Cisco Unified MeetingPlace Release 6.1

The Gateway Systems Integrity Manager (Gateway SIM) improves the reliability and serviceability of all Cisco Unified MeetingPlace applications by detecting gateway outages and logging these errors to the Alarm Table, and enabling a Cisco support representative to remotely administer and diagnose your Cisco Unified MeetingPlace applications.

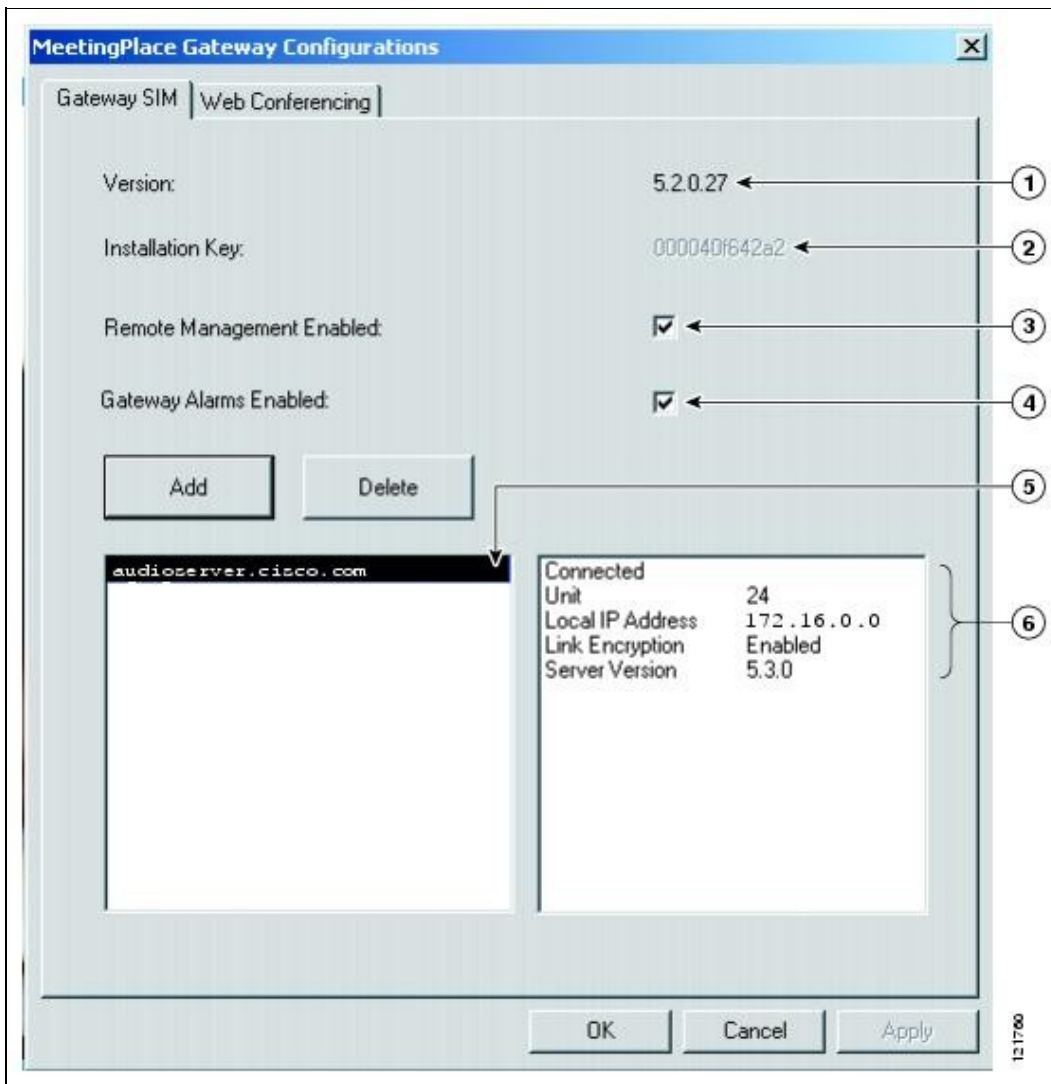The Gateway SIM consists of a set of modules:

- Gateway SIM Agent-Resides on the web server in the MeetingPlace Gateway Configurations Utility and sends scheduled updates to the Gateway SIM Manager.
- Gateway SIM Manager-Resides on the Cisco Unified MeetingPlace Audio Server system. If the Gateway SIM Manager does not receive these updates when expected, it logs a major alarm to the Alarm Table.

Figure: Gateway SIM Tab illustrates the Gateway SIM Agent, which is located in the MeetingPlace Gateway Configurations utility.

Contents

Figure: Gateway SIM Tab

1	Indicates the version number of the Gateway SIM.
2	Indicates the Ethernet address of this Windows machine. **Note:** This is a critical field because it is through this Ethernet address that this machine registers itself in to the database of the primary Cisco Unified MeetingPlace Audio Server system.
3	Enables a Cisco support representative to issue remote management requests that can help diagnose problems and restart the Cisco Unified MeetingPlace Web Conferencing Service.
4	Enables the Gateway SIM to log alarms from this machine to the Alarm Table.
5	Indicates the FQDN of the Cisco Unified MeetingPlace Audio Server system to which this machine is connected. To change the Cisco Unified MeetingPlace Audio Server system, see the Changing the Cisco Unified MeetingPlace Audio Server Connection.
6	Contains information about this machine including the following: • Whether the Gateway SIM on this machine is connected to the Cisco Unified MeetingPlace Audio Server system.

Figure: Gateway SIM Tab 2

	• The unit number assigned to this machine by the primary Audio Server system. • The IP address of this machine. • Whether link encryption is enabled. • Release of the Audio Server software that the primary Audio Server system is running.

See the following sections:

- About Gateway SIM Reverse Connection
- Opening the MeetingPlace Gateway Configurations Utility
- Configuring the Cisco Unified MeetingPlace Gateway SIM
- Configuring the Gateway SIM for Reverse Connection
- Changing the Cisco Unified MeetingPlace Audio Server Connection

About Gateway SIM Reverse Connection

The default connection mode for the Gateway SIM is to open an inbound connection-that is, from the web server (also referred to as a gateway unit) to the Cisco Unified MeetingPlace Audio Server system-by using port 5003 on the Audio Server system.

In cases where this is not possible, such as segmented meeting access (SMA) installations where inbound connections are not allowed, the Gateway SIM "reverse connection" feature allows the Audio Server system to connect to the Gateway SIM through an "outbound" connection to port 5003.

To ensure support for reverse connection, confirm the following configurations:

- Outbound connections to port 5003 are not blocked at a firewall or on the gateway unit.
- The Audio Server name that is configured on the gateway unit uses a hostname, not a numeric IP address.
- The Audio Server name used by the gateway unit exactly matches the hostname used by the Audio Server.

Tip: Use the net command on the Audio Server system to display the Audio Server hostname. The hostname shown in the MeetingPlace Gateway Configurations utility on the gateway unit must match exactly.

Example

A gateway unit configured to connect to a Cisco Unified MeetingPlace Audio Server system with the name *servername* will support a reverse connection if the Audio Server system hostname is *servername* .

See the Configuring the Gateway SIM for Reverse Connection for additional information.

Opening the MeetingPlace Gateway Configurations Utility

Tip: The Cisco Unified MeetingPlace icon resembles a red door and is located in the system tray.

To Open the MeetingPlace Gateway Configurations Utility

1. From your system tray, right-click the **Cisco Unified MeetingPlace** icon.
2. Choose **Properties** .

Configuring the Cisco Unified MeetingPlace Gateway SIM

Before You Begin

- Read the About the Gateway Systems Integrity Manager for information about the Gateway SIM.

To Configure the Cisco Unified MeetingPlace Gateway SIM

1. Open the Gateway SIM Agent.
    1. Open the MeetingPlace Gateway Configurations utility.
        For instructions, see the To Open the MeetingPlace Gateway Configurations Utility.
    2. Click the **Gateway SIM** tab.
2. (Optional) To enable remote management from a Cisco support representative, check the Remote Management Enabled check box.
3. (Optional) To log alarms from this web server to the Cisco Unified MeetingPlace Audio Server system, check the Gateway Alarms Enabled check box.
4. (Optional) To configure the Audio Server system that the Gateway SIM is connected to, double-click the Audio Server entry listed in the left window and do the following:
    - "Server Name" specifies the primary Audio Server system. This field is read-only.
    - "Shadow Server Name" specifies the backup Audio Server system. If you want to indicate a backup server for the primary Audio Server system, enter the name of the backup server here.
    - "Client IP Address" specifies the IP address of the MeetingPlace Gateway. This field is read-only.
    - "Transfer Destinations" is specific to Cisco Unified MeetingPlace Network Backup Gateway. For information about this field, see Installing and Configuring Cisco Unified MeetingPlace Network Backup Gateway.
    - "Link Encryption Disabled" is specific to Cisco Unified MeetingPlace Network Backup Gateway.
    - Click **OK** .
5. From the Gateway SIM tab, click **OK** .
6. (Optional) To change the Audio Server system displayed in the Gateway SIM tab, continue with the Changing the Cisco Unified MeetingPlace Audio Server Connection.

Configuring the Gateway SIM for Reverse Connection

Before You Begin

- Read the About Gateway SIM Reverse Connection for information about this feature.
- The gateway unit refers to the machine on which Cisco Unified MeetingPlace Web Conferencing is installed.

Restrictions

- This procedure supports the following installations:
    - Cisco Unified MeetingPlace Web Conferencing Release 6.0.
    - New installations of Cisco Unified MeetingPlace Gateway SIM Release 5.3 and later.

To Configure the Gateway SIM for Reverse Connection

1. Obtain the IP address of the gateway unit by doing one of the following:
    If the Gateway SIM is already configured:
    1. Open the MeetingPlace Gateway Configurations utility. For instructions, see the To Open the MeetingPlace Gateway Configurations Utility.
    2. Click the **Gateway SIM** tab.
    3. Double-click the name of the server that you want to configure. The MeetingPlace Server Entry window appears.
    4. The IP address of the Gateway unit appears in the Client IP Address field.
    or
    If this is a new installation of Gateway SIM:
    - From a DOS command tool, use **ipconfig** to obtain the IP addresses of the gateway unit.
2. Telnet to the Cisco Unified MeetingPlace Audio Server system and use the **net** command to obtain the Audio Server system hostname.
3. Install the Gateway SIM.
4. When prompted, enter the hostname of the primary MeetingPlace server and the IP address of the local client.
    The Gateway SIM attempts to register on the Audio Server system. In a reverse connection configuration, this fails and you are prompted to continue to allow a reverse connection.
5. Once the installation is complete, open the MeetingPlace Gateway Configurations utility and note the following:
    - The Unit field is set to UNASSIGNED.
    - The value of the Installation Key parameter. You will need it for Step 6.
6. Telnet to the Audio Server system again and use the **net** command to configure the gateway unit on it. Use the Installation Key value from the MeetingPlace Gateway Configurations utility as the "Ethernet Address" for the gateway unit.
    The Audio Server system begins to initiate a connection to the gateway unit.

Changing the Cisco Unified MeetingPlace Audio Server Connection

The Cisco Unified MeetingPlace Web Conferencing server is configured to point to a particular Cisco Unified MeetingPlace Audio Server system. To update the Audio Server system that this Web Conferencing server points to, complete the following procedure.

Before You Begin

- In this procedure, we refer to the web server machine as a "unit."

To Change the Cisco Unified MeetingPlace Audio Server Connection

1. Stop the Cisco Unified MeetingPlace Web Conferencing Service and Gateway SIM Service. If other Web Conferencing servers share the database with this server, stop the services on those servers as well.

   For instructions, see the <u>To Stop All Cisco Unified MeetingPlace Web Conferencing Services</u>.

   Note: Do not restart services until you have completed this procedure.
2. Open the Gateway SIM Agent.
   1. Open the MeetingPlace Gateway Configurations utility.

      For instructions, see the <u>To Open the MeetingPlace Gateway Configurations Utility</u>.
   2. Click the **Gateway SIM** tab.
3. Delete this unit from the primary Cisco Unified MeetingPlace Audio Server system.
   1. From the lower-left pane of the Gateway SIM tab, click the name of the Audio Server system that you want to disconnect from.
   2. Click **Delete** .
4. Change the Audio Server hostname from the old server name to the new server name in the MPWEB database:
   1. Open Enterprise Manager and navigate to the \Databases folder.
   2. Choose and expand the **MPWEB** database.
   3. From the left pane, choose **Tables** .
   4. In the right pane right-click **System** , then from the pop-up menu, choose **Open Table > Return All Rows** .
   5. Change the value in the HostName column to the desired value.
5. Delete all Cisco Unified MeetingPlace Web Conferencing attachment subfolders.
   1. From Windows Explorer, navigate to the location of your attachment folder, for example, *drive:\Web_data\MPWeb\Meetings* .
   2. Delete all of the subfolders. Do not delete the Meetings folder.
6. Add this unit to a new Cisco Unified MeetingPlace Audio Server system.
   1. Open the Gateway SIM Agent.
   2. Click **Add** .

      The MeetingPlace Server Entry window appears.
   3. In the MeetingPlace Server Entry window, enter the new configuration information as follows:

Parameter	Action
Server Name	Enter the hostname of the Cisco Unified MeetingPlace Audio Server system. **Note:** If you use an IP address instead of a hostname for the Audio Server system, you will have to update the IP address on the Web Conferencing server whenever you change the IP address on the Audio Server.
Shadow Server	Leave this field as is.
Client IP Address	Enter the IP address of the machine on which the Gateway SIM is installed.
Transfer Destination	Leave this field as is.
Link Encryption Disabled	Leave this check box unchecked. When the check box is unchecked, communications between the Gateway SIM and the Audio Server system are encrypted.

	Encryption uses a 56-bit DES algorithm with a secret key. **Note:** You can check this option to send communications in clear text; however, we do not recommend this.

4. Click **OK** , then **OK** again.

7. Restart the Gateway SIM service and the Cisco Unified MeetingPlace Web Conferencing Service. If other Web Conferencing servers share the database with this server, restart the services on those servers as well.

For instructions, see the To Restart All Cisco Unified MeetingPlace Web Conferencing Services.

8. Verify that this unit is attached to the new Audio Server system and that a unit number is assigned.

a. Open the Gateway SIM Agent.
b. Make sure that the newly entered Audio Server system is listed in the left window.

9. Update the Web Conferencing server with user and meeting information from the new Audio Server system.

a. Sign in to Cisco Unified MeetingPlace Web Conferencing.
b. From the Welcome page, click **Admin** , then click **Replication Service** .
c. For Replication Service Command, choose **Update All User Profiles** .
d. Click **Submit** .
e. Change the Replication Service Command to **Update All Meetings** .
f. Click **Submit** .

Updating SQL Account Access from the MeetingPlace Gateway Configurations Utility

This procedure describes how to update the Cisco Unified MeetingPlace web server with access information you already configured in SQL Server. It does not describe how to update access information in SQL Server.

Note: This procedure does not describe how to configure a least privileged SQL account. For this information, see Creating and Using a Least-Privileged SQL Account for Web Conferencing.

Before You Begin

Change the username and password on SQL Server before you begin this procedure. The MeetingPlace Gateway Configurations utility allows you to update the web server with previously configured information. It does not update the SQL Server for you.

To Update SQL Account Access from the MeetingPlace Gateway Configurations Utility

1. Stop the Cisco Unified MeetingPlace Web Conferencing Service.
   For instructions, see the To Stop All Cisco Unified MeetingPlace Web Conferencing Services.

2. Open the MeetingPlace Gateway Configurations utility.

      For instructions, see the <u>To Open the MeetingPlace Gateway Configurations Utility</u>.

3. Click the **Web Conferencing** tab.

4. For Server, enter the hostname or IP address of the SQL Server you want to update. For a local server, enter **local** .

5. For Username and Password, enter the username and password you applied to the SQL Server.

6. Click **OK** .

7. Restart the Cisco Unified MeetingPlace Web Conferencing Service.

      For instructions, see the <u>To Restart All Cisco Unified MeetingPlace Web Conferencing Services</u>.