Installation Notes for Cisco Small Business Office Manager Release 1.0 Beta

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These Installation Notes provide instructions for downloading, installing, and customizing the Beta/EFT trial version of Cisco Small Business Office Manager Release 1.0.

Contents

This document includes the following topics:

About Office Manager

Cisco Small Business Office Manager is a free desktop application that a Cisco SMB Partner can install on a PC at a customer site. Office Manager provides a simple, easy-to-use interface that allows an SMB office administrator to:

- View network connection and system status information

- Perform routine management tasks for their Cisco Smart Business Communications System (SBCS)

Features

Using Office Manager, your customer can perform some or all of these tasks, depending on how the system is configured and the options that are enabled for the site.

Feature	Available Options
Manage user settings	- Change the first and last name displayed on phones and in the local directory - Change a user's password - Reboot a user's phone - View buttons and extensions configured on the user's phone - Set call forward options for the user's phone - Set calling permissions for a user's phone - Block Caller ID display for outgoing calls on a user's phone - Enable or disable remote VPN access for existing VPN users configured on the UC 500. - Enable or disable voice mail for a user - Change the voice mail PIN for a user - Enable or disable voice features such as video calls and Single Number Reach (SNR), if they are available on the system

Feature	Available Options
Manage phone system features	▪ Add numbers to the Local Directory ▪ Add and remove Local Speed Dials ▪ Modify the business hours and holiday schedules used by the Auto Attendant ▪ Enable or disable Music on Hold (MoH) and upload a different music file (.mp3, .wav, or .au) ▪ View information about Auto Attendant greeting and prompt files on the system
View status information	▪ View network connections and status, including, UC 500 bandwidth utilization, remote VPN connections, and wireless client connections from integrated UC 500 and SA 500 access points and AP541N access points
View video from Cisco PVC2300 or WVC2300 IP cameras	▪ Enable or disable the basic Video Viewer The Video Viewer allows you to automatically discover up to four (4) Cisco PVC2300 or WVC2300 Business Internet Cameras and view video from these cameras.

Customization Options

To customize the Office Manager installation for each site, you can:

▪ Brand the Office Manager application with a custom logo and text

▪ Enter your support contact information

▪ Specify a URL for an RSS news feed

▪ Specify which Office Manager features you want to enable for each customer site

IMPORTANT The Site Settings page, where you specify these custom settings, is only displayed if you choose the **Advanced** installation type. You must re-run the Office Manager Setup program if you wish to change these setting. For more information, see **Installing Office Manager at the Customer Site, page 7**.

System Requirements

The PC running Office Manager must meet these requirements:

- Operating system: Windows XP service package 3, Windows Vista, or Windows 7

- Web browser: Microsoft Internet Explorer, version 6.0 or later (version 7.0 or later is recommended), or Firefox, version 3.5 or later

- Adobe Flash version 10 or later

Supported Platforms

Office Manager supports these Cisco Small Business devices:

- Cisco Unified Communications 500 Series (all models), with UC 500 Software Pack 8.0.2 installed

- Cisco PVC2300 Business Internet Video Camera - Audio/PoE, Software Version 1.1.2.6

- Cisco WVC2300 Wireless-G Business Internet Video Camera - Audio, Software Version 1.1.2.6

- Cisco 7900 IP Phones

- Cisco SPA 500 Series IP Phones

- Cisco SPA 525G IP Phone

- Cisco IP Communicator (softphone)

- Cisco SA 500 Security Appliance, Software Version 1.1.21.

  SA 500 Software Version, 1.1.42 is NOT supported for use with Office Manager.

- Cisco AP541N Wireless Access Points, Software Version 1.8.0 (wireless client connection status only)

During installation, Office Manager discovers these devices if they are present in the network. These devices can also be added manually by specifying their LAN IP address. This is covered in more detail in the section **Installing Office Manager at the Customer Site, page 7**.

Limitations and Caveats

These limitations and caveats apply to the Beta:

- The customer site must have a UC 500.

- Office Manager Beta must be installed and customized by a certified SBCS reseller.

- Available documentation includes these installation notes and online help available within the application. No additional documentation is being offered at this time.

- Only the US/English locale is supported.

- Multisite installations are not supported.

- Up to four (4) IP cameras are supported for basic video streaming only (no recording or motion detection).

- When CCA is running, Office Manager must be closed, and vice versa. Concurrent access is not supported.

  If Office Manager displays the message that indicates CCA is still running, but you do not see CCA running in the Windows Task Manager, it may mean that CCA did not exit cleanly the last time it was run. If this occurs, re-launch CCA and then immediately exit CCA.

- You can install Office Manager on more than one PC at a site, but only one instance of Office Manager should be running at a time.

- Wireless client associations are displayed for integrated UC 500 access points, integrated SA 500 wireless access points, and AP541N access points only.

- We strongly recommended that the PC on which Office Manager is running has a wired connection to the UC 500, either through a LAN port on the UC 500 or through a LAN port on a switch that is connected to the UC 500. If the PC running Office Manager is connected wirelessly, and you encounter problems with Office Manager, try using a wired connection.

- We strongly recommend that you create a unique user account with Administrator privileges on the SA 500 for use with Office Manager. This is because only one login instance is allowed for an administrator user.

  When Office Manager is running and authenticated with the SA 500, if you attempt to log in to the SA 500 with the same user credentials that Office Manager is using, you will be immediately logged out.

- The PC on which Office Manager is running should not dual-homed. This can cause problems with upload of speed dials to the phones or upload of Music on Hold audio files.

Compatibility with Cisco Configuration Assistant (CCA)

Office Manager can be used with Cisco SBCS systems that are configured using Cisco Configuration Assistant version 2.2 and later. Configuration changes made through Office Manager are read and recognized by CCA.

When CCA is running, Office Manager must be closed, and vice versa. Concurrent access is not supported.

Downloading Office Manager

To download the Office Manager 1.0 Beta software, go to the following URL. A Cisco.com login is required.

http://www.cisco.com/go/officemanager

You must accept the Beta agreement before you can download the Office Manager software.

Installing Office Manager at the Customer Site

Follow these instructions to install Office Manager at the customer site.

Before You Begin

The procedures in this section assume that:

- The UC 500 and SBCS components, telephony features and users, and VPN or SSLVPN server are configured.

- You have copied or downloaded the Office Manager Setup program to the SMB office administrator's PC.

- The SMB office administrator PC on which your are installing Office Manager is behind the UC 500 on the local network and has obtained an IP address from the UC 500.

- Cisco Configuration Assistant is NOT running. You must exit CCA before running Office Manager.

- You have administrative privileges on the SMB office administrator PC.

- The SMB office administrator user must have write permission to the Windows keychain file on their PC. Access to this file may be restricted on some networks. Otherwise, Office Manager installation may fail. For more information, contact the Windows network administrator for the site.

Installation Procedure

STEP 1 Double-click on the Office Manager executable file OfficeManagerSetup-*<version>*.exe to launch the Setup program.

STEP 2 Click **Next**.

STEP 3 Follow the on-screen instructions in the Setup program:

a. Accept the License Agreement and click **Next**.

b. Choose a destination location or accept the default location (C:\Program Files\Cisco Small Business Office Manager) and click **Next**.

c. Choose a **Start Menu Folder** for program shortcuts or accept the default folder (Cisco Small Business), then click **Next**.

d. Choose whether or not you want to create desktop and Quick Launch icons for Office Manager, then click **Next**.

e. Choose an **Install Type**, either **Normal** or **Advanced**, then click **Next**.

Choose **Normal** if you do not need to customize the installation or wish to re-install Office Manager without editing custom settings.

Choose **Advanced** access options for customizing the installation. This is covered in the next section, **Customizing the Installation, page 8**.

IMPORTANT　You *must* choose the **Advanced** installation option in order to access the Site Settings page for customizing the installation.

STEP 4 Click **Install**.

STEP 5 When the installation finishes, leave the **Launch Cisco Small Business Office Manager** option enabled, then click **Finish**.

Customizing the Installation

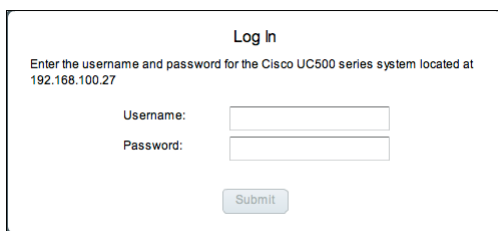After the installation completes, follow these steps to customize Office Manager for the customer.

STEP 1 To launch Office Manager, choose **Start** > **All Programs** > **Cisco Small Business** > **Cisco Small Business Office Manager**.

STEP 2 When you launch Office Manager for the first time, the program discovers and connects to the UC 500 at the customer site and displays a login dialog.

If the UC 500 is not discovered and the login page is not displayed, it means that Office Manager cannot locate the UC 500 in your network. This can occur if the UC 500 is on a different VLAN or subnet.

In this case, click the **Settings** button on the Office Manager splash screen to go to the Advanced Settings page. From the Advanced Settings page, manually add the UC 500 device and enter its LAN IP address.

STEP 3 In the Log In dialog, enter the administrator username and password for the UC 500 and click **Submit**.
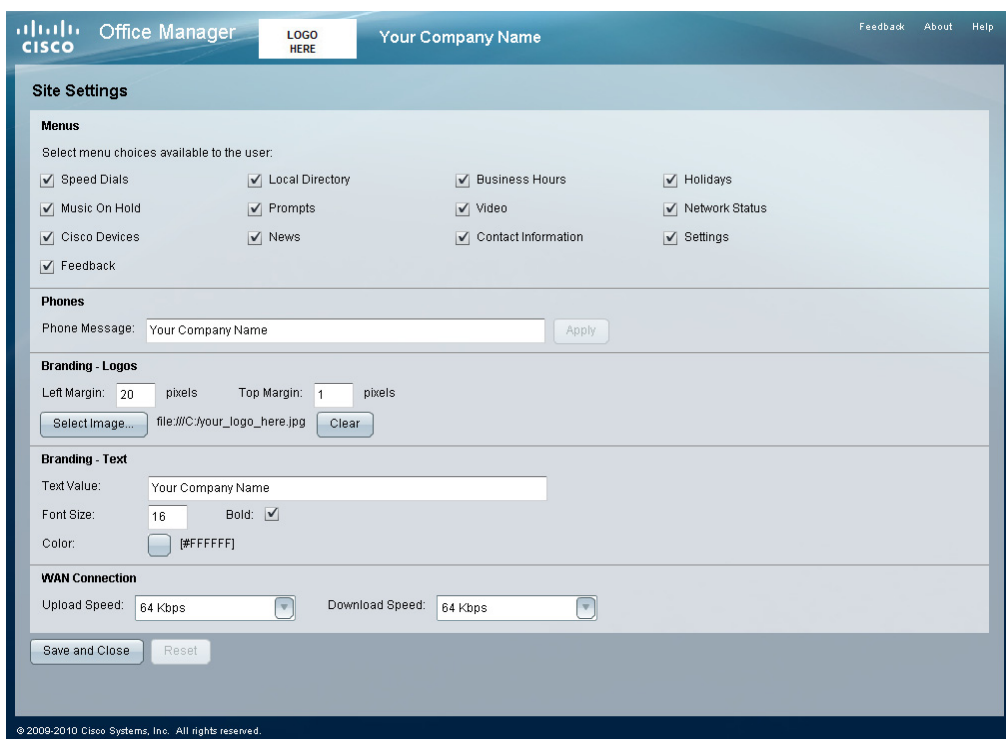
If an SA 500 is present on the network, you will be prompted for the administrator username and password. We strongly recommend that you create a unique user account with Administrator privileges for use with Office Manager.

IMPORTANT If Office Manager stops responding after you enter your login credentials and fails with the message "Unable to communicate with UC500," this may indicate that the SMB Office Administrator user on this PC does not have write permission to the Windows keychain file. This file stores passwords and other sensitive information required to access to applications. On some networks, access to this file is restricted. To verify that this is the problem and resolve the issue, contact the Windows network administrator for the site.

The administrator username and password are never displayed to the customer and cannot be changed by the customer.

If you later change the UC 500 password, you must re-enter the administrator username and password in Office Manager in order for the customer to be able to log in.

On successful login, the Site Settings page appears.

STEP 4 On the Site Settings page, you can customize these settings.

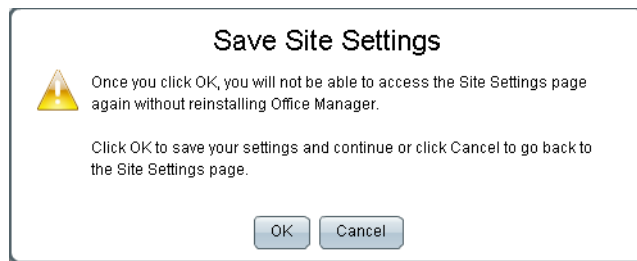| Setting	Description
Menus	Show or hide menus for features that you want to enable for this customer. Menus that are not checked are hidden and cannot be accessed by the customer. Feature menus and the tasks are enabled for users on each menu are listed and described below.
	Local Speed Dials: Add Local Speed Dial numbers to all phones.
	Local Directory: Add phone numbers to the Local Directory.
	Business Hours: Modify open hours schedule used by the Auto Attendant.
	Holidays: Modify the list of holidays used by the Auto Attendant.
	Music on Hold: Enable or disable Music on Hold and upload a different Music on Hold file.
	Prompts (hidden by default): View a list of Auto Attendant prompt files, see which users are authorized to record prompts, and the extension to dial to manage prompts.
	Video: View streaming video for up to 4 Cisco PVC2300/WVC2300 cameras installed at the customer site. Launch the Cisco Video Monitoring System application, if it is installed and its location is configured.
	Network Status: View UC 500 bandwidth utilization, number and type of network connections, remote VPN access (enabled or disabled), and firewall status (enabled or disabled).
	Cisco Devices (hidden by default): View detailed information for supported Cisco devices at the site. The MAC address, WAN IP address, LAN IP address, Gateway IP address, firmware version, Primary DNS server IP address, and update are displayed.
	News: View an RSS newsfeed.
	Contact Information: View or edit support contact information.
	Advanced Settings: View advanced settings and access support options.
	Feedback: Submit comments and suggestions for the Office Manager application.

Setting	Description
Phones	Enter a brief message to be displayed on the phone desktop for all phones at the customer site, then click **Apply**. When you click **Apply**, the message is sent to the phones so that you can see how it looks on the phones. Make sure that the text is readable when displayed on the phone desktop image. You can change the message and click **Apply** to view the new message before you save site settings and close this page.
Branding - Logo	Click **Select Image** to browse to the location of a .png or .jpg graphic file to upload and display in the logo area of the Office Manager banner. For best results, use a .png-format image file. Images larger than 200x40 pixels (width x height) are clipped. You can also set the left and top margins for the branding area. The total branding area is 500 x 40 pixels and is composed of the image, text, left margin, and top margin. Click **Clear** to remove an existing logo image.
Branding - Text	Enter your company name or other branding message in the **Text Value** field. You can also set the font size, bold the text, and text color. Click the **Color** icon to display a color picker for the **Text Value**. As you make changes, the branding area of the page updates so that you can preview your **Branding - Logo** settings. Check to make sure that the logo and branding message are readable.
UC 500 WAN Bandwidth Utilization	Set the **Upload Speed** and **Download Speed** to the maximum values supported by the customer's network, from 64 Kbps to 10 Mbps or higher. Refer to the Service Level Agreement or other documentation from the customer's Internet service provider or perform a broadband connection speed test at the customer premises to obtain this information. These values determine the upper limit for the UC 500 WAN bandwidth meter displayed on the Network Status page in Office Manager.

STEP 5 When you are finished customizing site settings, click **Save and Close**.

Choose **Reset** to revert to the previous settings without making changes.
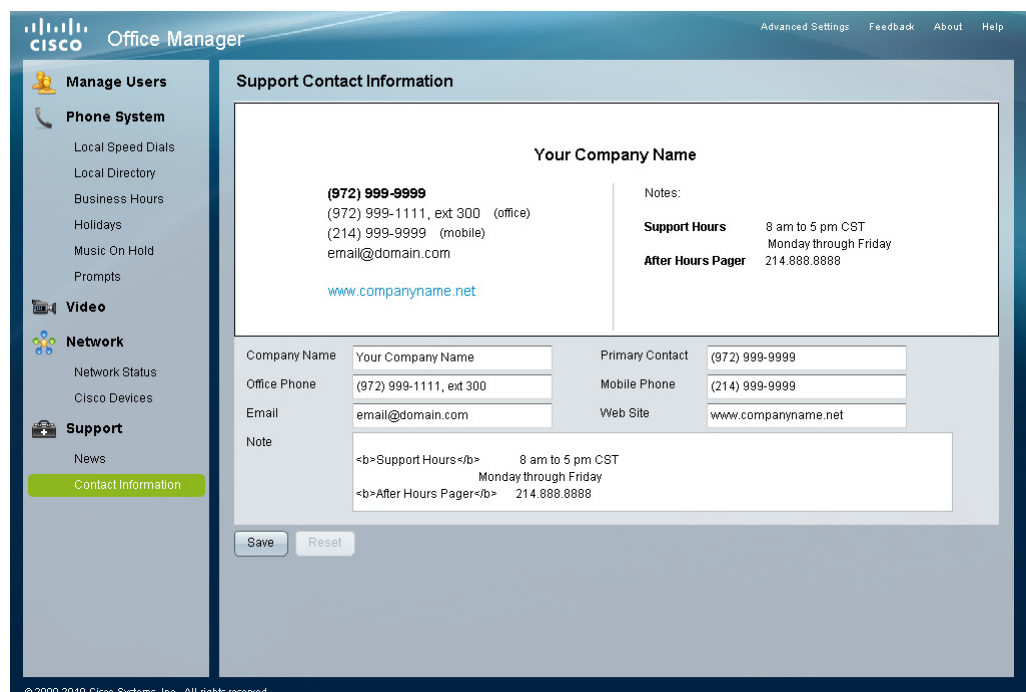
STEP 6 Click **OK** when prompted to save your site settings.
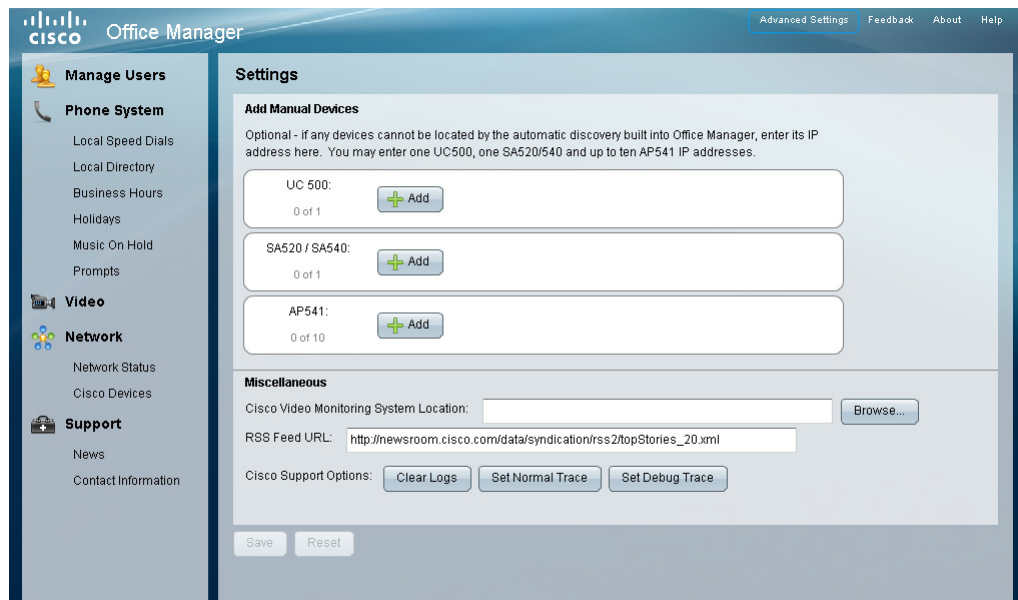

Once you click **OK**, you will not be able to access the Site Settings page without re-running the Office Manager Setup program.

STEP 7 To enter support contact information and site-specific notes for the customer:

a. Choose **Support** > **Contact Information** from the feature menu on the left and fill in your information. In the Notes field, you can use , and <i>, </i> HTML tags to format characters in bold or italic. The page updates as you type.

b. Click **Save**.

STEP 8 From the menu at the top of the page, choose **Advanced Settings** to configure additional settings for the site.

From the Advanced Settings page, you can:

a. Manually add the IP address of supported devices that were not discovered by Office Manager, such as the SA 500 Security Appliance or AP541N wireless access point.

b. Specify the location of the Cisco Video Monitoring System application, if it is installed on this PC.

   For more information about the Cisco Video Monitoring System, go to www.cisco.com/go/smallbizcameras, and click the Resources tab. Go to the Data Sheets section and click **Cisco SWVMS16 Video Monitoring System SW 16 Camera**.

   To download the software, go to the Firmware section of the Resources tab and click **Download Firmware and Accept License Agreement for Cisco SWVMS16 Video Monitoring System SW 16 Camera**.

c. Specify a different RSS Feed URL for news. The default RSS feed URL is http://newsroom.cisco.com/data/syndication/rss2/topStories_20.xml (news@cisco.com).

d. Access Cisco support options. The **Clear Logs, Set Normal Trace**, and **Set Debug Trace** options are provided to assist Cisco technical support in troubleshooting system problems.

Some of these options can affect system performance. Use these options only when instructed to by Cisco Technical Support. See **Setting Trace Levels and Collecting Logs for Troubleshooting, page 15** for information about using these options.

STEP 9 Follow the instructions in the online help to manage users and settings or view status information for the customer's network.

Reinstalling Office Manager

To reinstall Office Manager, follow the same steps described in **Installing Office Manager at the Customer Site, page 7**.

If the Office Manager setup program detects that a previous installation of Office Manager exists on the system, the prior version is uninstalled automatically.

Custom site settings and login credentials are retained when you re-run the Office Manager Setup program to reinstall the application.

When you reinstall Office Manager, choose the Advanced installation type if you want to modify your custom site settings.

Uninstalling Office Manager

To manually uninstall Office Manager, follow these steps.

STEP 1 From the Start menu in Windows, choose **Start** > **All Programs** > **Cisco Small Business** > **Uninstall Cisco Small Business Office Manager**.

STEP 2 Choose **Yes** when prompted to uninstall Office Manager and all of its components.

STEP 3 Click **OK**.

Known Issues for the Office Manager 1.0 Beta

The following known issues apply to the Office Manager 1.0 Beta.

Ref Number	Description
CSCtg20073	User must re-launch Office Manager to refresh Cisco Devices screen **Workaround:** Close and restart Office Manager to view an updated display of the information on the Cisco Devices page.
CSCtd81956	Users connected via CIPC do not appear on the Network Status tab **Workaround:** None.
CSCtd78360	Video: Cannot reconnect when camera changes IP address **Workaround:** Restart Office Manager and wait for Bonjour to refresh the IP address of the camera.
CSCtg24934	Cisco ESW 500 Series switches do not appear on the Cisco Devices page **Workaround:** None.
CSCtd17061	On the **Network** > **Network Status** page, PCs with a static IP address are not displayed. **Workaround:** None.

Setting Trace Levels and Collecting Logs for Troubleshooting

This section explains how to clear Office Manager logs, set trace levels for debugging, and collect log files that can be submitted to the Small Business Support Community for troubleshooting.

Office Manager usually runs at the normal trace level, which only allows errors to be placed in the log files. If your customers are having problems with Office Manager, follow these steps:

STEP 1 Launch Office Manager and click the **Advanced Settings** link at the top of the page.

STEP 2 Locate the **Cisco Support Options** under the **Miscellaneous** section on the page.

STEP 3 Click **Clear Logs**.

STEP 4 Click **Set Debug Trace** to set the debug trace level so that additional information can be collected when the problem occurs.

STEP 5 Close Office Manager.

STEP 6 Restart Office Manager.

STEP 7 Re-create the problem.

STEP 8 After you are finished re-creating the problem, click **Set Normal Trace** to set the trace level back to Normal.

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CAUTION It is very important that you set the trace level back to Normal. When the trace level is set to Debug, the log files that are generated can grow rapidly and consume a large amount of disk space.

STEP 9 Exit Office Manager.

STEP 10 On the PC running Office Manager, go to the Office Manager installation directory. The default installation location is

C:\Program Files\Cisco Small Business Office Manager

STEP 11 Collect all of the log file(s) that begin with "`Cisco-OM-LOG`".

STEP 12 Create a .zip file that contains all of the log files and post the .zip file to the SBCS area of the Cisco Small Business Support Community

https://www.myciscocommunity.com/community/smallbizsupport/voiceandconferencing/sbcs-uc500

Support for the Office Manager Beta Program

All support for Office Manager Beta is "best effort," and will be provided through the Cisco Small Business Support Community.

www.cisco.com/go/smallbizsupport

The Small Business Support Center (SBSC) will not offer customer support during the Office Manager Beta/EFT.

Providing Feedback

To provide feedback from within the Office Manager application, click the **Feedback** link in the upper right corner of the main window, choose the type of feedback to provide, enter your comments, rate your experience with the application, and click **Submit**.

You can also provide feedback by posting to the SBCS discussion forums if you are logged in to the Cisco Small Business Support Community.

www.cisco.com/go/smallbizsupport

To go to the Cisco Smart Business Communications System/UC 500 support area, select **Support Areas** > **Voice and Conferencing** > **SBCS/UC500.**

Where to Go Next

Cisco Small Business Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html

Cisco Small Business Firmware Downloads	www.cisco.com/go/smallbizfirmware Select a link to download firmware for Cisco Small Business Products. No login is required. Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).
Cisco Configuration Assistant	
Cisco Configuration Assistant Product Page	www.cisco.com/go/configassist
Cisco Configuration Assistant Technical Documentation	www.cisco.com/en/US/products/ps7287/ tsd_products_support_series_home.html
Cisco Smart Business Communications System and Components	
Cisco Smart Business Communications System	www.cisco.com/go/sbcsresources
Cisco Unified Communications 500 Series	www.cisco.com/go/uc500resources
Cisco SPA 500 Series IP Phone	www.cisco.com/go/spa500phones
Cisco AP541N Access Point	www.cisco.com/go/ap500resources
Cisco SA 500 Security Appliance	www.cisco.com/go/sa500resources
Cisco ESW 500 Series Switches	www.cisco.com/go/esw500resources
Cisco PVC2300 (Audio/PoE) and WVC2300 (Audio/Wireless-G) Business Internet Video Cameras	www.cisco.com/go/smallbizcameras
Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb