



Cisco Expressway CE500 Appliance

Installation Guide

First Published: April 2014

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X8.2 or later

Introduction

About This Document

This document describes how to install a Cisco Expressway CE500 appliance into your video network. It contains information on:

- Preparing the installation.
- Installing the hardware.
- Performing the initial configuration.
- Troubleshooting the installation.

The Cisco Expressway appliance is based on the UCS C220 M3. For more detailed information on installing this appliance, see the [Cisco UCS C220 Server Installation and Service Guide](#).

About the Cisco Expressway Appliance

This product has entered the end-of-life cycle. See the [End-of-life announcement](#) for details.

The appliance ships with the Cisco Expressway software pre-installed, and you can upgrade the software if necessary.

The appliance supports Cisco Expressway version X8.2 or later.

Item	Part	Quantity
Chassis	UCSC-C220-M3L	1
Processor	UCS-CPU-E5-2643 (3.30 GHz / 4 Core - Hyper threaded)	1
RAM	UCS-MR-1X082RY-A (8 GB)	2
Hard Disk	UCS-HDD1TI2F212 (1TB NL SAS Disk LFF)	2
Onboard SAS Controller	SAS support provided by UCSC-RAID-ROM1	1
NIC	N2XX-ABPCI01-M3 (Broadcom 5709 Dual Port 1 Gb)	1
PSU	UCSC-PSU-650 W & Power cable	1
TPM	UCSX-TPM1-001 (Trusted Platform Module)	1
Miscellaneous	UCSC-BBLKD-L (HDD filler panel)	3
	UCSC-HS-C220M3 (Heat Sink)	1
	UCSC-RAIL1 (Rail Kit)	1
	UCSC-PCIF-01H (Half height PCIe filler)	1
	UCSC-PSU-BLKP (Power supply blanking panel/filler)	1

The following components are field replaceable:

The only field replaceable component is the PSU.

Note: The hard disks must not be removed.

To begin a Return Material Authorization (RMA) go to http://www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WebReturns/product_Online_web_returns.html.

Related Documents

- The *Cisco Expressway Administrator Guide* on the [Maintain and Operate Guides page](#) describes how to maintain and operate the Cisco Expressway software.
- The *Cisco Expressway Cluster Creation and Maintenance Deployment Guide* on the [Configuration Guides page](#) describes how to create and maintain a cluster of Cisco Expressways.

Training

Training is available online and at our training locations. For more information on all the training we provide and where our training offices are located, visit www.cisco.com/go/telepresencetraining

Glossary

A glossary of TelePresence terms is available at: <https://tp-tools-web01.cisco.com/start/glossary/>

Preparing to Install

Environmental and Power Specifications

To view environmental and power specifications for the appliance server, see http://www.cisco.com/en/US/docs/unified_computing/ucs/c/hw/C220/install/spec.html.

Unpacking the Unit and Preparing the Installation

See http://www.cisco.com/en/US/docs/unified_computing/ucs/c/hw/C220/install/install.html for information on:

- Unpacking and inspecting the server.
- Installation guidelines.
- Rack requirements.
- Equipment requirements.
- Slide rail adjustment range.

Locating Serial Numbers

The Cisco Expressway appliance displays two serial numbers:

- UCS serial number:
 - Has the format FCHxxxxxxx.
 - Is displayed on the physical hardware and in the CIMC web interface.
- Application/Software serial number:
 - Has the format 52CNNNNN, where C indicates the CE500 series and N are numbers.
 - Is displayed in the Cisco Expressway web interface, on the underside of the pull-out tab, and is available in the SSH session.
 - Must be supplied to obtain release and option keys.

Installation

Install the Unit in a Rack

See http://www.cisco.com/en/US/docs/unified_computing/ucs/c/hw/C220/install/install.html#wp1341126 for information on how to install the unit in a rack.

Connect and Power on the Unit

First connect the power cords to the unit, and then connect them to a grounded AC power outlet.

See http://www.cisco.com/en/US/docs/unified_computing/ucs/c/hw/C220/install/spec.html#wp1070378 for power specifications.

The power button is on the top-left corner of the front panel.

When you plug in the CE500 appliance for the first time, leave it in standby mode for 5 minutes before pressing the power button. This time allows the onboard CIMC to boot; ready the self-test; perform a hardware check; and prepare the power characterization test. Failure to wait adequate time will postpone the power characterization test until the next boot.

When you power on the unit, the system performs a self-test and the unit automatically restarts. This restart is expected behavior.

The first boot takes approximately 5 minutes due to the initial power characterization test. Any subsequent boot of the system takes approximately 2 minutes.

The power characterization test displays the message `Performing Platform Characterization ...` when running.

If the power characterization test runs on subsequent bootups, causing a lag in the boot time, it is important that you disable it. It is especially important to disable the test in a clustered environment to avoid issues. See *Specific Issues* in the [Troubleshooting](#) section for more information.

To verify the power status look at the Power Status LED (see [Figure 3: Front view of the Cisco Expressway unit, page 11](#)):

- Off – There is no AC power present in the server.
- Amber – The server is in standby power mode. Power is supplied only to the CIMC and some motherboard functions.
- Green – The server is in main power mode. Power is supplied to all server components.

Configure

This section describes the different ways you can connect to the Cisco Expressway and perform the initial configuration.

Connect to the Cisco Expressway

Before you can use the Cisco Expressway, you must configure its IPv4 and/or IPv6 address, subnet mask and default gateway. Consult your network administrator for information on which addresses to use. Note that the Cisco Expressway must use a static IP address.

For initial configuration, use any of these methods:

- Connect a PC to the Cisco Expressway using a serial cable (see [Connect Using the Serial Port, page 7](#) followed by [Configure the Cisco Expressway, page 8](#)).
- Connect a monitor and keyboard directly into the unit (see [Connect Using the KVM Port, page 8](#) followed by [Configure the Cisco Expressway, page 8](#)).
- If your network is set up to allow it, use a web browser to connect to the default IP address of 192.168.0.100 (see [Use the Web Interface, page 9](#)).

Figure 1: Rear Panel Showing Ports

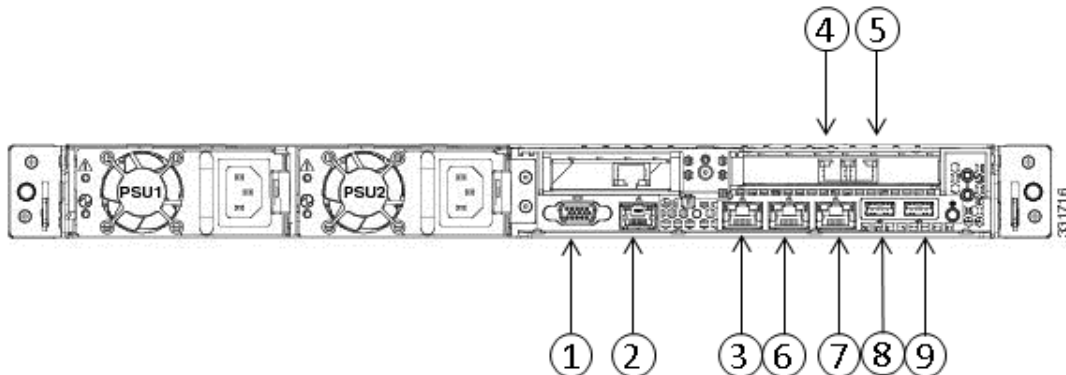


Table 1 Rear Panel Ports

1	VGA port
2	Serial port
3	Dedicated management port (can be used for CIMC in the future)
4	LAN 1 (left-hand 1-Gb copper port)
5	LAN 2 (right-hand 1-Gb copper port)
6	LAN 3 (not currently used)
7	LAN 4 (not currently used)
8	USB port
9	USB port

Figure 2: Front Panel Showing KVM Connector

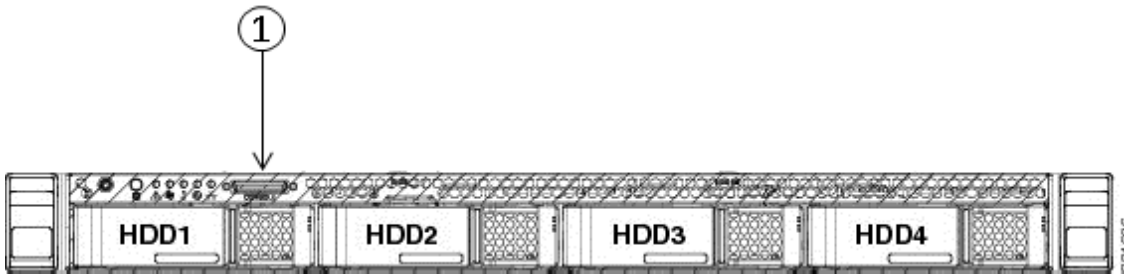


Table 2 Front Panel Ports

1	KVM connector
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Connect Using the Serial Port

1. Connect the Ethernet LAN cable from the LAN 1 port on the rear of the unit to your network.
The LAN 1 port is the left-hand port of the dual port adapter on the rear panel of the unit (shown in [Figure 1: Rear Panel Showing Ports, page 6](#)).
2. Connect a serial cable from the serial port on the rear of the unit to the serial port on a PC (see [Figure 1: Rear Panel Showing Ports, page 6](#)).

The serial cable used must be a cross-over cable. The pin assignment for the serial cable is:

Male RJ45 pin	Female DB9 pin
1	8
2	6
3 TXD	2
4 GND	5
5 GND	5
6 RXD	3
7	4
8	7

Note: If there is no DB9 port on your PC, a DB9 to USB serial port adapter is required.

3. Start a terminal emulator program (for example PuTTY) on the PC and configure it to use the PC's serial port as follows:
 - baud rate: 115200 bits per second
 - data bits: 8
 - parity: none
 - stop bits: 1
 - flow control (hardware and software): none

Note: Do not leave a terminal emulator session open after it is no longer in use. An open session may cause issues during a system restart.

Connect Using the KVM Port

1. Connect the Ethernet LAN cable from the LAN 1 port on the rear of the unit to your network.
The LAN 1 port is the left-hand port of the dual port adapter (shown in [Figure 1: Rear Panel Showing Ports, page 6](#)).
2. Either:
 - Connect a USB keyboard and VGA monitor using a KVM adaptor to the KVM connector on the front panel (see [Figure 2: Front Panel Showing KVM Connector, page 7](#)).
 - Connect a USB keyboard to the USB port and a VGA monitor to the VGA port on the rear panel (see [Configure, page 6](#)).

You can now proceed to configure the Cisco Expressway.

Configure the Cisco Expressway

If the system has just booted up, the terminal emulator program on the PC will display the Cisco Expressway's startup information. After approximately four minutes you will get the login prompt. If the Cisco Expressway was already on when you connected the serial cable, press **Enter** to get the login prompt.

1. Enter the username `admin` and press **Enter**.
2. Enter the default password of `TANDBERG` and press **Enter**.
You will get the install wizard prompt:
`Run install wizard [n]:`
3. Type `y` and press **Enter**.
4. Follow the prompts given by the install wizard to specify the following:
 - The password you want to use for your admin account.
Note: For security reasons you are advised to change the password from the default of `TANDBERG`.
 - Whether you want to use IPv4, IPv6 or Both .
 - The LAN 1 IP address of the Cisco Expressway.
 - The LAN 1 IPv4 subnet mask of the Cisco Expressway (if you have selected IPv4).
 - The IP address of the default gateway of the Cisco Expressway.
 - The Ethernet speed.
Note: Use the default value of `Auto`.
 - Whether you want to use SSH to administer the Cisco Expressway.
5. After the wizard is finished the following message will appear:
`Setting other settings...OK.`
`The system must be restarted for new settings to take effect..`
You will get a restart prompt:
`Restart Now?`
Type `y` and press **Enter**.
6. After it has rebooted, the Cisco Expressway is ready to use. You can access the Cisco Expressway's web interface using the IP address assigned to the LAN 1 Ethernet port.

Note: For security reasons you are advised to change the password for the [default admin account](#) (if you have not already done so) and the [root account](#) from the default of `TANDBERG`.

Use the Web Interface

1. Open a browser window and in the address line type either:
 - The IP address of the Cisco Expressway.
 - The FQDN of the Cisco Expressway.The **Login** page will appear.
2. Select **Administrator Login**.
3. Enter a valid administrator username and password and select **Login**. You will be presented with the **Overview** page.

See the online help or *Cisco Expressway Administrator Guide* for information on the configuration options available for each page of the Cisco Expressway web interface.

Use the Command Line Interface (CLI)

The command line interface is available over SSH and through the serial port by default.

1. Start an SSH session.
2. Enter the IP address or FQDN of the Cisco Expressway.
3. Log in with a username of `admin` and your system password. You will see a welcome message.

For a full list of CLI commands available on the Cisco Expressway, see *Cisco Expressway Administrator Guide*.

Change the Admin Account Password

To change the password for the admin account using the web interface:

1. Go to **Users > Administrator accounts**.
2. Click on **View/Edit** for the admin name.
3. In the **Password** and **Confirm password** fields, enter the new password, and click **Save**.
The **Password strength** box will indicate how secure your chosen password is.

To change the password for the admin account using the CLI:

Type `xConfiguration SystemUnit Password`

Note: You cannot set a blank password for the admin user, or any other administrator account, or the root account.

Change the Root Account Password

1. Using a serial connection, log in as `root` using the existing password.
2. Type the command `passwd`.
You will be asked for the new password.
3. Enter the new password and, when prompted, retype the password.
4. Type `exit` to log out of the root account.

Change Other System Settings

You are also required to configure the following:

- The system name of the Cisco Expressway. This is used by the Cisco TelePresence Management Suite (Cisco TMS) to identify the system. This can be set from the **System administration** page (**System > Administration**) on the web interface.
- Automatic discovery. If you have multiple Cisco Expressways in the same network you may want to disable automatic discovery on some of them. This can be set from the **H.323** page on the web interface (**Configuration > Protocols > H.323**).
- The DNS server address(es), if URI dialing or Fully Qualified Domain Names (FQDNs) are to be used. This can be set from the **DNS** page on the web interface (**System > DNS**).

See the online help or *Cisco Expressway Administrator Guide* for more information on these configuration options.

Check for Updates and Upgrading

To check whether your Cisco Expressway has the latest software installed go to <http://software.cisco.com/download/navigator.html> and navigate to the Cisco Expressway.

See the *Cisco Expressway Administrator Guide* for information on how to upgrade.

Note: You must not downgrade to a software version lower than X8.1.1.

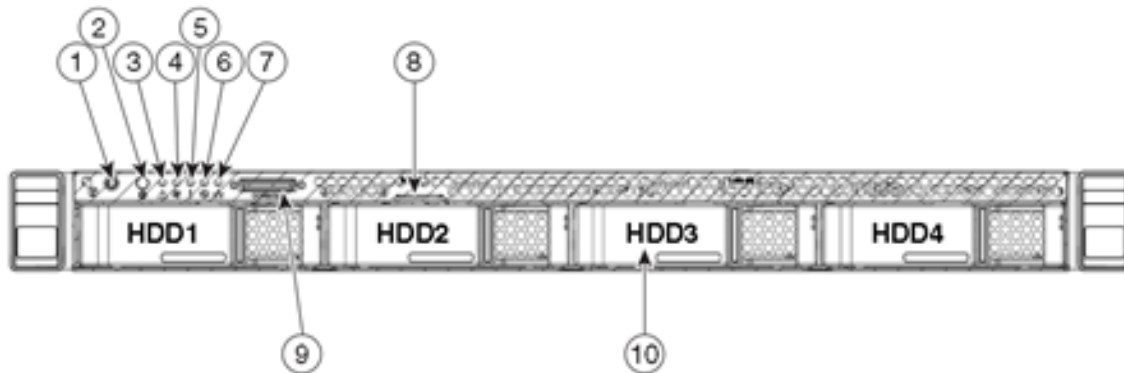
Troubleshooting

Locating LEDs and Components

Front view

Below is an illustration of the unit's front view and a list of the LEDs and components available.

Figure 3: Front view of the Cisco Expressway unit

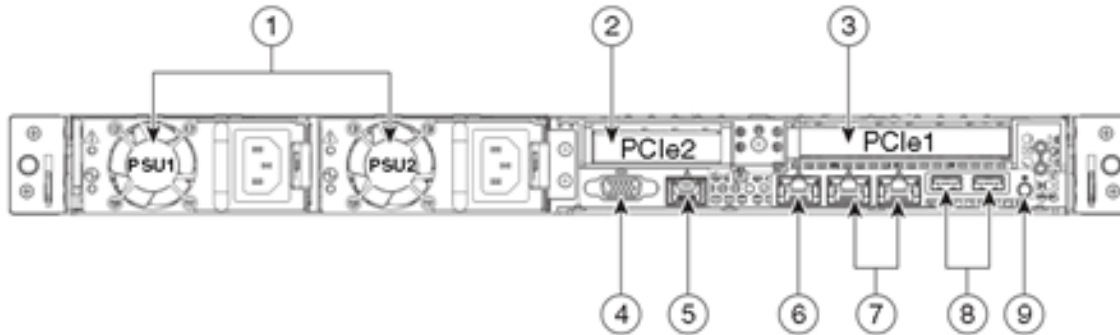


1	Power button/power status LED
2	Identification button/LED
3	System status LED
4	Fan status LED
5	Temperature status LED
6	Power supply status LED
7	Network link activity LED
8	Asset tag (serial number)
9	KVM connector (for USB/VGA connection)
10	HD drive activity/fault LED

Rear view

Below is an illustration of the unit's rear view and a list of the LEDs and components available.

Figure 4: Rear view of the Cisco Expressway unit



1	Power supplies (one for CE500)
2	Slot 2: empty
3	Slot 1: used for dual 1-Gb network adapter (LAN 1 and LAN 2)
4	VGA video connector
5	Serial port (RJ-45 connector)
6	10/100/1000 Ethernet dedicated management port (used for CIMC)
7	Dual 1-Gb Ethernet ports (not currently in use)
8	USB ports
9	Rear Identification button/LED

Definitions of LED states

For the definitions of LED states see http://www.cisco.com/en/US/docs/unified_computing/ucs/c/hw/C220/install/replace.html#wp1167104.

Document Revision History

Date	Description
November 2015	Updated for X8.7. Linked to End-of-life announcement.
December 2014	Updated for X8.5.
June 2014	Updated for X8.2.
April 2014	Initial release.

Notices

Technical Support

If you cannot find the answer you need in the documentation, check the web site at <http://www.cisco.com/cisco/web/support/index.html> where you will be able to:

- Make sure that you are running the most up-to-date software.
- Get help from the Cisco Technical Support team.

Make sure you have the following information ready before raising a case:

- Identifying information for your product, such as model number, firmware version, and software version (where applicable).
- Your contact email address or telephone number.
- A full description of the problem.

To view a list of Cisco TelePresence products that are no longer being sold and might not be supported, visit: http://www.cisco.com/en/US/products/prod_end_of_life.html and scroll down to the TelePresence section.

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Cisco is committed to designing and delivering accessible products and technologies.

The Voluntary Product Accessibility Template (VPAT) for Cisco Expressway is available here:

http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#telepresence

You can find more information about accessibility here:

www.cisco.com/web/about/responsibility/accessibility/index.html

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turning the equipment off and on, users are encouraged to try to correct the interference by using one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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