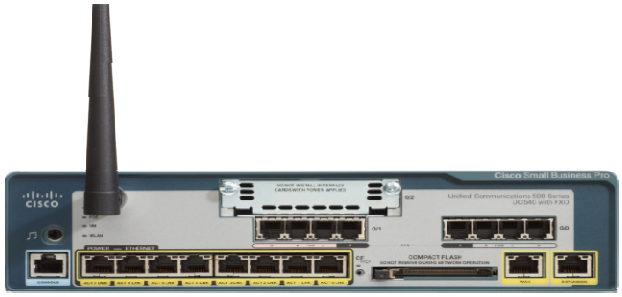
Cisco Small Business

SBCS

Technical Enablement Lab (TEL)



Creating and Managing Customer Sites with CCA

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Introduction

Make sure your PC meets recommended minimum requirements. If this is your first time connecting CCA, be sure your PC meets the prerequisites: https://supportforums.cisco.com/docs/DOC-9779

Download the latest CCA (3.0 used in this lab) from http://www.cisco.com/go/configassist. While Office Manager (OM) may be used as an end user admin tool for CCA configured systems, it must not be running when CCA is running (they are mutually exclusive in run mode).

Connect your PCs Ethernet NIC to a LAN switch port on the UC 500, disable your wireless NIC and any VPN clients and you are ready to begin.

CCA is the element manager for many products in the Smart Business Communications System suite (SBCS). It can manage each deployment in a one at a time fashion. CCA offers the ability to save customer 'sites' in a way that allows for saving and reuse later, which will save you time on initial connection discovery as well as make available the capability to manage other elements connected to the site.

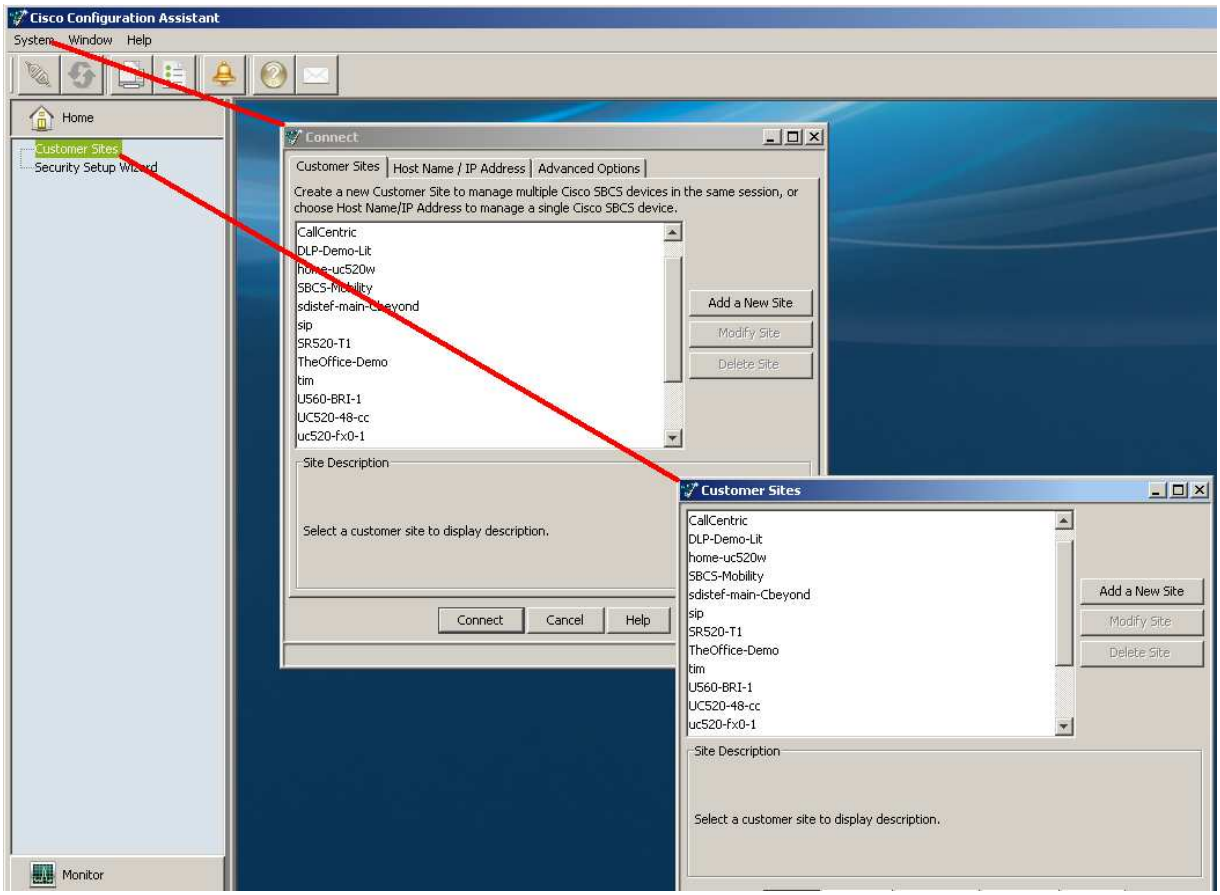
CCA uses both Cisco Discovery Protocol (CDP) and Apple Bonjour discovery protocol to fill its topology view. This view can be annotated as you wish and saved. Topology is about the only thing CCA saves on the PC for reuse and discovers everything else from the underlying managed elements each time it is connected. This assures CCA is operating on the most current & exact running configuration of your system. Note: There is no prevention built into CCA to detect if more than one connection to the managed elements exists, so you mush due diligence to insure this does not happen as a general practice.

Initial discovery allows use of a specific IP (like the UC 500 at 192.168.10.1) or a seed unit or network. In this lab, we will discover the UC500 and then 'add to site' adjacent elements of the SBCS to the site. While the option exists to "connect to IP address' to manage only UC 500, this isn't a recommended practice and does not support features than span SBCS (like Video Monitoring or switch port management , access points, etc.).

It's a good practice to statically assign IP addresses to elements which are relied upon regularly in subsequent CCA sessions. If power was cycled of a device connection was interrupted, it could potentially receive a different DHCP IP address, and will need to be added to the site each time this happens and you reconnect CCA.

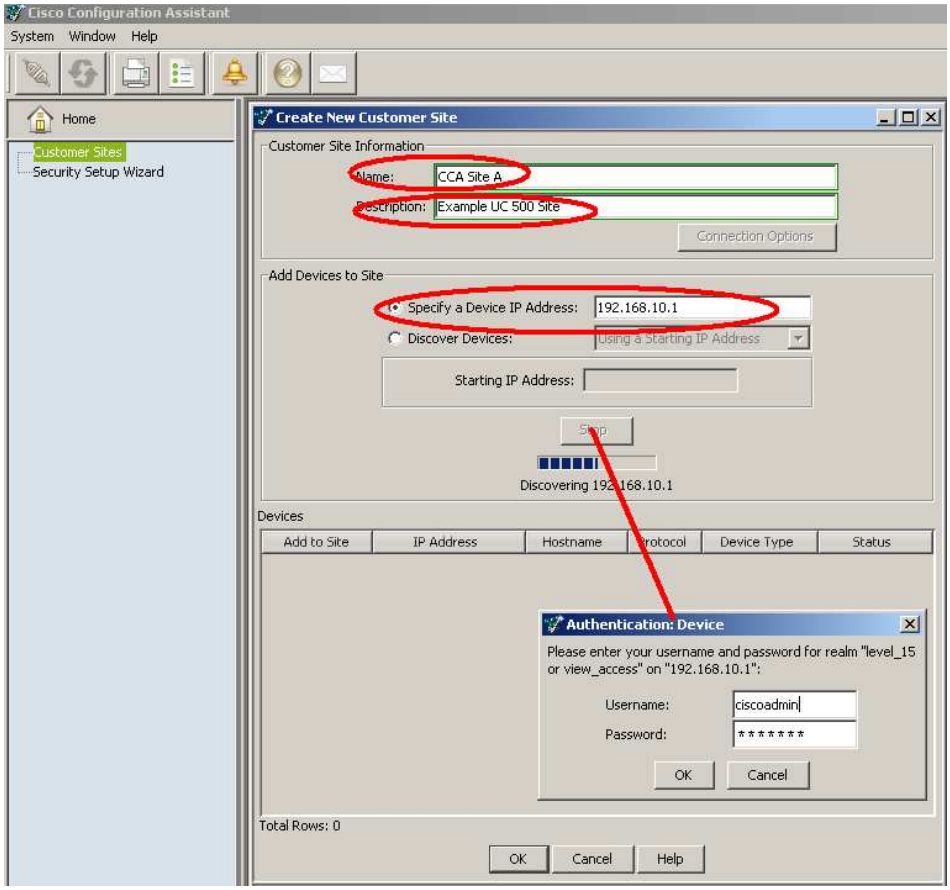
Customer Site

You can see there are two ways to connect to a site/ manage a site. Using the menu bar System: Connect or using the HOME> Customer Site GUI:

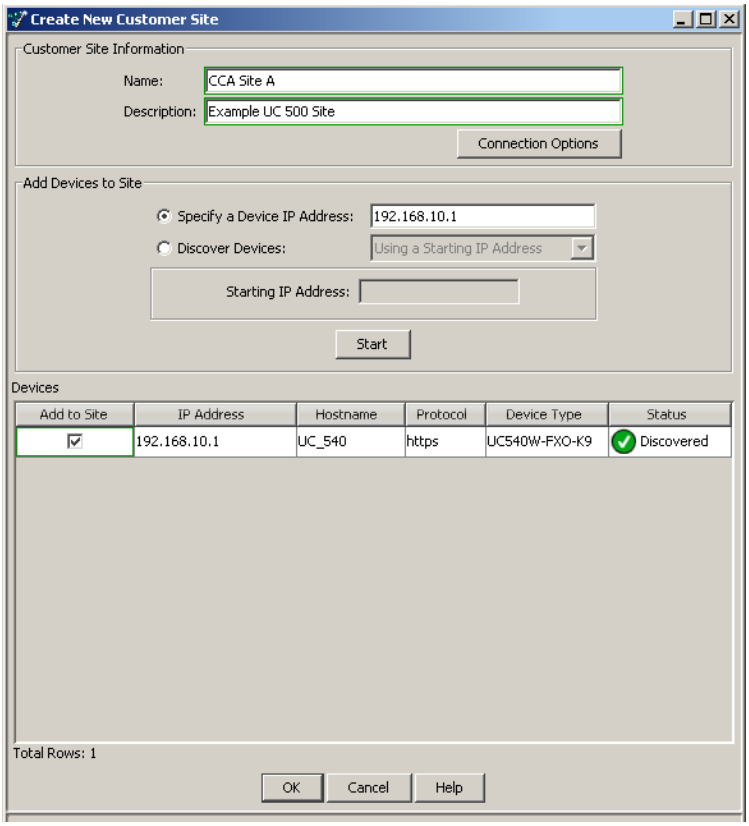


In this lab, we will add a new site using the UC 500 default IP address of the data VLAN (yours may vary).

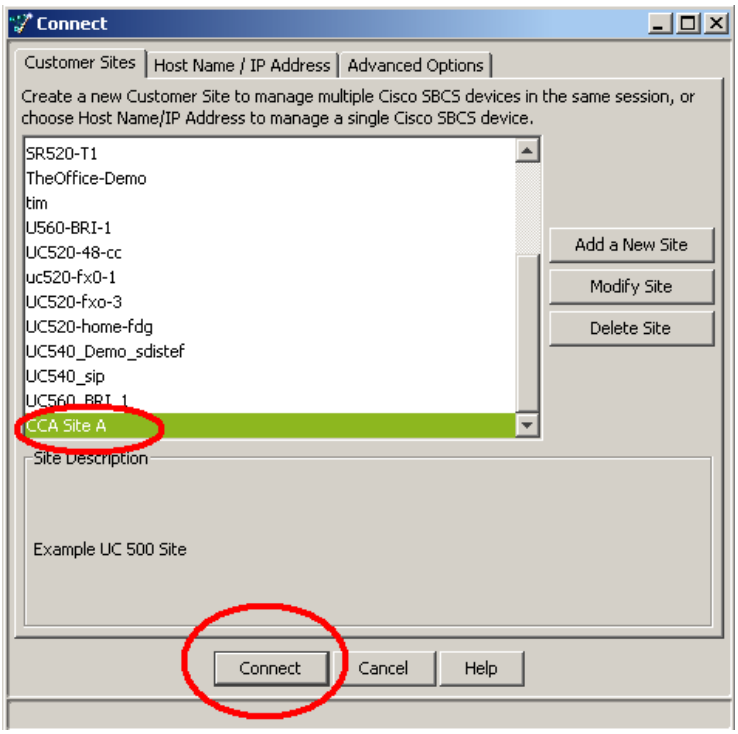
When you click start after entering a description and discovery method, you will be prompted for credentials, which are that of the UC 500.



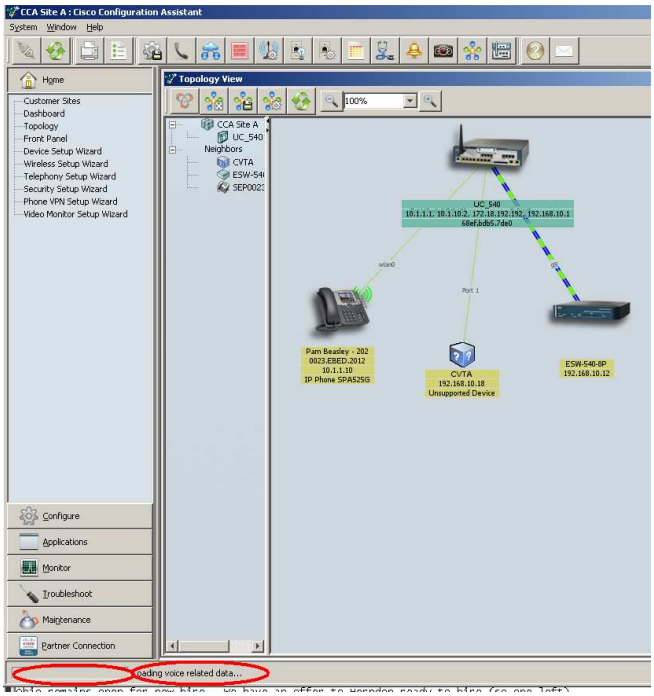
After authentication, the UC500 is discovered:



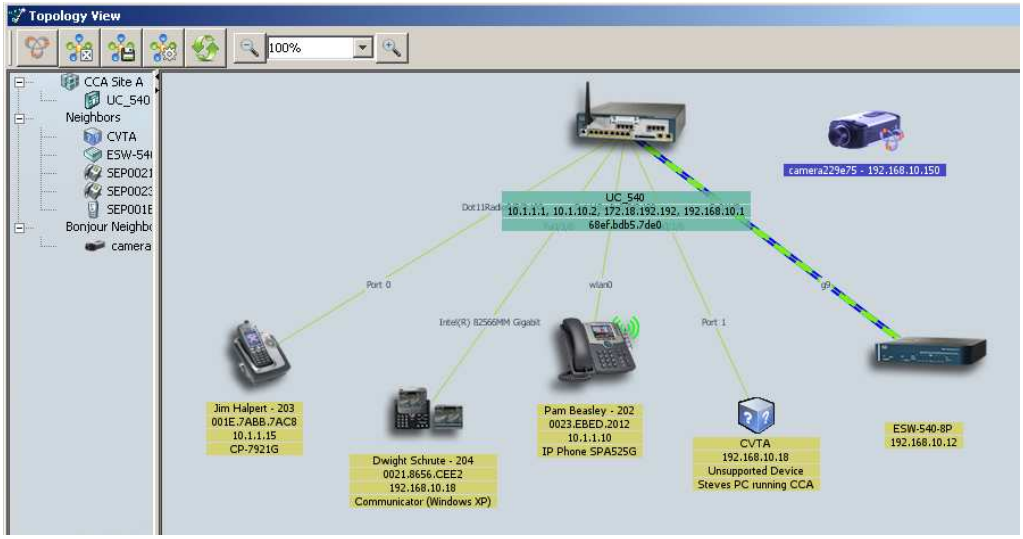
Now click OK and then Connect:



Let CCA complete its discovery of IOS/CME and CUE. Do not perform any actions until this is completed.

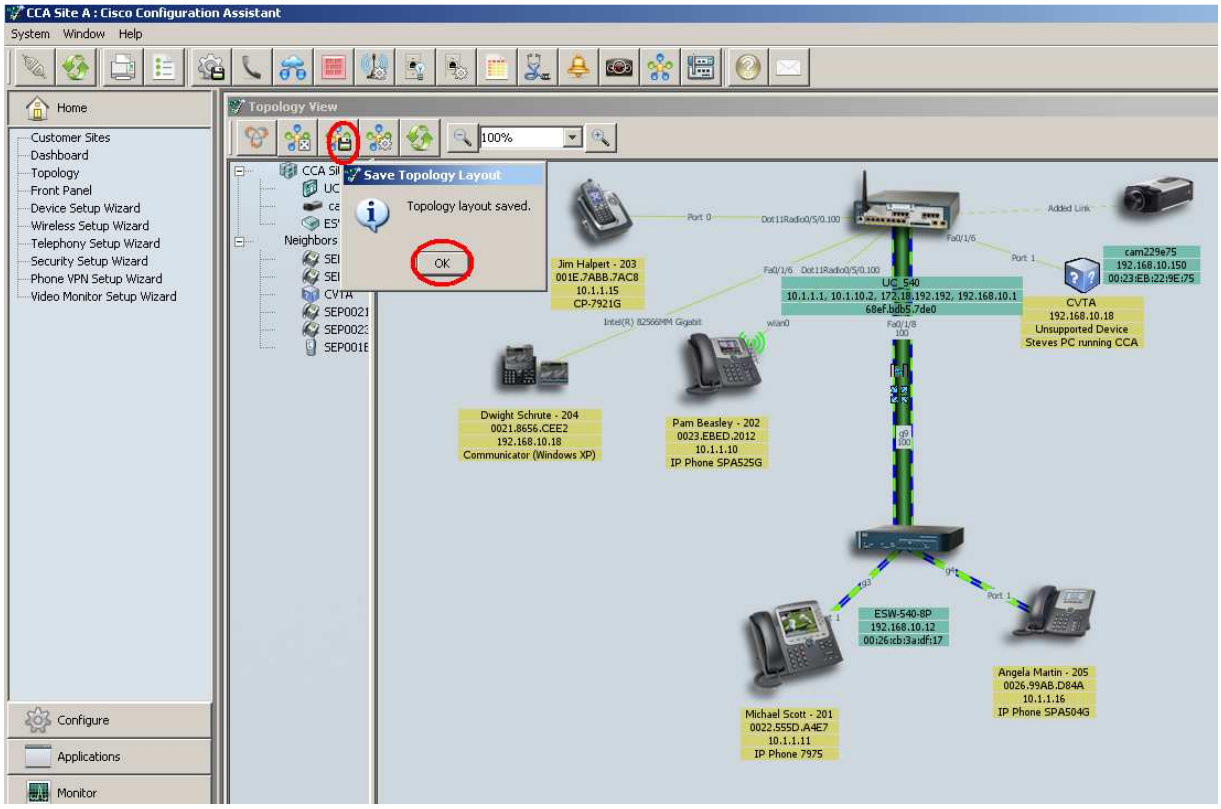


In the above topology, notice the PC I am using to connect to CCA also runs Cisco Video Telephony Application (also known as CUVA or Cisco Unified Video Advantage) allowing me to have point to point video calling when my PC is tethered behind a traditional Cisco IP Phone or running Cisco IP Communicator (CIPC) soft phone. I did a right mouse click and annotated as shown. I also run CIPC on my PC and have one wireless SPA525G and C7921 mobile Wifi phone. Finally, bonjour found the PVC2300 camera. Wireless connections to the integrated AP of the UC 540 appear as an adjacent device as well as the ESW Switch.

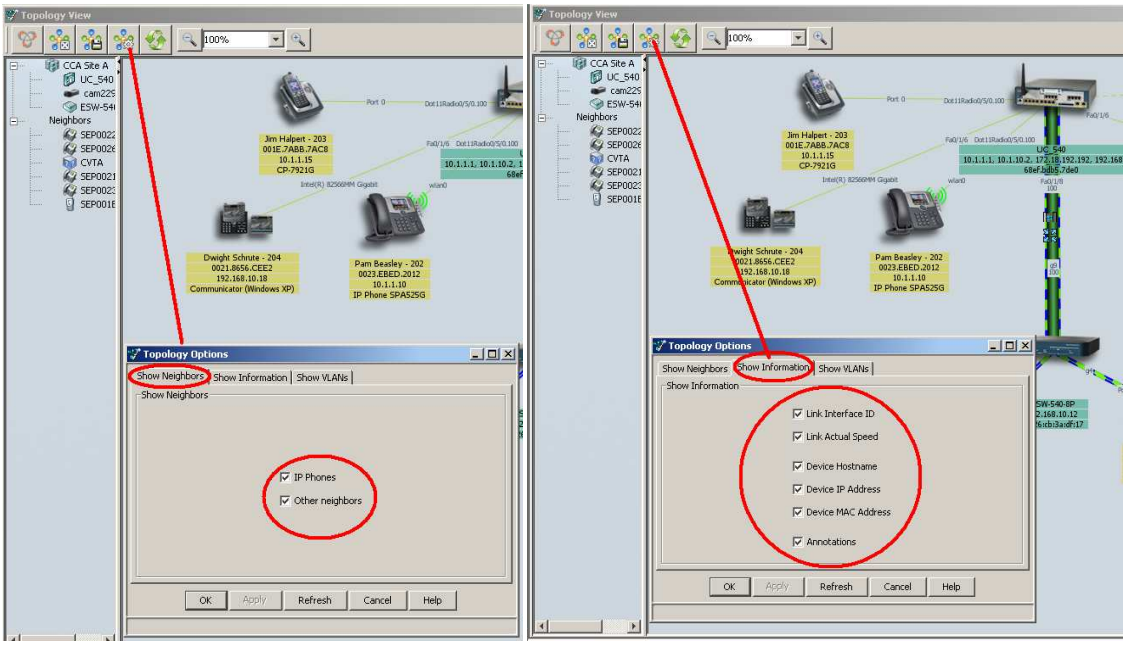


Now we right mouse click on the switch and the camera and select ADD TO SITE. Do them one at a time. Enter credentials for each (you will be challenged if the credentials are different from existing elements in a site; so the shortcut is to make them the same).

I also clicked on the UC540 ICON and then CTRL-Clicked the Camera so I could then right mouse click and add a line between the two. Notice the phones connected to the switch now appear as its adjacent neighbors. Then rearranged the ICONS as I like and clicked SAVE TOPOLOGY:



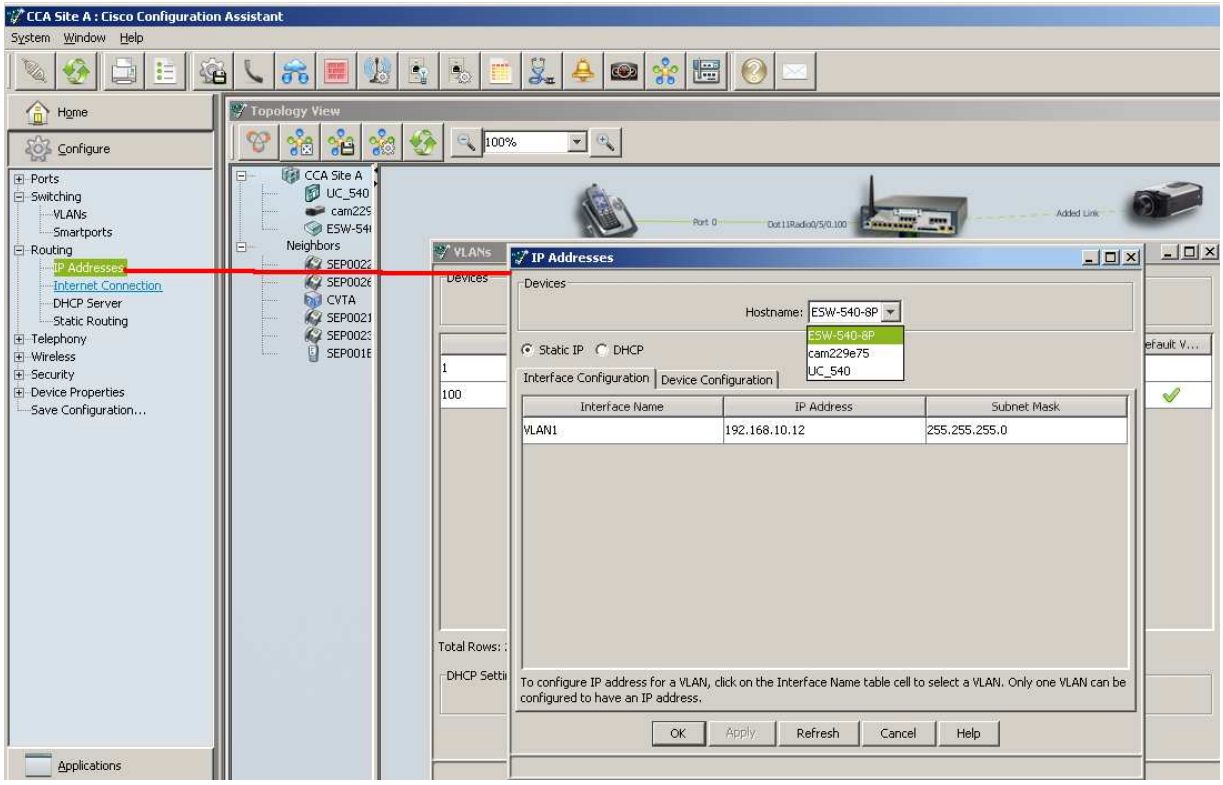
If your CCA display doesn't display details as verbose as this, click Topology Options and navigate to the tabs and enable what you want to see as follows.

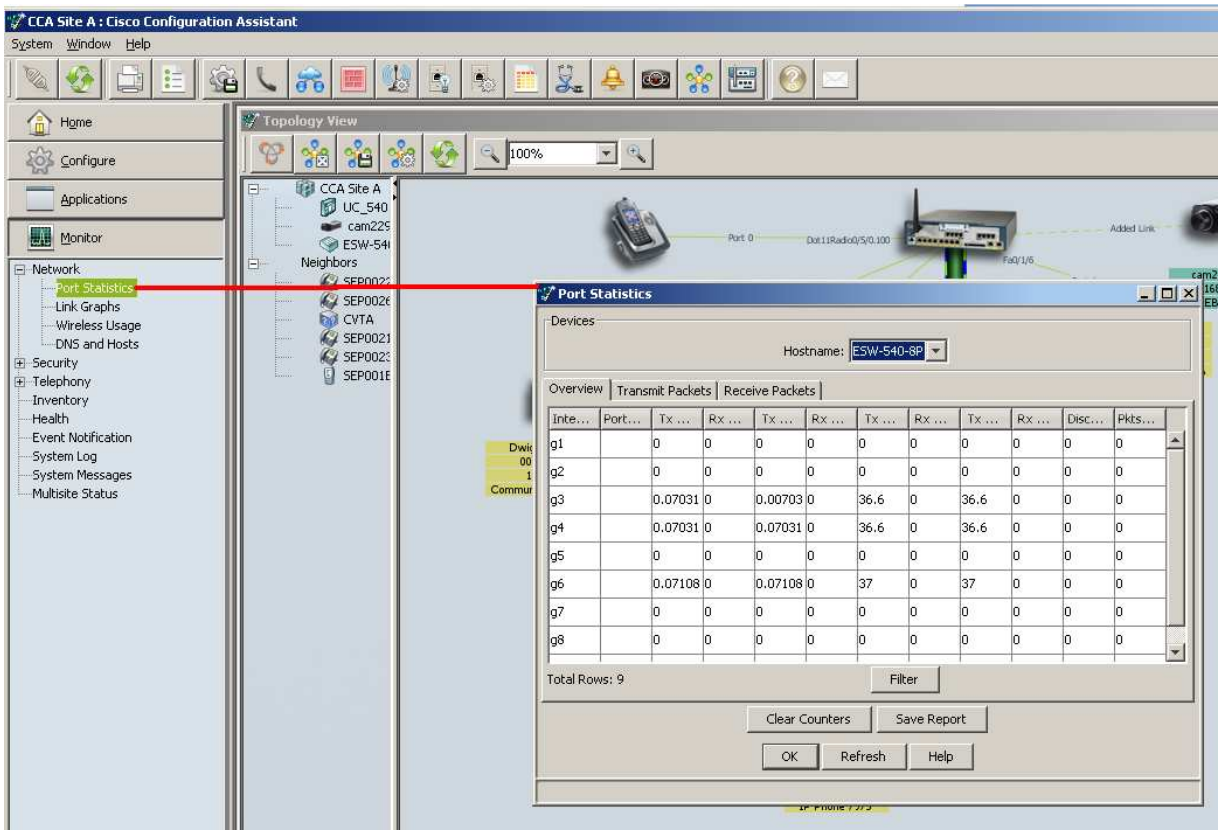


Remember Saving Topology DOES NOT SAVE configuration. You must remember to click the CCA SAVE ICON in the menu bar to save all elements in the site.

Also, become familiar with the rediscover ICON so you don't have to wait for automatic rediscovery.

Just to give a few fast examples, you can now see the elements of the site integrated where appropriate into the CCA drawers and menus:


CCA Site A : Cisco Configuration Assistant
System Window Help
Home
Configure
Ports
Switching
VLANs
Smartports
Routing
IP Addresses
Internet Connection
DHCP Server
Static Routing
Telephony
Wireless
Security
Device Properties
Save Configuration...
Applications
Topology View
100%
CCA Site A
UC_540
Neighbors
CVTA
VLANs
IP Addresses
Devices
Hostname: ESW-540-8P
ESW-540-8P
cam229e75
UC_540
Static IP
DHCP
Interface Configuration
Device Configuration
Interface Name
IP Address
Subnet Mask
VLAN1
192.168.10.12
255.255.255.0
To configure IP address for a VLAN, click on the Interface Name table cell to select a VLAN. Only one VLAN can be configured to have an IP address.
OK
Apply
Refresh
Cancel
Help


CCA Site A : Cisco Configuration Assistant
System Window Help
Home
Configure
Applications
Monitor
Network
Port Statistics
Link Graphs
Wireless Usage
DNS and Hosts
Security
Telephony
Inventory
Health
Event Notification
System Log
System Messages
Multisite Status
Topology View
100%
CCA Site A
UC_540
Neighbors
CVTA
Port Statistics
Devices
Hostname: ESW-540-8P
Overview
Transmit Packets
Receive Packets
Total Rows: 9
Filter
Clear Counters
Save Report
OK
Refresh
Help