManager, refer to the documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm)

## Cisco 7800 Series Media Convergence Servers Documentation

For information about Cisco 7800 Series Media Convergence Servers, refer to the MCS data sheets at this URL:

[http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/hw/voiceapp/ps378/products_data_sheets_list.html)

## Cisco IP Phone Documentation

For information about Cisco IP Phones, refer to the documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm)

## Cisco Land Mobile Radio over IP

For information about Cisco Land Mobile Radio (LMR) over IP, refer to the documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/software/ios123/123newft/123t/123t\\_7/lmrip/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/software/ios123/123newft/123t/123t_7/lmrip/index.htm)

## Cisco Security Agent

For information about Cisco Security Agent, refer to the documentation at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/vpn/ciscosec/>

## Cisco IOS Documentation

The Cisco IOS software documentation set describes the tasks and commands necessary to configure certain system components and other Cisco products, such as access servers, routers, and switches. Each configuration guide can be used with its corresponding command reference.

For information about Cisco IOS software configuration, refer to the documentation at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/software/>

## Document Notes and Conventions

This document uses the following conventions for instructions and information:



### Note

Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.



### Caution

This caution symbol means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Convention	Description
<b>boldface font</b>	Commands and keywords appear in <b>boldface</b> .
<i>italic font</i>	Command input for which you supply the values appear in <i>italics</i> .
[ ]	Optional keywords and default responses to system prompts appear within square brackets.
{ x   x   x }	A choice of keywords (represented by x) appears in braces separated by vertical bars. You must select one.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.

Convention	Description
^ or Ctrl	Represent the key labeled <i>Control</i> . For example, when you read ^D or <i>Ctrl-D</i> , you should hold down the Control key while you press the D key.
screen font	Examples of information displayed on the screen.
<b>boldface screen font</b>	Information that you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

## Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at [tech-doc-store-mkpl@external.cisco.com](mailto:tech-doc-store-mkpl@external.cisco.com) or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

## Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



### Tip

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We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

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## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco

service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



### Note

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Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended

solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

**Severity 2 (S2)**—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

**Severity 3 (S3)**—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

**Severity 4 (S4)**—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

# Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:  
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:  
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:  
<http://www.cisco.com/en/US/learning/index.html>

