Installation Notes for Cisco Small Business Office Manager Release 1.0 Second Beta Update

Last Updated: July 21, 2010

These Installation Notes provide instructions for downloading, installing, and customizing the second Beta update 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	- View or edit settings for a single user or all users (bulk edit) - Disable a user account (removes phone and VPN access) - 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 - Set transfer destinations for a user's voice mail - Enable or disable these voice features for a user's phone, if they are available on the system: - Video calls - Night service - Single Number Reach (SNR)

Feature	Available Options
Manage phone system features	- Add and remove Local Directory numbers - 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, the prompt management extension, and see a list of users with prompt management privileges - Specify an Operator user and extension on the system. The operator extension can be selected as a voice mail transfer destination. - View capacity, amount used, and voice mail message counts for user and group voice mailboxes on the system - View or edit members and descriptions for hunt groups, call blast groups, call paging groups, and call pick-up groups
View status information	- View network connections and status, including - UC 500 bandwidth utilization - Remote VPN connections - Wireless client connections for UC 500 platforms with integrated wireless and AP541N wireless access points
View video from Cisco PVC2300 or WVC2300 IP cameras	- Automatically discover up to four (4) Cisco PVC2300 or WVC2300 Business Internet Cameras and view video from these cameras using Office Manager's built-in Video Viewer - Configure the location of the Cisco Small Business Video Monitoring System on the user's PC so that it can be launched from Office Manager

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 many of 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 settings. Other custom settings are configured under Advanced Settings. For more information, see **Installing Office Manager at the Customer Site, page 9**.

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 and Cisco SPA 525G IP Phones

- Cisco IP Communicator (softphone)

- Cisco AP541N Wireless Access Points, Software Version 1.9.1 (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 **Configuring Advanced Settings, page 16**.

Limitations and Caveats

These limitations apply to the second Beta update of Office Manager 1.0:

- 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 recommend 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.

- The PC on which Office Manager is running should not have multiple active network connections (that is, be dual-homed). Multiple active network connections can cause problems with upload of speed dials to the phones or upload of Music on Hold audio files.

Known Issues for Office Manager 1.0, Beta Update 2

The following known issues apply to the Office Manager 1.0 Beta, as of July 21, 2010.

Reference #	Description/Workaround
CSCth38118	AP541N connected to the network through ESW switch is not listed in Cisco Devices screen **Symptom:** The Cisco Devices screen fails to list all connected devices. AP541 access points connected to the network via an ESW 500 Series switch are not listed. **Workaround:** None.
CSCth91511	Network Status: Disconnected remote VPN user is still displayed. **Symptom:** On the Network Status page, the count for remote VPN connection is decremented after the remote VPN user is disconnected using the Disconnect button. However, the remote VPN user is still listed under the connection list. As the result, there is mismatch between the count and the connections listed. This user will be cleared after navigating out of the page and then come back to that page again. **Workaround:** None.
CSCth61674	Site setting page fails to appear if Advanced settings are chosen before initialization is complete **Workaround:** After installing Office Manager, wait until after Office Manager has completed initializing and the Site Settings page display before attempting to open the Advanced Settings page.

Reference #	Description/Workaround
CSCth48588	Video: Blank maximized view is displayed **Symptom:** When clicking on the maximize icon on a camera view window, the maximized view is blank. Clicking the Refresh icon does not refresh the page. This problem occurs intermittently. **Workaround:** Minimize the camera view, then maximize it again.
CSCtg20041	Duplicate camera view displayed on reloading camera to factory default **Symptom:** Two issues occur after the camera is reset to factory defaults: - A duplicate camera view displayed in Office Manager after the camera comes up following a reset to factory defaults performed from the camera device manager. - On the duplicate view, the Refresh button is enabled, but clicking on it does nothing. No option is provided for the user to close the duplicate view. **Workaround:** Close and restart Office Manager so that only a single view for a camera is displayed.
CSCth51529	Users: Add night service for a user in Office Manager removes a night service extension configured in CCA **Symptom:** In CCA, up to four (4) extensions are allowed to be provisioned for night service. If there are four (4) already provisioned in CCA and one more is added in Office Manager, then the newly added night service extension replaces one of the four (4) extensions that was provisioned in CCA. **Workaround:** None.
CSCth53503	Logs: Need a mechanism for log file control **Symptom:** When debug logs are enabled, the log files can become very large and consume a lot of disk space. There is no mechanism to control these logs to prevent them from getting too big if the user forgets to set the trace level back to normal. **Workaround:** None.
CSCth36135	Disconnect button associated with UC 500 VPN server does not function properly **Symptom:** On the Network Status page, a Disconnect is displayed for the UC 500 SSL-VPN server. Pressing the Disconnect button corresponding to the SSL-VPN server does not disconnect the tunnel. Intermittently, a timeout error appears. **Workaround:** None.

Reference #	Description/Workaround
CSCth37025	Groups: Ability to add entry for external number in the call blast group **Symptom:** In CCA, there is an option to add an external number as a member of a call blast group. This capability is currently not available in Office Manager. **Workaround:** None.
CSCth91233	Cisco Devices: Info for SA 500 is not displayed all the time **Symptom:** When Office Manager is launched immediately following installation, the information for the SA 500 security appliance is displayed. On subsequent re-launches of Office Manager, the SA 500 information no longer appears. **Workaround:** None.
CSCth36266	Duplicate entries for SSL VPN users in Network Status screen **Workaround:** None.
CSCtd17061	On the **Network** > **Network Status** page, PCs with a static IP address are not displayed. **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.

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(4) 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 11**.

   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**. To configure additional settings
         continue with **Customizing the Installation, page 11**.

Customizing the Installation

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

STEP 1 If Office Manager is not currently open, choose **Start** > **All Programs** > **Cisco Small Business** > **Cisco Small Business Office Manager** to launch the application.

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. For instructions on how to manually add devices, see **Configuring Advanced Settings, page 16**.

STEP 3 In the Log In dialog, enter the administrator username and password for the UC 500 and click **Submit**. The user account on the UC 500 must have Level 15 (read/write) access.
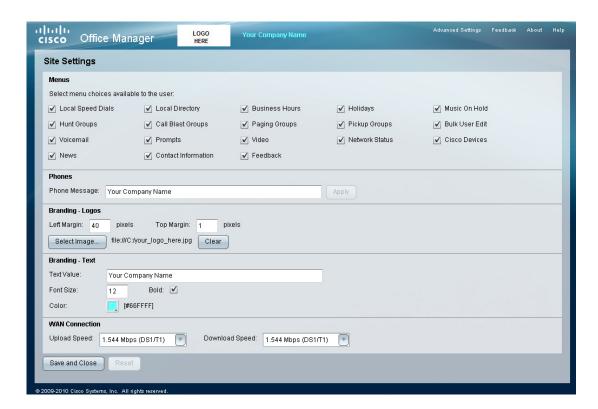

IMPORTANT   If Office Manager stops responding after you enter your login credentials and fails with the message "Unable to communicate with UC500," this may indicate that the SMB Office Administrator user on this PC does not have write permission to the Windows keychain file. This file stores passwords 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.

You can also choose **Advanced Settings** and click the **Erase Saved Passwords** button under Stored Usernames and Passwords to remove and replace stored login credentials. See **Configuring Advanced Settings, page 16**.

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

If the username and password on the UC 500 or SA 500 changes after the initial installation, the user will be prompted to enter valid administrative credentials before they can continue using Office Manager.

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 Menu: Add and remove phone numbers that appear on the Local Speed Dials menu on all phones.
	Local Directory Menu: Add and remove phone numbers to or from the Local Directory Menu that appears on all phones.
	Business Hours: Modify open hours schedule used by the Auto Attendant.
	Holidays: Modify the list of holidays used by the Auto Attendant.

Setting	Description
Menus (continued)	**Music on Hold**: Enable or disable Music on Hold and upload a different Music on Hold file.
	Voice Mailboxes. View voice mailbox information for users and groups, including mailbox size, usage, total messages, new messages, saved messages and other information. On this page, you also choose an Operator extension to use for voice mail transfers.
	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.
	Groups. Manage members for hunt groups, call blast groups, paging groups, and call pickup groups configured on the system. You can view, add, or remove members from these groups and edit descriptions.
	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 WAN IP address, LAN IP address, Gateway IP address, firmware version, Primary DNS server IP address, and uptime are displayed.
	News: View an RSS ("Really Simple Syndication") newsfeed.
	Contact Information: View or edit support contact information.
	Feedback: Submit comments and suggestions for the Office Manager application.

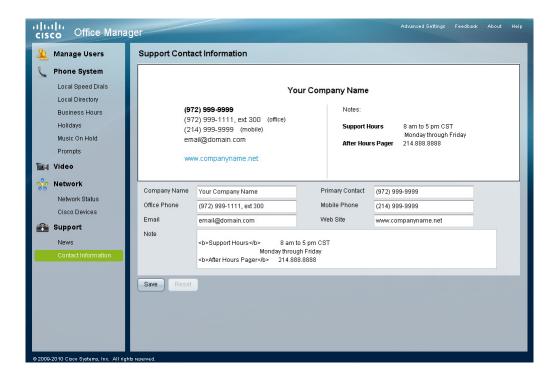| Setting	Description
Phones - Phone Message	Enter a brief message to be displayed on the phone desktop for all phones at the customer site, then click **Apply**.
	When you click **Apply**, the message is sent to the phones so that you can see how it looks on the phones. Make sure that the text is readable 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.

Installation Notes

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.
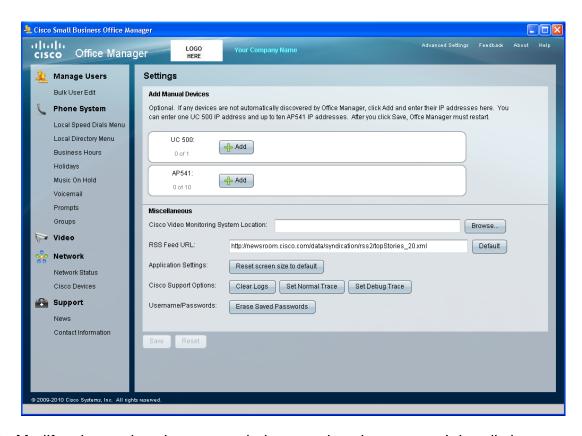
b. Click **Save**.

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STEP 8   Configure advanced settings, if needed. See **Configuring Advanced Settings, page 16**.

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

Configuring Advanced Settings

To configure advanced Office Manager Settings, follow these steps.

STEP 1   From the menu at the top of the page, choose **Advanced Settings** to configure additional settings for the site.

STEP 2   Modify advanced settings as needed to complete the customer's installation or troubleshoot any problems encountered during device discovery or when running Office Manager.

These settings are listed and described below.

Setting	Description
Add Manual Devices	Manually add the IP address of supported devices that were not discovered by Office Manager, such as the UC 500 or AP541N wireless access point. Click **Add**, enter the LAN IP address of the device, then click **Save**. When you click **Save**, you are prompted to confirm the action and restart Office Manager.
Cisco Video Monitoring System Location	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**.
RSS Feed URL	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).
Application Settings	Reset the Office Manager window to the default size.
Cisco Support Options	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. For more information, see **Setting Trace Levels and Collecting Logs for Troubleshooting, page 19**.

Setting	Description
Username/ Passwords	Remove saved login credentials for the UC 500 and other CCA-managed devices that are stored on the PC running Office Manager. You may need to use this option if the login information changes after the initial installation.
	Click **Erase Saved Passwords** to remove all stored usernames and password for managed devices from this PC. After the login information is removed:
	▪ A confirmation up dialog appears. If you choose **OK**, all connections to SBCS devices are closed and Office Manager is re-started.
	▪ After the passwords are removed and Office Manager is restarted, you are prompted to enter usernames and passwords for administrative access to these devices.

STEP 3   When you are finished making changes, click **Save** to apply the changes or click **Reset** to discard your changes.

Reinstalling Office Manager

To reinstall Office Manager, follow the same steps described in **Installing Office Manager at the Customer Site, page 9**.

If the Office Manager setup program detects that a previous installation of Office Manager exists on the system, you are prompted to uninstall the prior version.

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**.

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.

⚠️

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/Engineering Field Trial (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 Communities** > **Small Business 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

Installation Notes

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 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