

Main page: [Cisco Unified MeetingPlace, Release 8.0](#)

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Step 1: Install the Application Server (which includes the Software Media Server)	Step 2: Install the Hardware Media Server (optional)	Step 3: Configure the Hardware Media Server (optional)	Step 4: Install the Web Server (optional)	Step 5: Install the Cisco WebEx Node for MCS (optional)	Step 6: Install integrations (optional)
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- This is step 5 of the installation and configuration process. See the [Quick Start for Installing and Configuring Cisco Unified MeetingPlace Release 8.0](#) module for information about the order in which to install and configure the Cisco Unified MeetingPlace Release 8.0 components.
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Before You Install the Cisco WebEx Node for MCS

Task	See this document or section
<p>Ensure that you meet all the system requirements for installing the Cisco WebEx Node for MCS.</p>	<p>See: Cisco Unified MeetingPlace Release 8.0 -- System Requirements for Cisco Unified MeetingPlace Release 8.0</p>
<p>Ensure that you have a server on which to install the Cisco WebEx Node for MCS. The server on which you install the Cisco WebEx Node for MCS will be reformatted during the installation and all existing data will be lost. We suggest using an unformatted server.</p> <p>The Cisco WebEx Node for MCS is installed on a Cisco Media Convergence Server (MCS). (You may also install it on the exact equivalent server from a different manufacturer.)</p>	<p>Cisco MCS installation documentation at http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod_installation_guides_list.html</p>

<p>The Cisco Webex Node for MCS does not support any HTTP or SOCKS proxy servers in configuration. Please allow direct access to Webex Site IPs directly through Firewall settings.</p> <p>We recommend that you dedicate a Cisco MCS or exact equivalent on which to install the Cisco WebEx Node for MCS.</p>	
<p>Gather all the values that you will need to complete the Cisco WebEx Node for MCS installation.</p>	<p><u>Gathering Installation Values</u></p>
<p>Install the Cisco Unified MeetingPlace Application Server software.</p> <p>Note: The Cisco WebEx Node for MCS and the Application Server software are installed on different servers.</p>	<p><u>Installing the Cisco Unified MeetingPlace Application Server Software module</u></p>

Install either an Express Media Server or a Hardware Media Server.	<ul style="list-style-type: none"> • For an Express Media Server, see the Installing the Cisco Unified MeetingPlace Application Server Software module • For a Hardware Media Server, see the Installing the Cisco Unified MeetingPlace Hardware module
<p>Install the Cisco Unified MeetingPlace Web Server software.</p> <p>Note: The Cisco WebEx Node for MCS and Web Server software are installed on different servers.</p>	<ul style="list-style-type: none"> • Installing the Cisco Unified MeetingPlace Web Server Software module • Installing the Cisco Unified MeetingPlace Web Server Software in a Segmented Meeting Access (SMA-2S) Configuration module

Gathering Installation Values

Gather and record the following information to prepare for your installation of the Cisco WebEx Node for MCS.

Table: Installation Values

Field	Format
Password For the root user.	Can contain any printable ASCII characters and must meet the following criteria: <ul style="list-style-type: none"> ◇ Contain at least eight characters ◇ Contain one upper case character ◇ Contain one lower case character ◇ Contain one special character <p>Note: This password is case-sensitive.</p>
Password For the wbxadmin user.	Can contain any printable ASCII characters and must meet the following criteria: <ul style="list-style-type: none"> ◇ Contain at least eight characters ◇ Contain one upper case character ◇ Contain one lower case character ◇ Contain one special character <p>Note: This password is case-sensitive.</p>
Primary	ddd.ddd.ddd.ddd (1)

Primary DNS address.	
Secondary	ddd.ddd.ddd.ddd (1)
The secondary DNS address.	
Domain Name	<i>company_name.com</i> Example: cisco.com
DNS search path.	
Host Name	This must be a Fully Qualified Domain Name (FQDN).
An arbitrary name for the Cisco WebEx Node for MCS.	Can include any letters in upper or lower case, any numbers, period, and the dash symbol (-). Must be 32 characters or less and must start with a letter. Example: mpxSystem.cisco.com
IP Address	
IP address for Cisco Unified MeetingPlace.	ddd.ddd.ddd.ddd (1)
Subnet Mask	
For Cisco Unified MeetingPlace.	ddd.ddd.ddd.ddd (1)
Gateway	
Default gateway address for Cisco Unified MeetingPlace.	ddd.ddd.ddd.ddd (1)
Time zone	
Where this Cisco Unified MeetingPlace system resides.	<ul style="list-style-type: none"> • Choose from the drop-down menu. • The default is always GMT.
Passcode Name	
For the Cisco WebEx Node for MCS.	This value is provided by Cisco WebEx.
Passcode	
For the Cisco WebEx Node for MCS.	This value is provided by Cisco WebEx.
Token	
	This value is provided by Cisco WebEx.

Table: Installation Values

For the Cisco WebEx Node for MCS.	
URL	
For the Cisco WebEx Node for MCS.	This value is provided by Cisco WebEx.
Serial #	
For the Cisco WebEx Node for MCS.	This value can be found in the software order that was provided when you purchased the Cisco WebEx Node for MCS.
Host Name of the Application Server	You set this value when you installed the Cisco Unified MeetingPlace Application Server.
Password for the mpadmin user of the Application Server	You set this value when you installed the Cisco Unified MeetingPlace Application Server.
Host Name of the standby Application Server If your system is configured for failover.	You set this value when you installed the standby Cisco Unified MeetingPlace Application Server.
Password for the mpadmin user of the standby Application Server If your system is configured for failover.	You set this value when you installed the standby Cisco Unified MeetingPlace Application Server.
Shared host name of the Application Servers If your system is configured for failover.	You set this value when you installed the standby Cisco Unified MeetingPlace Application Server.

Footnote (1): For all IP addresses, the values in each quartet must range between 0 and 255.

Installing the Cisco WebEx Node for MCS

Procedure

1. Insert the Cisco WebEx Node for MCS installation DVD into the DVD-ROM drive of the Cisco MCS on which you are going to install the Cisco WebEx Node for MCS.
2. Boot the computer from the DVD.
3. The installation program checks that your platform is valid.
If your platform is invalid, the installation program displays an error message and the installation stops. Otherwise, the installation continues.
4. The installation program checks for an existing operating system.

If you have an existing operating system, the installation program asks if you want to overwrite it. If you have an existing operating system and do not want to overwrite it, the installation stops. Otherwise, the installation continues.

5. The installation program checks the hard drive, the BIOS, and the RAID.
 - ◆ If the installation program does not need to reconfigure any part of the system, it displays a green check mark and the installation continues.
 - ◆ If the installation program needs to reconfigure any part of the system, it displays two green circular arrows and automatically reboots. After rebooting, the installation process restarts at Step 3.
 - ◆ Depending on your system configuration, it may reboot up to three times. This happens automatically.
6. The installation program continues to the media check. The media check can take up to 15 minutes. If the media check fails, you can stop the installation. Otherwise, the installation continues.
7. The installation program loads and installs the Cisco Unified MeetingPlace Linux operating system from the DVD. This takes approximately 10 to 15 minutes.

When the Cisco Unified MeetingPlace Linux operating system installation is complete, the DVD-ROM drive ejects the DVD.
8. Keep the DVD in the drive but do not close it.

The system reboots automatically.
9. Select **Next** from the Cisco Unified Communications Welcome page.

The installation program displays the licensing agreement.
10. Select **I accept the terms of the License Agreement**.
11. Select **Next**.
12. Enter a Password for the console user called *root*.
13. Confirm the password that you just entered.
14. Enter a Password for the console user called *wbadmin*.
15. Confirm the password that you just entered.

Note: If you want to bypass these password restrictions, check **Do not enforce password rules**. We do not recommend this.
16. Select **Next**.
17. Enter values in the following fields on the Network Configuration page. All fields are required except for the Secondary DNS field:
 - ◆ Primary
 - ◆ Secondary
 - ◆ Domain Name
 - ◆ Host Name
 - ◆ IP Address
 - ◆ Subnet Mask
 - ◆ Gateway
18. Select **Next**.

The installation program displays the Review Network Configuration page with the values that you entered in Step 17.
19. Review the values on the Review Network Configuration page to ensure that they are correct. (If there are errors, select **Back** to go back to the previous screen.)
20. Select **Next**.
21. Select the Time zone that best represents where the system resides.

Note: After you complete the installation, the Cisco WebEx Node for MCS will synchronize with the Cisco WebEx site. In this step, you are setting the timezone for the first connection only.
22. Select **Continue**.
23. Select the current date in the Date box.
24. Set the hour, minute, and second to the current time in the Time box.

Note: After you complete the installation, the Cisco WebEx Node for MCS will synchronize with the Cisco WebEx site. In this step, you are setting the date and time for the first connection only.

25. Select **Continue**.

26. Enter values in the following fields on the Cisco WebEx page. All fields are optional.

Note: If you do not enter values here, you must add the information using the Cisco WebEx Node for MCS Command-Line Interface (CLI) later. You cannot test or use the Cisco WebEx Node for MCS until you have entered all the values.

- ◆ Passcode Name
- ◆ Passcode
- ◆ Token
- ◆ URL
- ◆ Serial #

27. Select **Next**.

28. Enter values to link the Cisco WebEx Node for MCS to the Application Server. All fields are optional.

Note: If you do not enter values here, you must add the information using the Cisco WebEx Node for MCS CLI later. You cannot test or use the Cisco WebEx Node for MCS until you have entered all the values.

1. Select **Configure Application Server Connection** if you want to enter values now.
2. Enter the Host Name of the Application Server to which you want to connect.
3. Enter the Password for the mpxadmin user of the Application Server to which you want to connect.
4. Select **Application Server Failover Configured** if your system is configured for failover.
5. (Optional, only if you selected **Application Server Failover Configured**) Enter the Host Name of the standby Application Server to which you want to connect.
6. (Optional, only if you selected **Application Server Failover Configured**) Enter the Password for the mpxadmin user of the standby Application Server to which you want to connect.
7. (Optional, only if you selected **Application Server Failover Configured**) Enter the Shared host name of the Application Servers to which you want to connect.

29. Select **Next**.

30. Select **Exit**.

The system reboots and then displays the Cisco Unified MeetingPlace operating system sign-in page.

Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco WebEx Node for MCS module](#)

Troubleshooting the Cisco WebEx Node for MCS Installation

Problem: During the installation, the system hangs.

Explanation: This may be because you skipped the media check.

Solution: If you skipped the media check, abort the installation and start over. Do not skip the media check this time.

Problem: After entering values in step 23 of Installing the Cisco WebEx Node for MCS, the system tries to connect with the Application Server. The system only returns error messages.

Explanation: The Application Server is not up.

Explanation: You entered an incorrect password for the mpxadmin user.

Explanation: The Cisco WebEx Node for MCS may have misconfigured network information.

Explanation: Your system may be experiencing general network connectivity issues.

Solution: Be sure that the information you enter is correct and try again.

Error Message: Unable to resolve IP for "server name".

Explanation: If you get this error message after entering values in step 23 of Installing the Cisco WebEx Node for MCS, when the system tries to connect with the Application Server, then the DNS resolution from the server name to an IP address failed.

Solution: Verify that the DNS mapping exists. Check the network information to ensure that the name server is correct. You should be able to ping the Cisco WebEx Node for MCS from the Application Server by entering a Fully Qualified Domain Name (FQDN).

Error Message: Unable to contact server "server name".

Explanation: If you get this error message after entering values in step 23 of Installing the Cisco WebEx Node for MCS, when the system tries to connect with the Application Server, then the Cisco WebEx Node for MCS was unable to contact the server by its hostname.

Solution: Check the network connectivity from the Cisco WebEx Node for MCS to the Application Server.

Error Message: Invalid password for server "server name".

Explanation: If you get this error message after entering values in step 23 of Installing the Cisco WebEx Node for MCS, when the system tries to connect with the Application Server, then the mpxadmin password provided for the server was incorrect.

Solution: Check that the password that you entered for the Cisco WebEx Node for MCS is correct.

- Cisco Webex Node for MCS is currently not supported with the Webex Global Site Backup system. If you want a fully redundant option with GSB, submit a new Webex Node for MCS request to Webex Provisioning to deploy a redundant Node which is ?homed? to the GSB data center instead of the primary. You must deploy an MCS server with the Webex Node for MCS software for this function only in your network.
- MeetingPlace Webex Node for MCS does not support any HTTP or SOCKS proxy servers. Please allow direct access to Webex Site IPs directly through Firewall settings.

Testing the Cisco WebEx Node for MCS Installation

- [Testing the Basic Installation](#)
- [Validating the Ethernet Connection](#)
- [Verifying Cisco WebEx Node Registration to the Cisco WebEx Collaboration Cloud](#)

Testing the Basic Installation

Restriction

- You must have completely finished the Cisco WebEx Node for MCS installation before you can test it. During the installation, entering some values is optional. If you do not enter the values during the installation, you must enter them by using the Cisco WebEx Node for MCS CLI. Then you can proceed to test the Cisco WebEx Node for MCS installation.
- When testing:
 - ◆ Schedule an "Internal" only meeting and join with corporate users to test. If an external guest user tries to join an internal meeting, the guest user cannot connect to the meeting and sees a message stating that he is no longer connected to the meeting, and that the system is trying to reconnect. Only internal users on the corporate network or via VPN can join meetings that are scheduled as "internal".
 - ◆ Also schedule a meeting that "Allows External Participants" and test that internal network users join on the Cisco WebEx Node for MCS and guest users join on the Webex Cloud for that meeting, and that the Guest user can see what is shared by an Internal attendee.

Procedure

1. Go to the Cisco WebEx Node for MCS operating system sign-in page.
2. Sign in as the user called **wbadmin**.
3. Enter the password associated with this username.
The system displays the Cisco WebEx Node for MCS CLI prompt.
4. Enter **show webex status**.
The system displays the current status of the Cisco WebEx Node for MCS.

Here is a list of items to check on network side to get a successful deployment:

1. Ping webex site by name from Application Server in CLI Mode
2. Ping internal Webex Node for MCS by hostname from Application server
3. Ping Application server from WebEx Node CLI
4. Make sure you can reach webex site in internet via browser ? from MeetingPlace Web server (Optional) and intended client machines and any Webex NNode for MCS in CLI Mode
5. Make sure you can reach Cisco Webex Node Management System (CWNMS) by name from internal Webex Node for MCS, MeetingPlace Web servers (Optional) and all intended client machines (for Webex Node for MCS, try CWNMS by name in browser from a client which is located in the same network with your system).
6. Make sure you can reach internal Webex Node for MCS by fully qualified domain name from MeetingPlace Web server and all intended client machines

Troubleshooting Tips

If the system does not display the current status of the Cisco WebEx Node for MCS, do the following:

- Verify that you entered all the required information.
- Verify that the Cisco WebEx information that you entered is correct.
- Reinstall the Cisco WebEx Node for MCS.

Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco WebEx Node for MCS](#) module

Validating the Network Connection

Follow this procedure to ensure that the Cisco WebEx Node for MCS is properly connected to the network and is allowed by the firewalls to connect to the Webex Collaboration Cloud properly.

Procedure

1. Go to the Cisco WebEx Node for MCS operating system sign-in page.
2. Sign in as the user called **wbxadmin**.
3. Enter the password associated with this username.
The system displays the Cisco WebEx Node for MCS CLI prompt.
4. Enter **show network interfaces**.
The system displays output.
5. Ensure that the "link detected" parameter at the bottom says **yes**.
Note: If it says no, the Cisco WebEx Node for MCS is not connected to the network. Contact your network administrator to determine why it is not connected to the network.
MeetingPlace Webex Node for MCS does not support any HTTP or SOCKS proxy servers.
Please allow direct access to Webex Site IPs directly through Firewall settings.
6. To test Webex Node to Webex Cloud:
7. Enter **telnet sitename.webex.com 443** to test internal via internet to the Webex Site for this system.
The system displays output.
if you see a IP response, then you are correctly connecting to the Webex cloud.

Correct response:

```
telnet sitename.webex.com 443
Trying 64.68.124.81...
Connected to sitename.webex.com (64.68.124.81)
Escape character is Control, then right Bracket '^']'
```

Incorrect response below:

```
#telnet 123.13.14.13 423
Trying 123.13.14.13...
..
<no response, you need quit it by Control-C>
```

Verifying Cisco WebEx Node Registration to the Cisco WebEx Collaboration Cloud

Before You Begin

If you do not already have an account for the Cisco WebEx Node Management System, then contact your Cisco WebEx administrator to obtain one.

Procedure

1. Sign in to the Cisco WebEx Node Management System.
Use <https://wma.webex.com/wmams>
Use the username and password that was provided by Cisco WebEx for your Cisco WebEx Node Management System account.
2. Select **Administration > Node Management**.
3. Find your Cisco WebEx Node.
4. Verify that the **Status** is either **Registered** or **Activated**.

If an error is displayed, then read the error information to begin troubleshooting. Contact your Cisco WebEx administrator for help if necessary.

Related Topics

For more information about the Cisco WebEx Node Management System, see the *Cisco WebEx Node Management System Administrator's Guide* at http://support.webex.com/US/CWNMS/wx_cwnms_ag.pdf.

Upgrading the Software for the Cisco WebEx Node for MCS

Use this procedure only if you are notified of a software update for the Cisco WebEx Node.

Procedure

1. Download the software from Cisco.com: <http://www.cisco.com/cisco/web/download/index.html>
Cisco WebEx Node software is posted with the Cisco Unified MeetingPlace software. The filename will be similar to `upgrade_webex_<version>.bin`.
2. Transfer the .bin file to the Cisco WebEx Node using SSH or Secure FTP.
3. Sign in to the CLI of the Cisco WebEx Node.

If you do not sign in as the root user, then you may be prompted in a later step to enter the root password.

1. Enter **utils system install filename**.
2. Follow the prompts to complete the installation.
3. Enter **utils system reboot**.

Verifying the Upgrade

- To verify that the connection information was applied, enter **show webex config**.
- To verify that the services are up, enter **show webex status**.

About Reinstalling the Cisco WebEx Node for MCS

If you need to reinstall the Cisco WebEx Node for MCS, follow the steps in the [Installing the Cisco WebEx Node for MCS](#). You do not need to uninstall anything first.