InformaCast EX Basic Paging®

Administration Guide for a Cisco® Unified Communications Manager Environment
June 13, 2013

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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CHAPTER 1

Overview

InformaCast EX, Singlewire's virtual appliance application, contains InformaCast Basic Paging.

Intended Audience

This guide is intended to walk you through the administration of InformaCast EX, which runs in virtualized environments. It is written with two audiences in mind, the administrators and users of InformaCast EX.

There are also two versions of this guide: one for environments using Basic InformaCast functionality and another for Advanced InformaCast functionality. Please make sure you have the right version by looking at the environment type printed at the bottom of every page.

When you install InformaCast in a Cisco Unified Communications Manager environment, you should:

- Be familiar with Communications Manager administration
- Have multicast and networking knowledge

Prerequisites

InformaCast EX has the following system prerequisites:

- Use of one of the following supported browsers: Firefox 15, Chrome 18, or Internet Explorer 9
- A VMware ESXi server 4.0 and later (80 GB hard drive, 4 GB RAM, 1 CPU)
- Compliance with the prerequisites and hardware/system requirements for each of the included applications

As a virtual machine (VM), InformaCast EX becomes one machine among the others that are running on a VMware host. Please use the following guidelines for allocating host resources for InformaCast EX:

- **Do not oversubscribe the CPU or memory.** It is possible to run more virtual machines than the VMware host physically supports. If this is done with InformaCast EX, audio quality and phone activation performance will be adversely affected.
- **Plan the placement of your InformaCast EX VM carefully.** Cisco has released recommendations on how to run third-party VMs, such as InformaCast EX, co-resident with other Cisco virtual machines, such as those that run Cisco Unified Communications Manager. If you choose to run InformaCast EX as co-resident with Communications Manager, please note that you may be required to either move or suspend the InformaCast EX VM during troubleshooting with

Cisco TAC. If you are running InformaCast EX to support emergency communication, this may not be acceptable to you, and you should not run InformaCast EX as co-resident with Cisco UC applications.

- **Choose the proper environment.** InformaCast EX can run off of either local disk or Storage Area Network (SAN), whichever is convenient for your installation. InformaCast EX in a default logging and load configuration performs a lower number of disk I/Os.
- **Do not use NAT'd connections.** InformaCast EX must run on a VMware vNIC configured for bridging, not NAT. InformaCast EX will not work with NAT'd connections.

A Note on Usage

Specific fonts are used to represent specific kinds of information in this guide. The fonts and their meaning are listed here:

- **Bold fonts** indicate the name of a button, text field, or other element with which you interact and any text that you must enter.
- *Italic fonts* indicate the name of an area or section on one of an application's pages.
- Angled brackets enclose text that varies with your specific environment, i.e. http://<Your IP Address> means that you would enter your specific IP address instead of the brackets and what they enclose.
- Blue, underlined text indicates a hyperlink.
- U n d e r l i n e d t e x t indicates a tooltip in the user interface. Hover your mouse over the tooltip to see an explanation of the underlined text.

There are several kinds of notification boxes used in this guide:

- **Tip.** These offer advice or "best practices."
- **Note.** These contain additional information, usually relevant in special cases.
- **Caution.** These contain information about a procedure that may reduce the performance of your system.
- **Warning.** These contain information about a procedure that can impair or disable your system.

Where to Start

InformaCast EX has multiple user interfaces:

- Start page
- Applications' web interfaces
- Toolbox
- Virtual machine administrative web interface (Webmin)
- Command line interface (CLI)

Note The initial login credentials for InformaCast are **admin** (login) and **changeMe** (password).

This guide deals only with administration of your server environment, and will focus on the Webmin and CLI interfaces. When installing and configuring InformaCast EX, there are many steps to ensuring that your application works correctly. Please follow the steps for implementation in the InformaCast Virtual Appliance Installation and User Guide.

Start Page

The InformaCast Start page is accessible through a web browser addressed with the IP address of your Virtual Appliance server, and it contains links to InformaCast's user interface, the Toolbox, and Webmin.

Web Interface

The InformaCast application has its own web interface. Please consult its guide for further information on how its web interface works.

Toolbox

The Toolbox is designed to be an inclusive destination for application-level accessories. Here, you can access the License Manager to see all of your Singlewire applications' licenses, review the functionality they encompass, and update those licenses with newer versions. You can also migrate from a Windows installation to the Virtual Appliance. For Basic InformaCast users, the Toolbox is of limited use since your license is contained within InformaCast itself; you will only use the License Manager if you upgrade to Advanced InformaCast.

Virtual Machine Administrative Web Interface (Webmin)

The virtual machine administrative web interface is used for administering the underlying operating system of the virtual machine, e.g. configuring the network interface, stopping and starting applications and shutting down the virtual machine.

Command Line Interface

The command line interface is a text-based interface used for support issues and some configuration procedures (e.g. those that require manual editing of files or the running of scripts). The command line interface uses the bash command line shell, and can be accessed via a virtual machine console window or over the network through the use of an SSH (Secure Shell) client.

Note Rudimentary knowledge of bash is required to use the command line interface. If files are to be edited on the virtual machine itself, knowledge of the nano text editor is also required. If you are not familiar with the nano editor, you can optionally transfer files that need to be modified to another machine, edit them there, and then transfer the modified file back to the InformaCast EX virtual machine. The transfer process can be achieved via an SCP (Secure Copy) client, such as PSCP on Windows. PuTTY, available as a free download (http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html) contains all the necessary tools for transferring files.

Technical Support

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at: http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

CHAPTER 2

Manage InformaCast EX

The following sections detail how to manage InformaCast EX from the server side.

Log into InformaCast Virtual Appliance's Interfaces

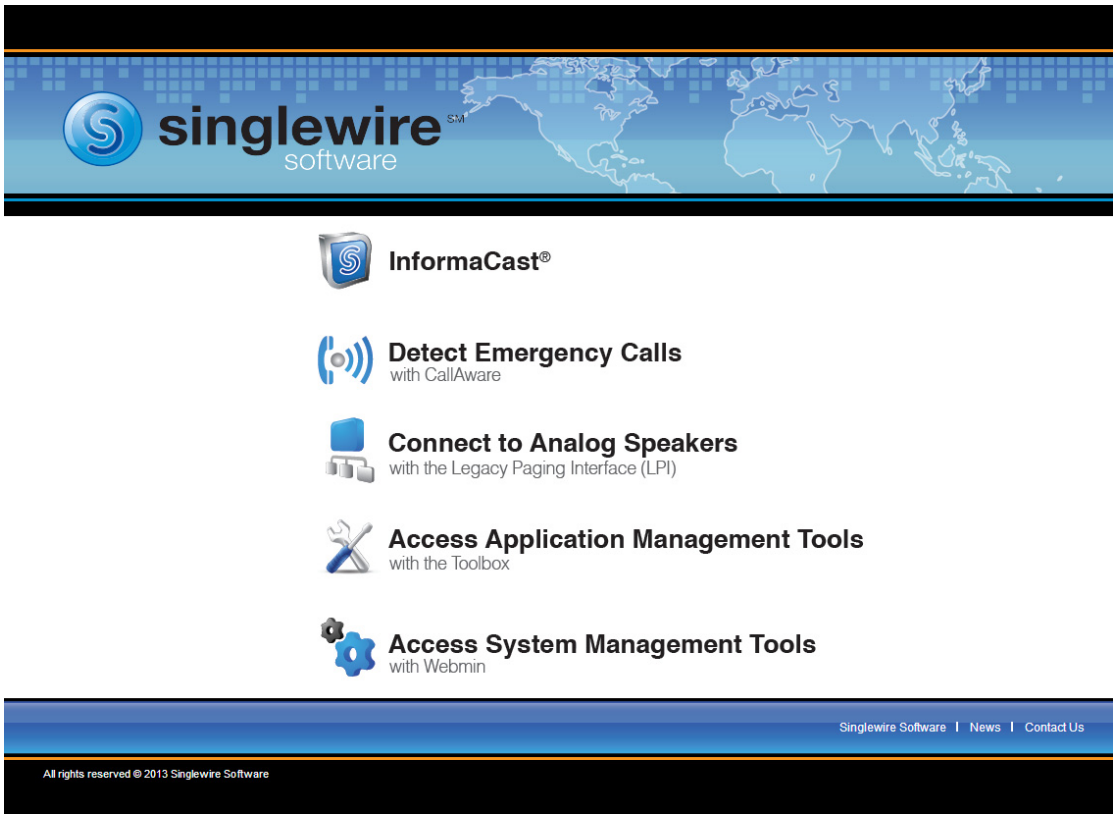
When using InformaCast Virtual Appliance, you will need to log into its different interfaces: InformaCast, CallAware, the Legacy Paging Interface (LPI), the Toolbox, and Webmin. All of these interfaces are accessible through the Singlewire Start page, which is the IP address of your InformaCast Virtual Appliance server.

Note CallAware and the LPI are not supported by InformaCast Basic Paging. Please contact Singlewire Sales for an upgrade to Advanced Notification.

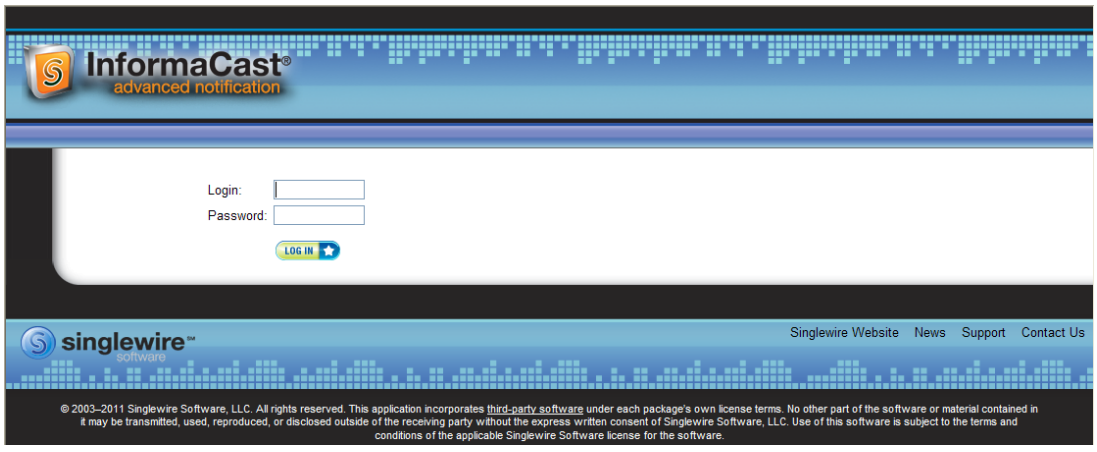
Log into InformaCast

InformaCast's web interface is where you will set up your InformaCast environment, e.g. messages, recipient groups, DialCasts, user roles, etc.

Step 1 Open a web browser, enter the IP address of your InformaCast Virtual Appliance server, and press the **Enter** key. The Singlewire Start page appears.

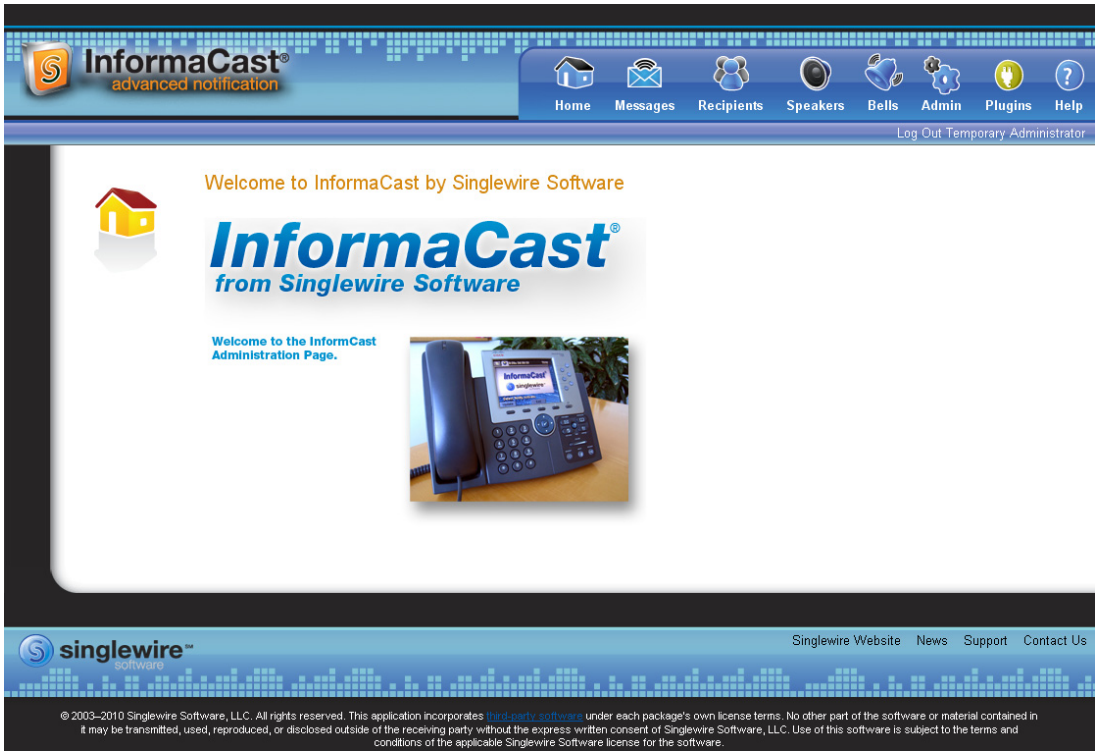


Step 2 Click the **InformaCast** link. A separate tab/window opens to InformaCast's Login page.



Step 3 Enter your username and password in the **Login** and **Password** fields, respectively. By default, these are **admin** and **changeMe**.

Step 4 Click the **Log In** button. InformaCast's homepage appears.



From InformaCast's homepage, you can access any of its web features through the icons at the top of the page.

Log into CallAware

CallAware is a Singlewire application that is primarily used to detect when a 911 call has been dialed, which then triggers an InformaCast broadcast. It can also be used to detect calls to numbers other than 911 and monitor the calls that have been detected. For example, you could use it to trigger an InformaCast broadcast whenever someone calls the Front Desk, and a supervisor could elect to monitor those calls for quality assurance.

CallAware's web interface is where you will set up your CallAware environment, e.g. call redirects, InformaCast messages, etc.

Note CallAware is not supported by InformaCast Basic Paging. Please contact Singlewire Sales for an upgrade to Advanced Notification.

Log into the Legacy Paging Interface (LPI)

Singlewire's Legacy Paging Interface (LPI) allows you to incorporate your existing paging system with the InformaCast application by working as a liaison between the two. When you configure your speakers with the LPI, they can be integrated with InformaCast, and you can add them to recipient groups, create paging zones modeled after your existing zones, and send audio broadcasts out to any combination of speakers/zones.

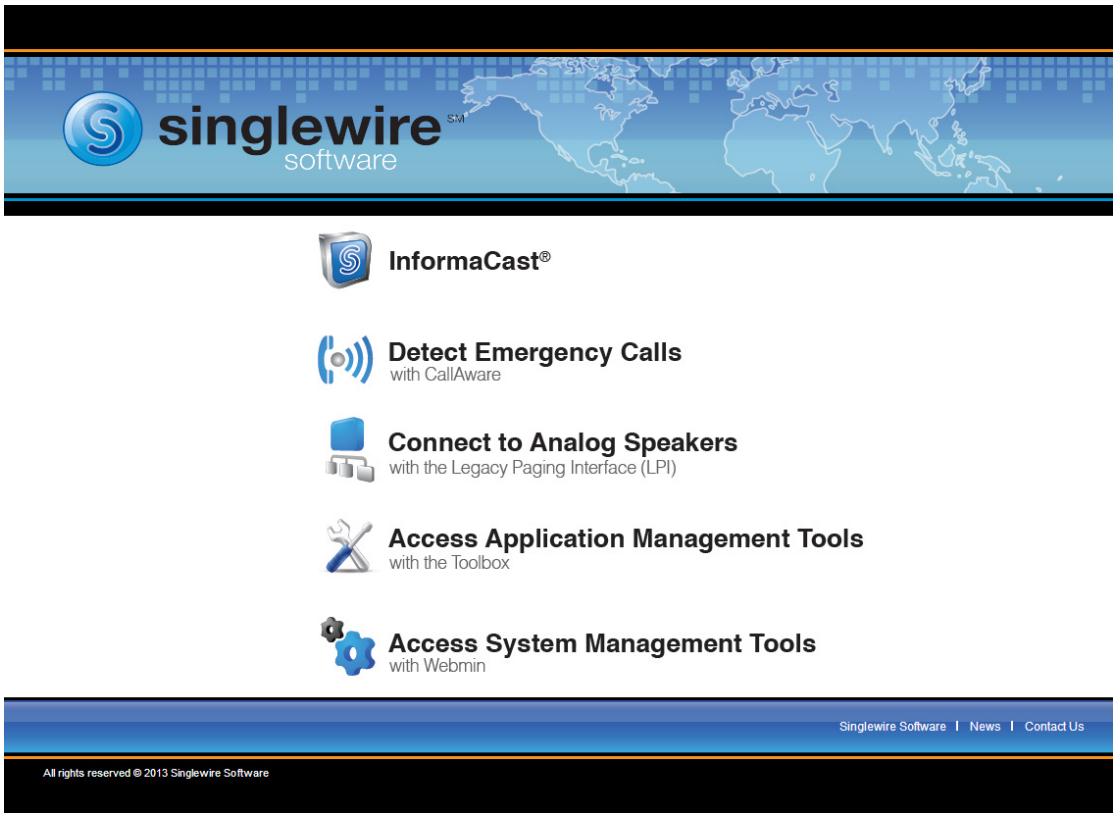
The Legacy Paging Interface's web interface is where you will set up your LPI environment, e.g. paging devices, zones, etc.

Note The LPI is not supported by InformaCast Basic Paging. Please contact Singlewire Sales for an upgrade to Advanced Notification.

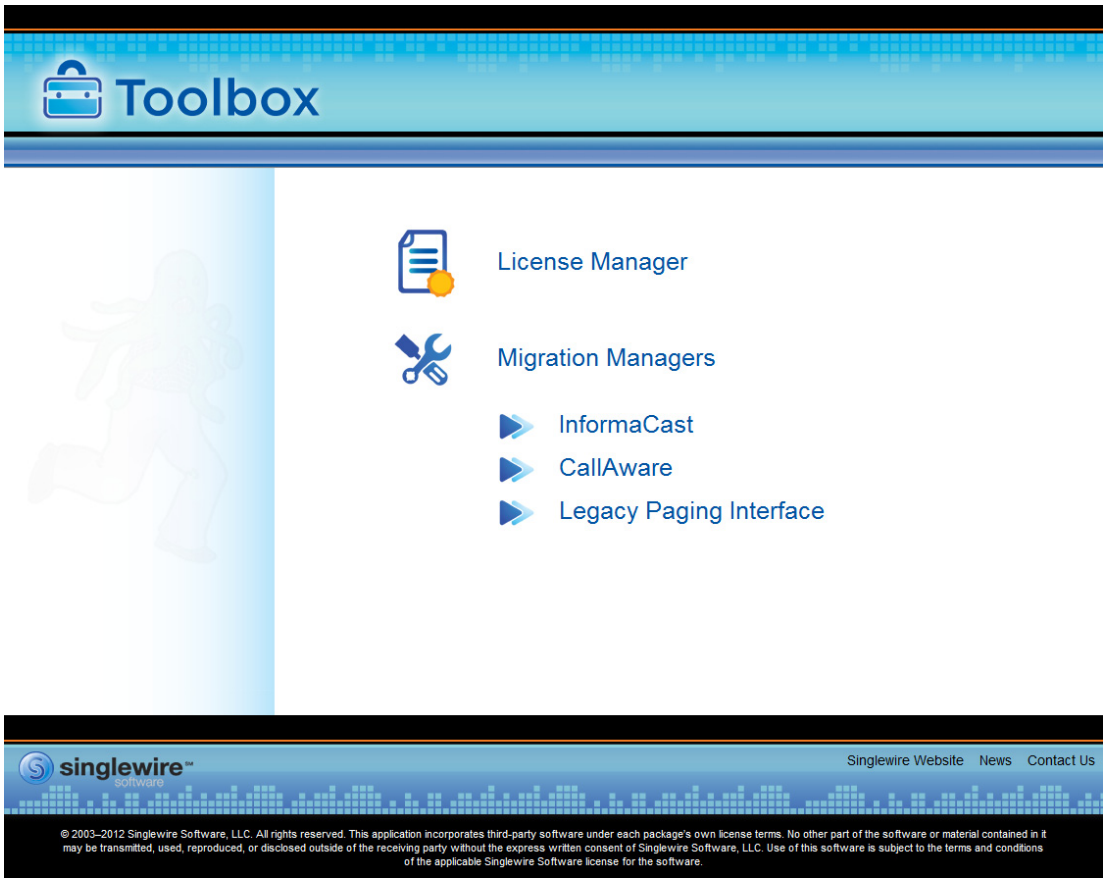
Log into the Toolbox

The Singlewire Toolbox is designed to be an inclusive destination for application-level accessories, e.g. licensing, migrating platforms, etc.

Step 1 Open a web browser, enter the IP address of your InformaCast Virtual Appliance server, and press the **Enter** key. The Singlewire Start page appears.



Step 2 Click the **Access Application Management Tools with the Toolbox** link. A separate tab/window opens to the Toolbox homepage.



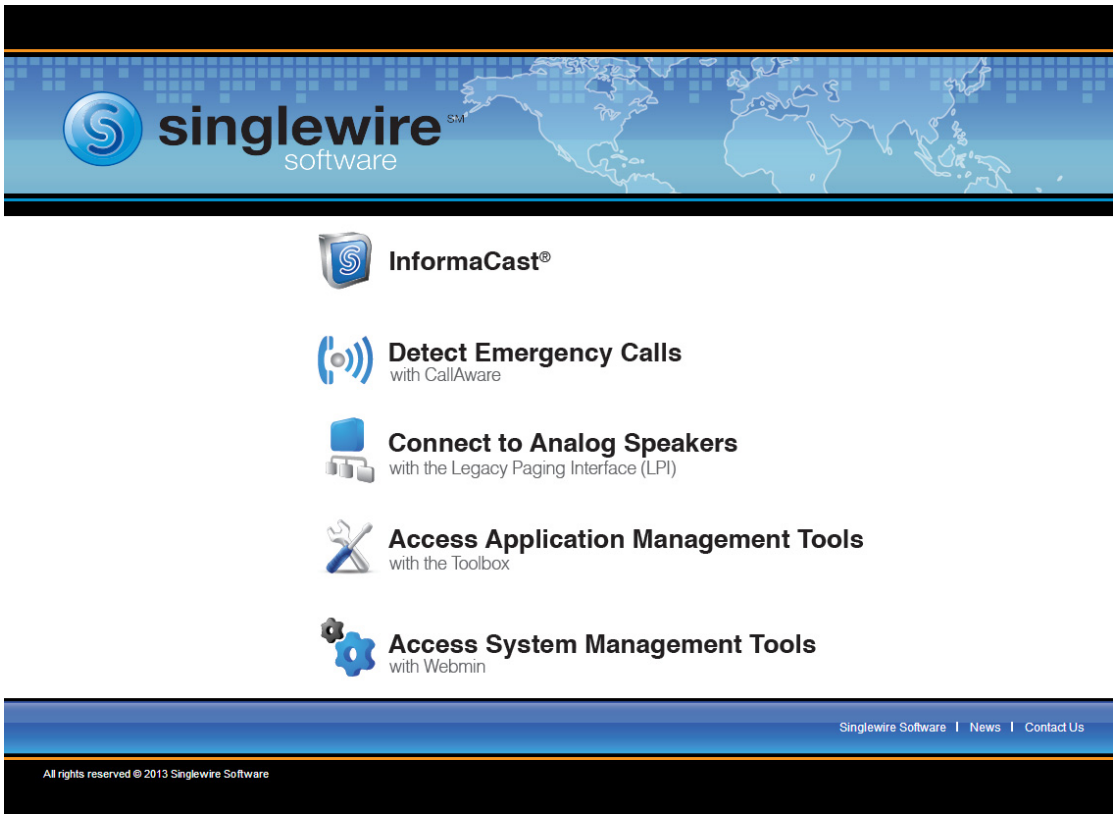
Note You may have to accept a warning from your web browser about the security of this page's content.

From the Toolbox homepage, you can access Singlewire's application-level tools.

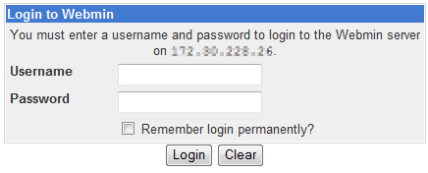
Log into Webmin

Webmin's interface is used primarily for installing new software packages, starting/stopping/restarting Singlewire's applications, and rebooting the InformaCast EX virtual machine.

Step 1 Open a web browser, enter the IP address of your InformaCast Virtual Appliance server, and press the **Enter** key. The Singlewire Start page appears.

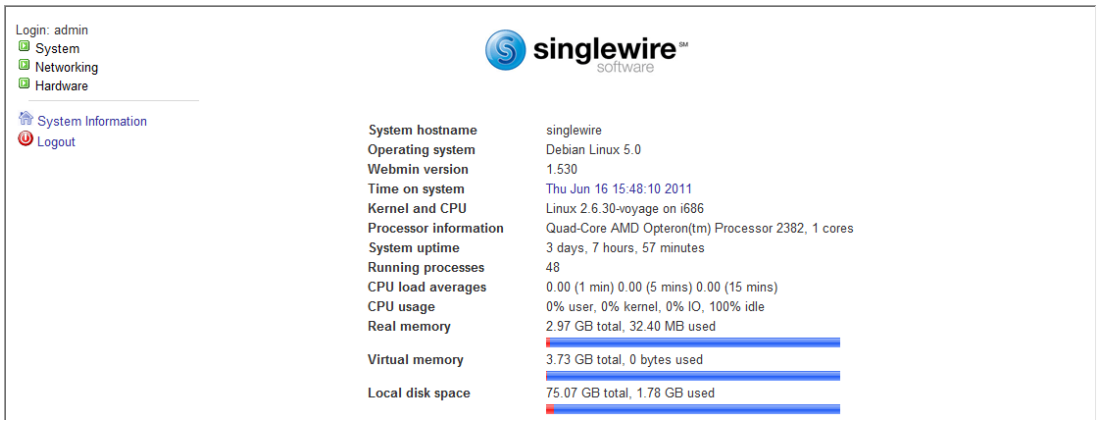


Step 2 Click the **Access System Management Tools with Webmin** link. A separate tab/window opens to the Login to Webmin page.



Note You may have to accept a warning from your web browser about the security of this page's content.

Step 3 Enter your login credentials and click the **Login** button. By default, your username is **admin** and your password is **changeMe**. The Webmin homepage appears.



From the Webmin homepage, you can install a new software package (see "Install a Software Package" on page 2-7), start/stop/restart Singlewire's applications, and reboot the InformaCast virtual machine (see the sections on stopping/starting/rebooting starting with "Stop an Application on InformaCast EX" on page 2-21 for more information).

Install a Software Package

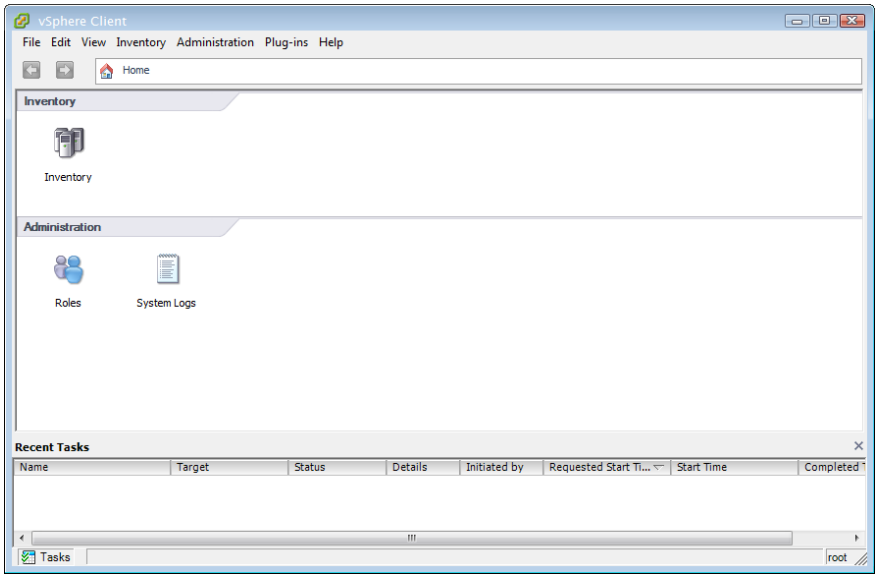
InformaCast EX is a software package that must be deployed as an OVA on your virtual server. Singlewire supports InformaCast EX on the VMware ESXi 4.0 and later platform. This platform is managed through the vSphere client. This section describes how to import InformaCast EX using the vSphere client. Your client can be downloaded from your VMware server.

Note This guide deals only with administration of your server environment. When initially installing and configuring InformaCast EX, there are many steps to ensuring that your application works correctly. Please follow the steps for implementation in the InformaCast Virtual Appliance Installation and User guide.

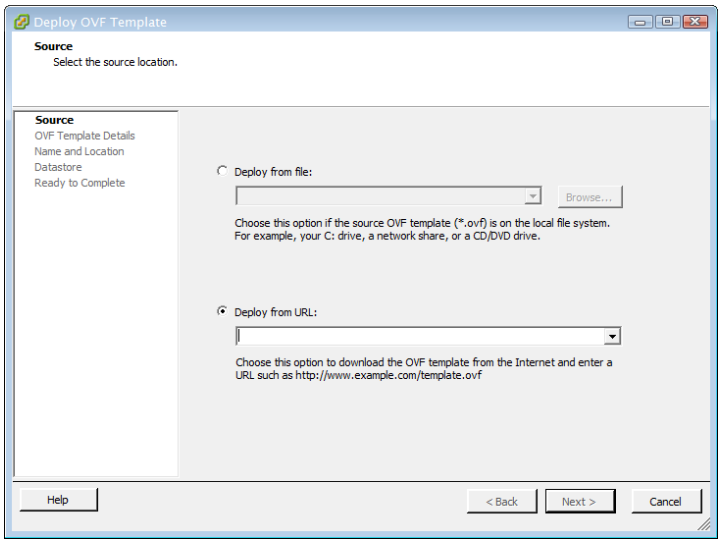
Step 1 Download the OVA file from the Singlewire website or Cisco's website.

Note If you are using InformaCast on the Communications Manager Business Edition 6000, you will be supplied with a DVD in a package with an OVA on it (physical media).

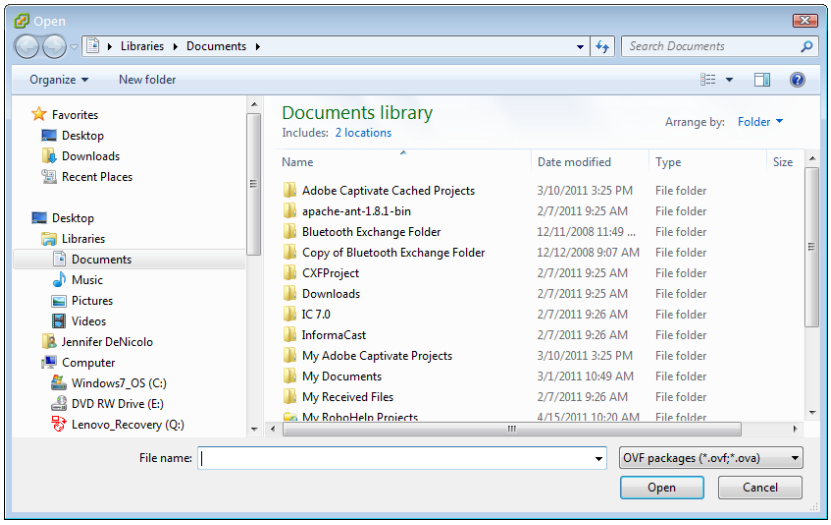
Step 2 Open and log into the vSphere client. The vSphere Client window appears.



Step 3 Go to **File** | **Deploy OVF Template**. The Deploy OVF Template dialog box appears.

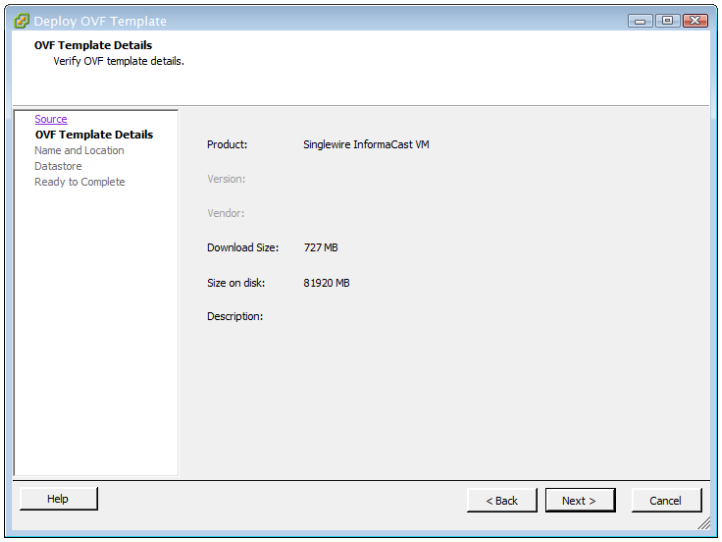


Step 4 Click the **Deploy from File** radio button and click its **Browse** button. The Open dialog box appears.

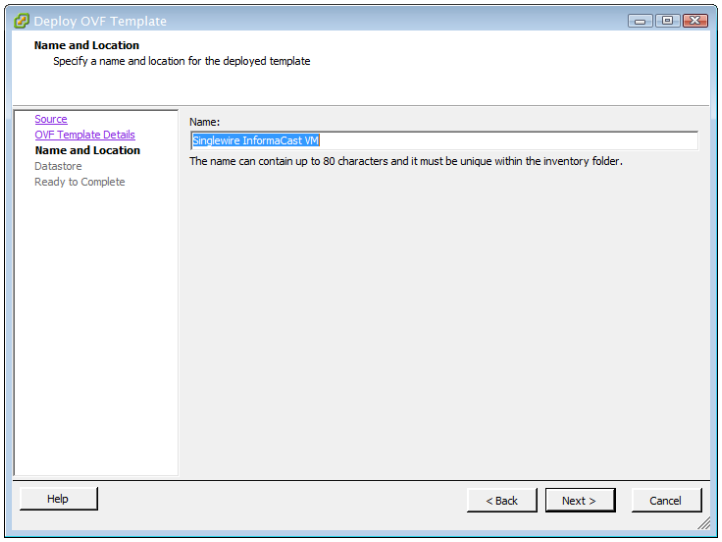


Step 5 Navigate to where you saved the Singlewire-InformaCast-VM.ova file (or to the OVA file on the supplied DVD), select it, and click the **Open** button.

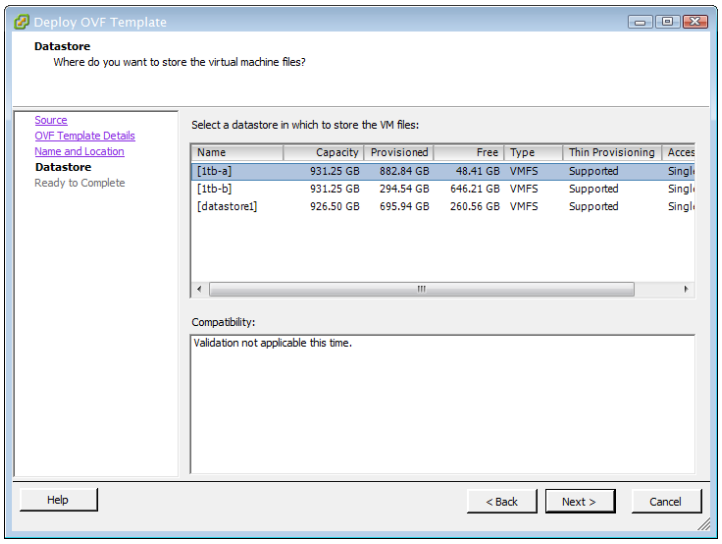
Step 6 Click the **Next** button. The Deploy OVF Template dialog box refreshes.



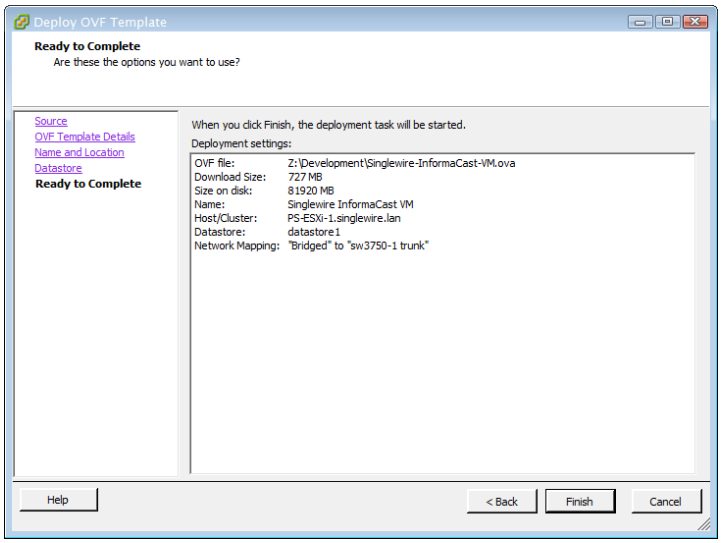
Step 7 Click the **Next** button. The Deploy OVF Template dialog box refreshes.



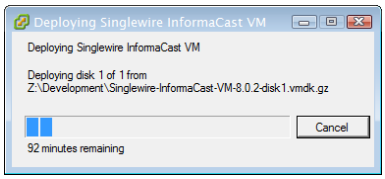
Step 8 Click the **Next** button. The Deploy OVF Template dialog box refreshes.



Step 9 Select the datastore on which the new virtual machine will reside and click the **Next** button. The Deploy OVF template dialog box refreshes.

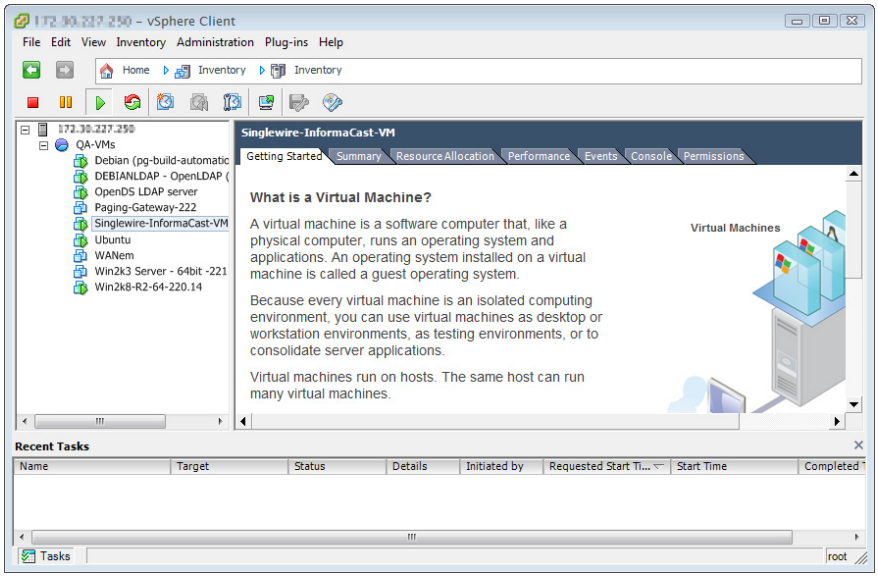


Step 10 Click the **Finish** button. InformaCast Virtual Appliance will begin importing.



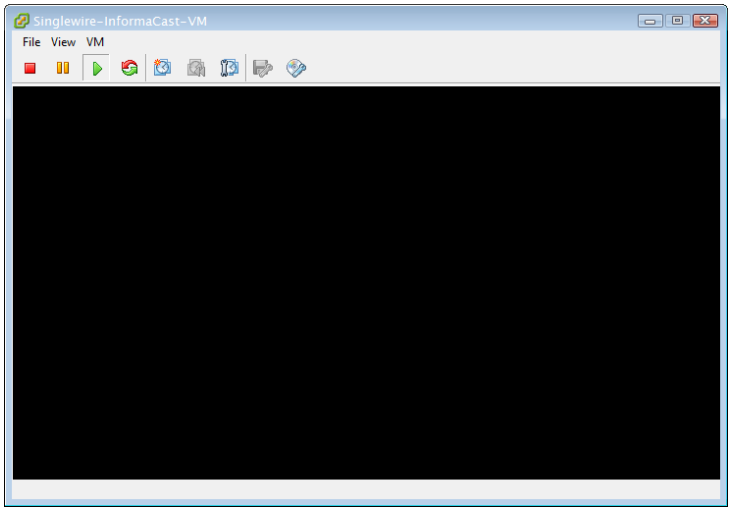
When it's finished, click the **Close** button.

Step 11 Click the **Inventory** icon ( ) on the vSphere Client window. The vSphere Client window refreshes.

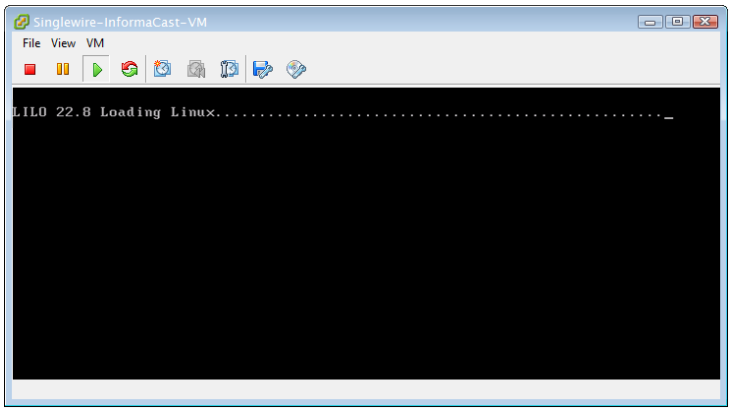


Step 12 Select your virtual machine (by default, this is Singlewire InformaCast VM).

Step 13 Go to **Inventory** | **Virtual Machine** | **Open Console**. The Singlewire InformaCast VM console window appears.

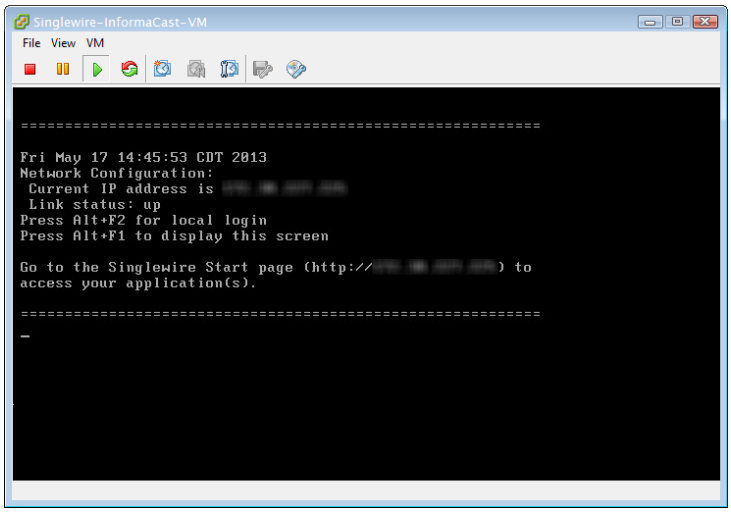


Step 14 Click the green arrow button ( ) to turn on the virtual machine. The Singlewire InformaCast VM console window begins booting the virtual machine.



Note Depending on the hardware resources available to InformaCast Virtual Appliance, it will likely boot in less than a minute.

When InformaCast Virtual Appliance is done booting, it will acquire an IP address using DHCP (if there is a DHCP server available). The acquired DHCP address can be seen in the console.



Note You should configure a static IP address for InformaCast. For specifics on IP addresses and packet routing, please see your network administrator.

SwiftStart will then start automatically, and you will see the End User License Agreement (EULA) page.

Note SwiftStart will only automatically start on the initial boot of InformaCast Virtual Appliance.

Step 15 Click the **I Agree** button to accept the EULA.

If you have DHCP enabled on your network, you will see the following picture:

You will be able to choose between the **Use DHCP Parameters** or **Enter Manually** radio buttons.

Clicking the **Submit** button with the **Use DHCP Parameters** radio button selected will allow SwiftStart to make static the IP address it has detected, pull the relevant network configuration information from this IP address, and configure your network to work with InformaCast. Skip to Step 16 on page 2-17.

Clicking the **Submit** button with the **Enter Manually** radio button selected will allow you to enter an IP address manually. Continue with the following steps.

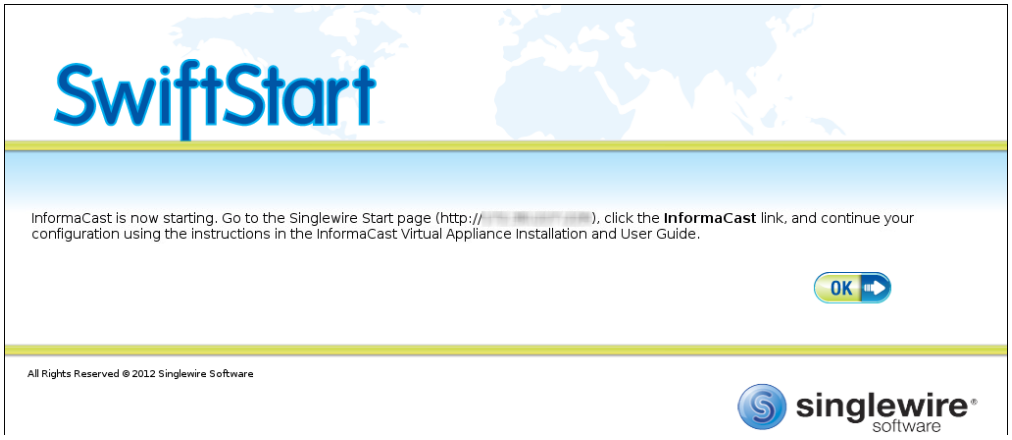
If you do not have DHCP enabled on your network, you will see the following picture:

Enter a routable IP address on your network that's not currently in use, a valid netmask for that IP address, its default gateway, the IP address(es) of a DNS server(s) on your network, and click the **Submit** button.

Clicking the **Submit** button will allow SwiftStart to make static the IP address you've entered, use the network configuration information you've entered about this IP address, and configure your network to work with InformaCast.

When your network configuration is successful, the Network Configuration page will refresh with a statement confirming the success.

Step 16 Click the **Finish** button. The SwiftStart window appears with a note about starting InformaCast.

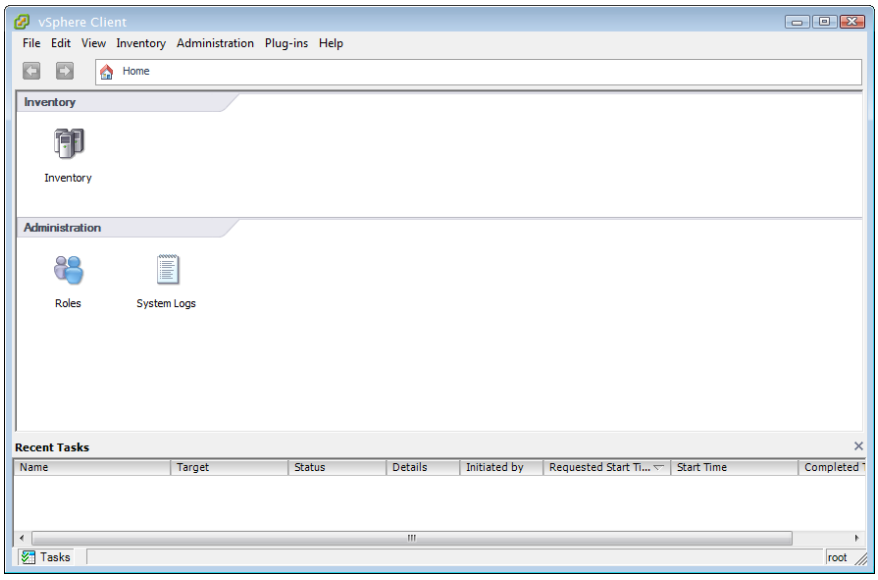


Step 17 Click the **OK** button and close your open console window.

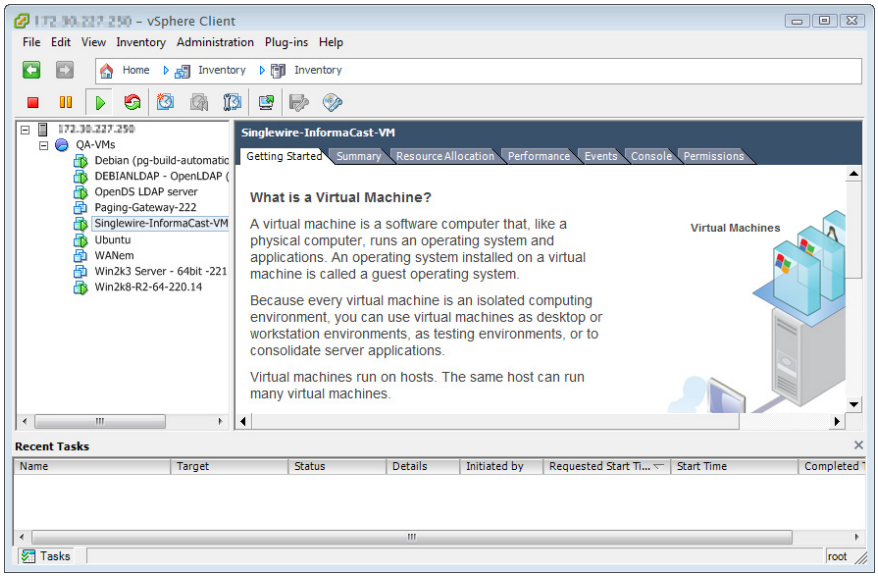
Change the InformaCast EX Server's Password

For tighter security, you may want to change the InformaCast EX server's default password.

Step 1 Open and log into the vSphere client. The vSphere Client window appears.

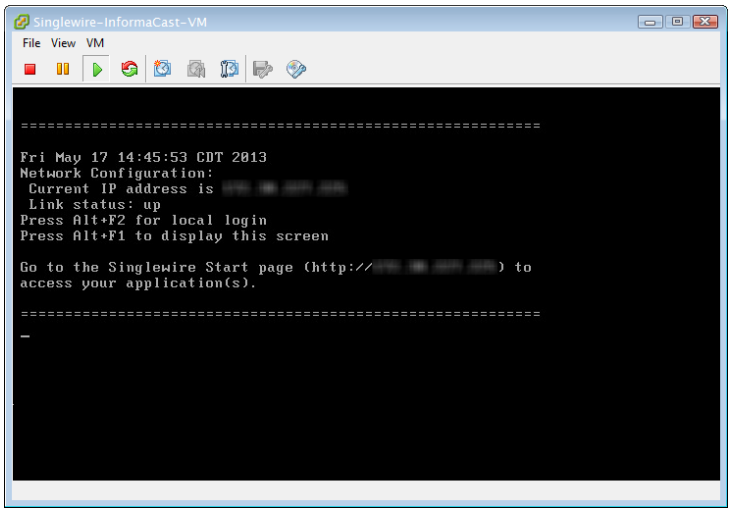


Step 2 Click the **Inventory** icon ( ) on the vSphere Client window. The vSphere Client window refreshes.

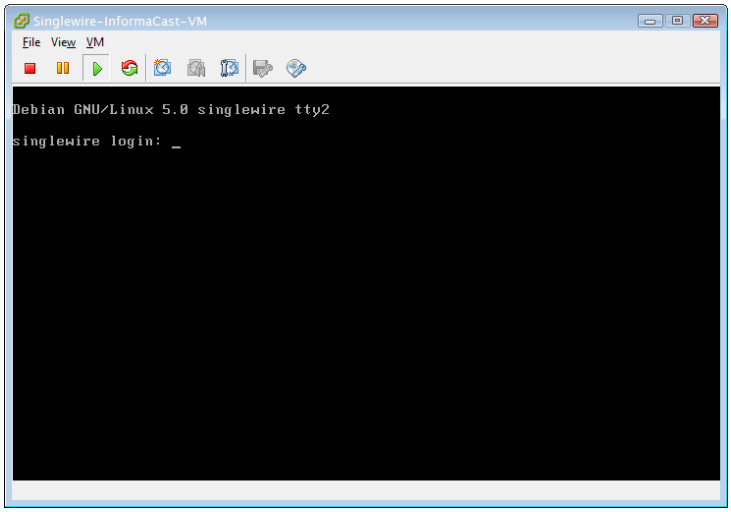


Step 3 Select your virtual machine (by default, this is Singlewire InformaCast VM).

Step 4 Go to **Inventory** | **Virtual Machine** | **Open Console**. The Singlewire InformaCast VM console window appears.

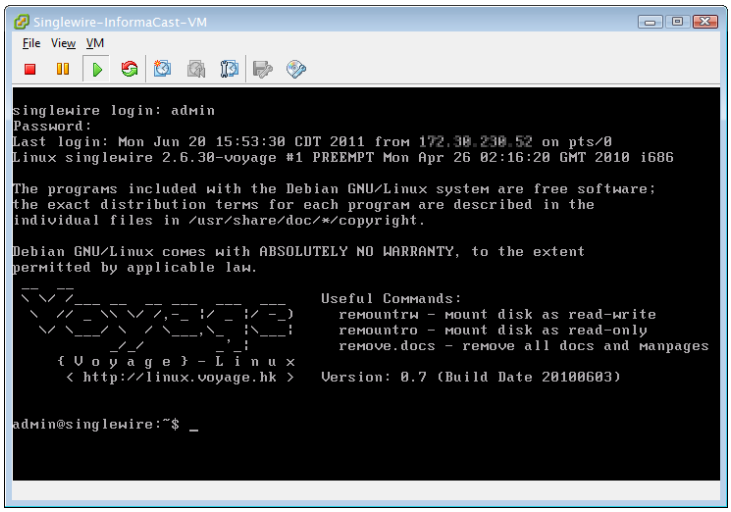


Step 5 Press **Alt** + **F2** in the Singlewire InformaCast VM console window. The Singlewire InformaCast VM console window refreshes.



Step 6 Enter **admin** at the **singlewire login** prompt and press **Enter**.

Step 7 Enter **changeMe** at the **Password** prompt and press **Enter**. The Singlewire InformaCast VM console window refreshes.



Step 8 Enter **sudo changePassword** at the command prompt and press **Enter**.

Step 9 Enter your new password at the **Enter new UNIX password** prompt and press **Enter**.

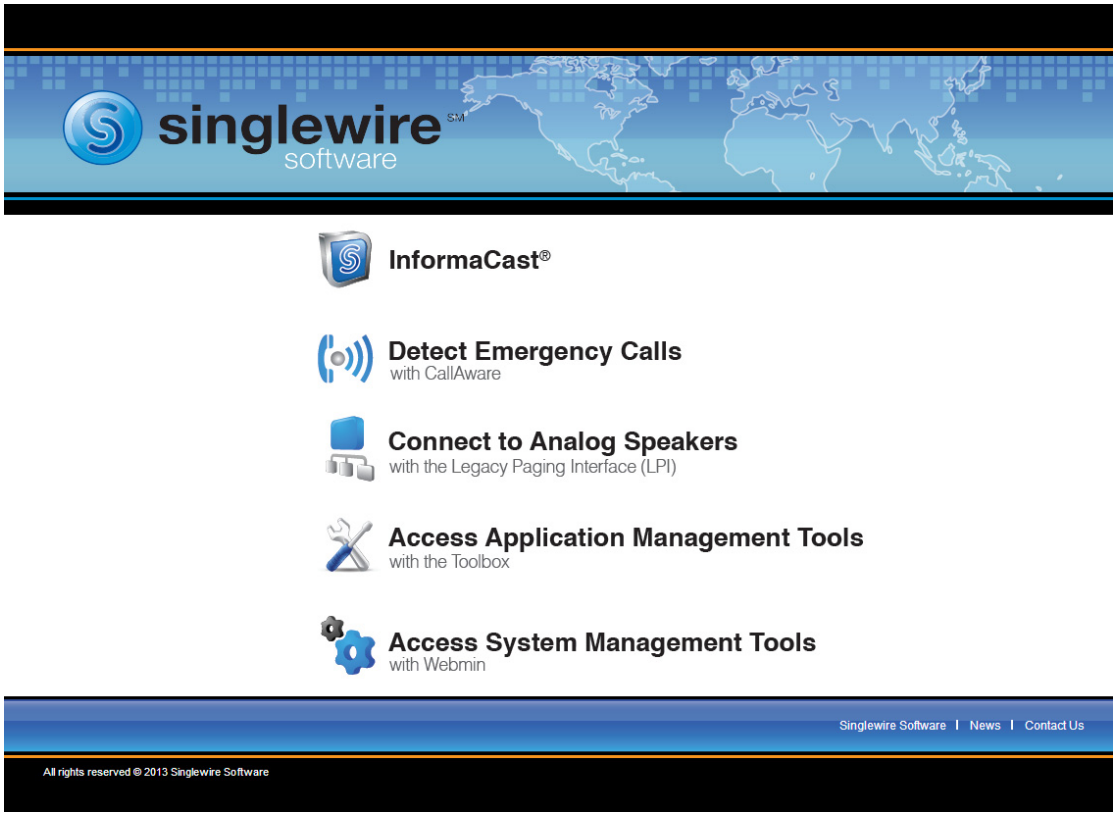
Step 10 Confirm your new password by entering it again at the **Retype new UNIX password** prompt and press **Enter**. Your password is changed and you will see, "passwd: password updated successfully".

Note Your new password needs to be used for both the administrative web and command interfaces.

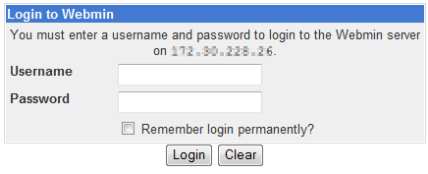
Stop an Application on InformaCast EX

Follow these steps to stop individual applications on InformaCast EX.

Step 1 Open a web browser, enter the IP address of your InformaCast Virtual Appliance server, and press the **Enter** key. The Singlewire Start page appears.

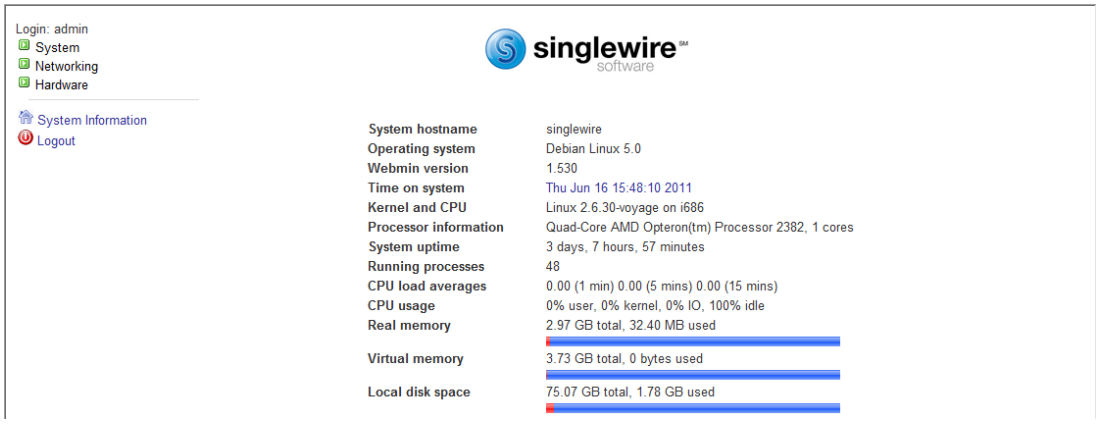


Step 2 Click the **Access System Management Tools with Webmin** link. A separate tab/window opens to the Login to Webmin page.

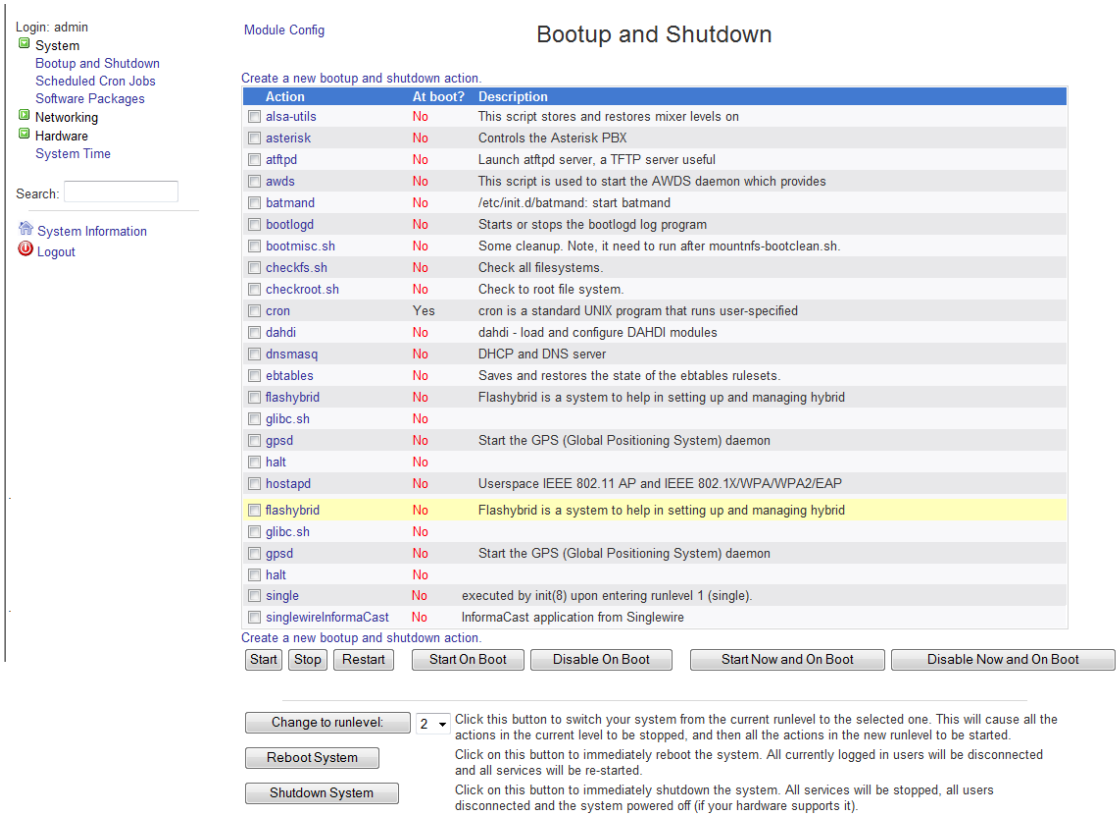


Note You may have to accept a warning from your web browser about the security of this page's content.

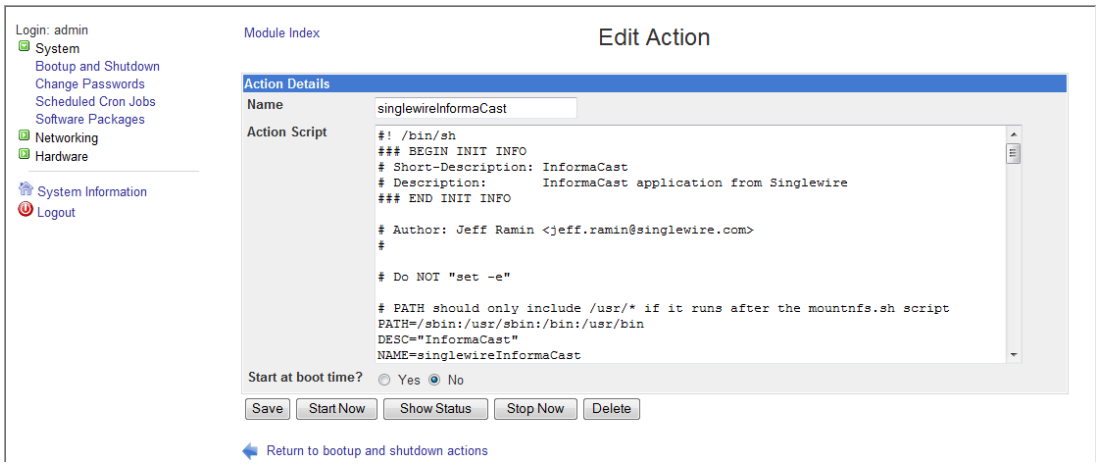
Step 3 Enter your login credentials and click the **Login** button. By default, your username is **admin** and your password is **changeMe**. The InformaCast EX server's homepage appears.



Step 4 Go to **System** | **Bootup and Shutdown**. The Bootup and Shutdown page appears.



Step 5 Scroll down the list of actions until you come to your application's name (e.g. **singlewireInformaCast**). Click its link. The Edit Action page appears.

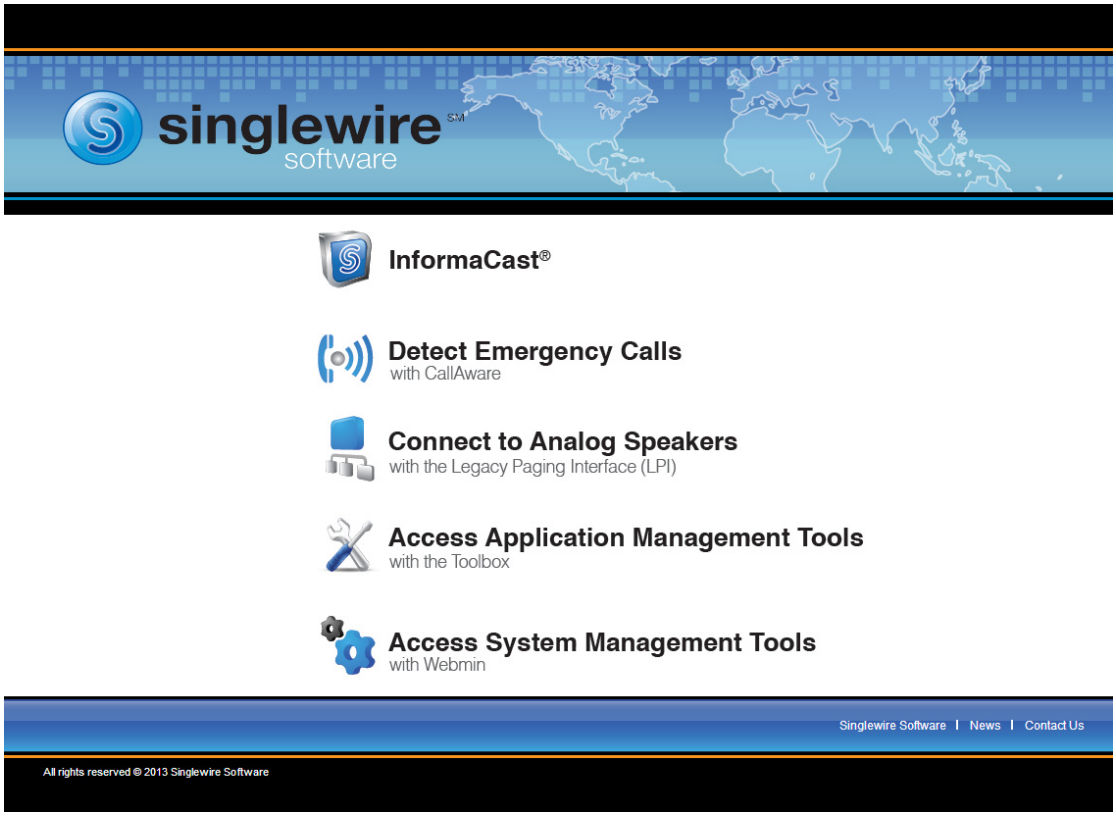


Step 6 Click the **Stop Now** button. It will take a minute or so for the application to stop.

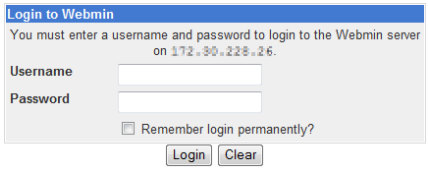
Start an Application on InformaCast EX

Follow these steps to start individual applications on InformaCast EX.

Step 1 Open a web browser, enter the IP address of your InformaCast Virtual Appliance server, and press the **Enter** key. The Singlewire Start page appears.

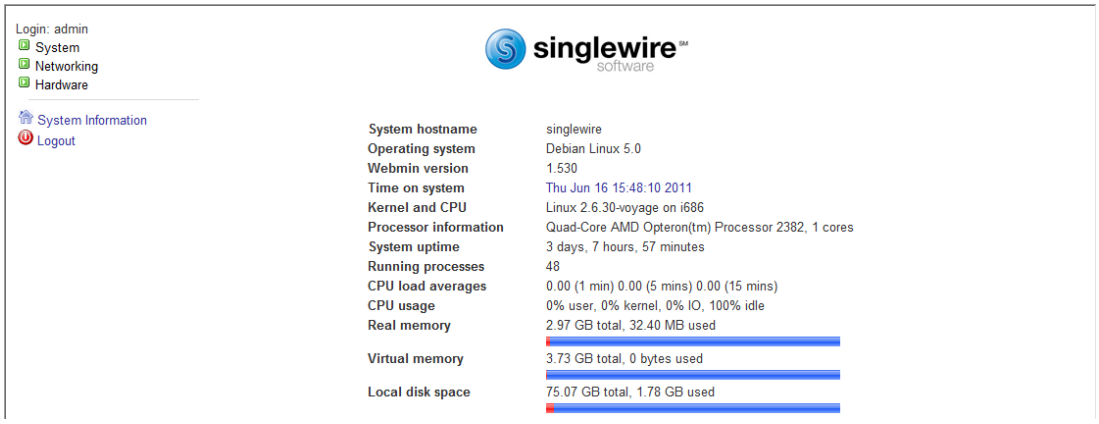


Step 2 Click the **Access System Management Tools with Webmin** link. A separate tab/window opens to the Login to Webmin page.

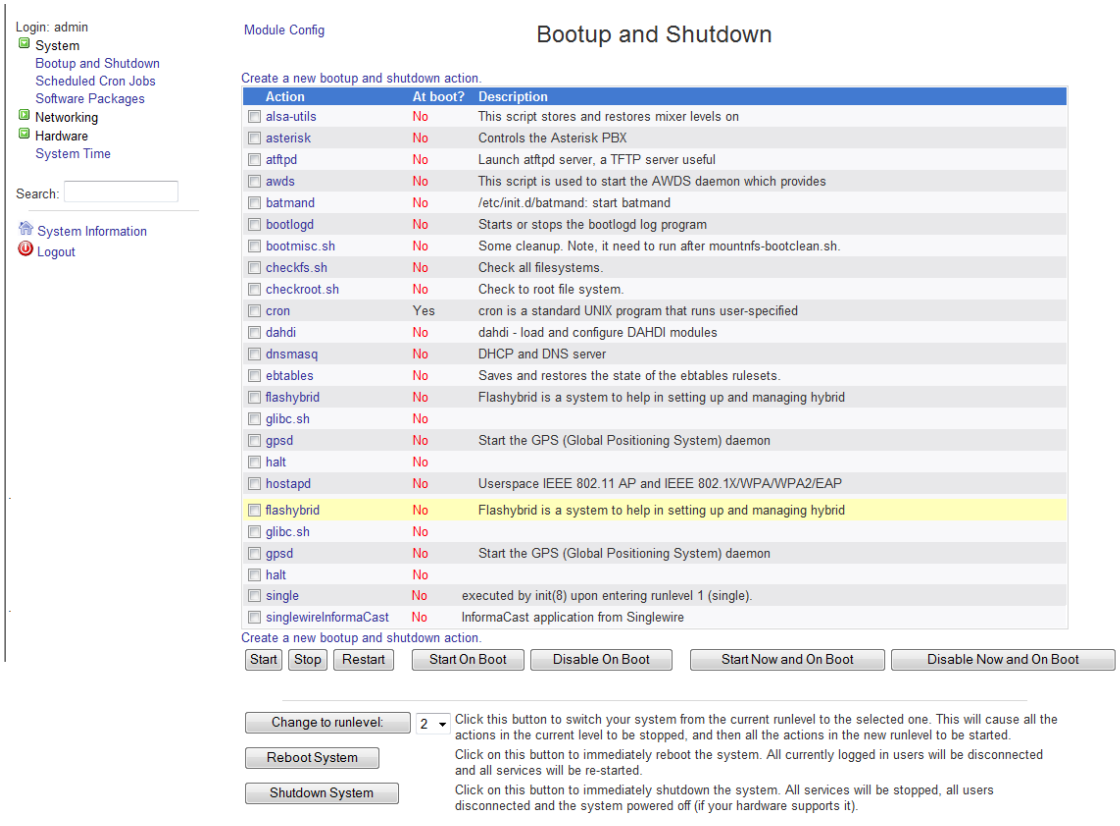


Note You may have to accept a warning from your web browser about the security of this page's content.

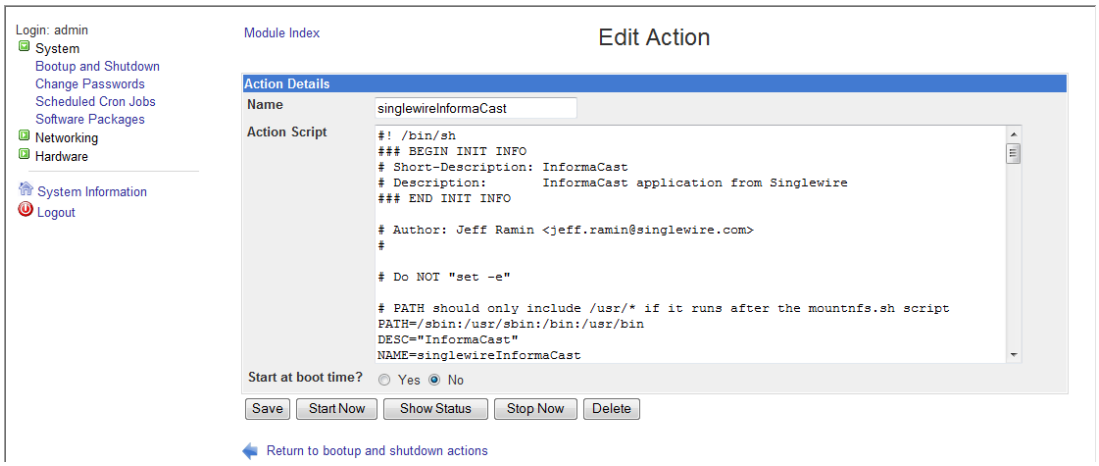
Step 3 Enter your login credentials and click the **Login** button. By default, your username is **admin** and your password is **changeMe**. The InformaCast EX server's homepage appears.



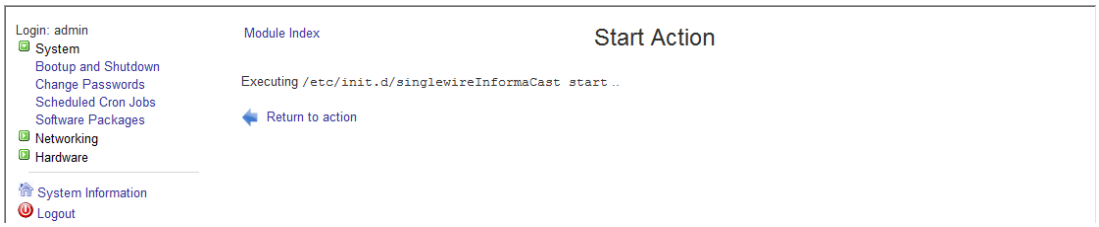
Step 4 Go to **System** | **Bootup and Shutdown**. The Bootup and Shutdown page appears.



Step 5 Scroll down the list of actions until you come to your application's name (e.g. **singlewireInformaCast**). Click its link. The Edit Action page appears.



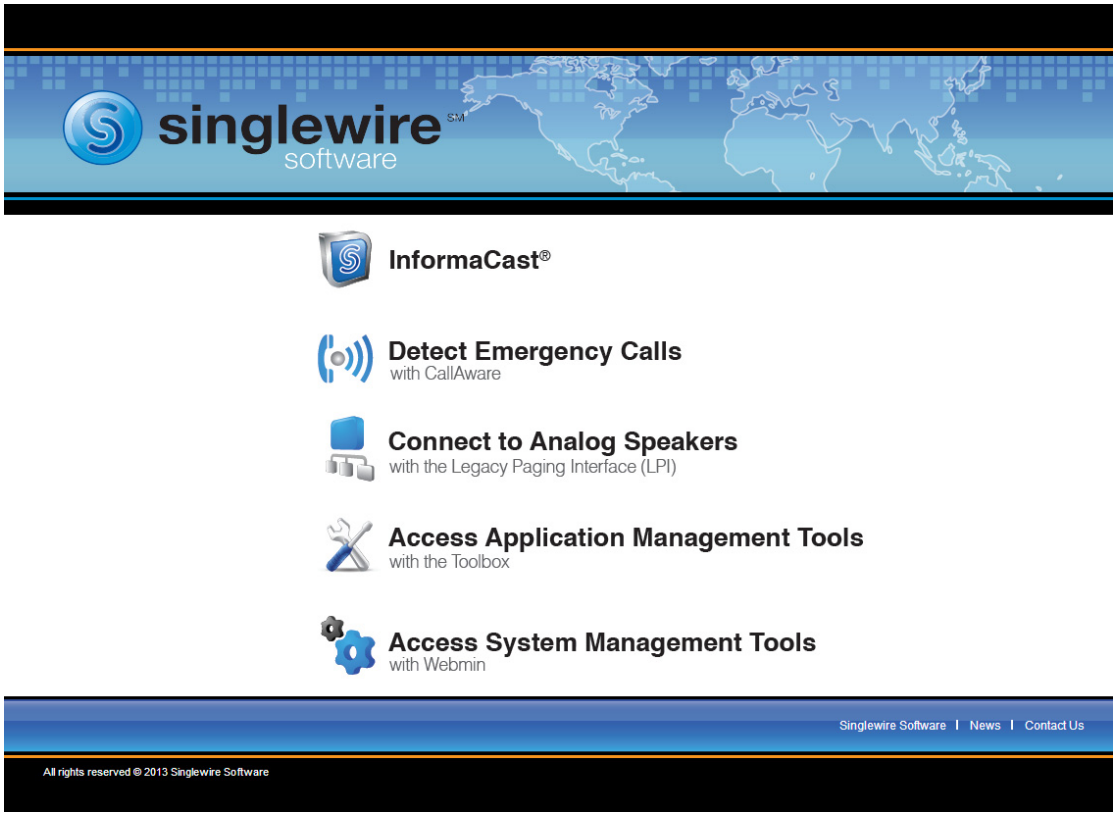
Step 6 Click the **Start Now** button. It will take a minute or so for the application to start.



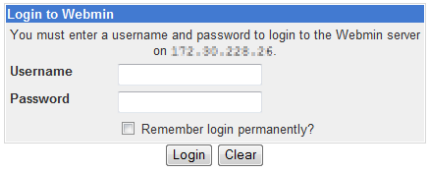
Restart an Application on InformaCast EX

Follow these steps to restart individual applications on InformaCast EX.

Step 1 Open a web browser, enter the IP address of your InformaCast Virtual Appliance server, and press the **Enter** key. The Singlewire Start page appears.

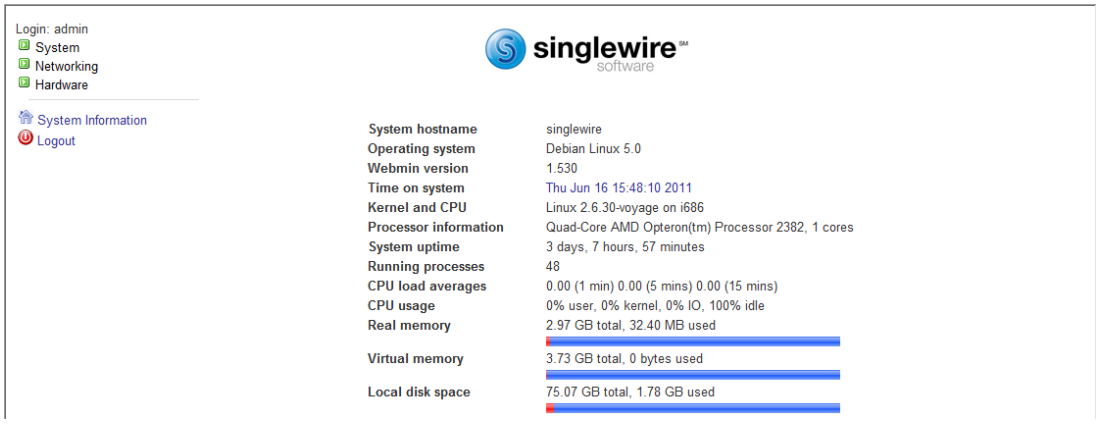


Step 2 Click the **Access System Management Tools with Webmin** link. A separate tab/window opens to the Login to Webmin page.

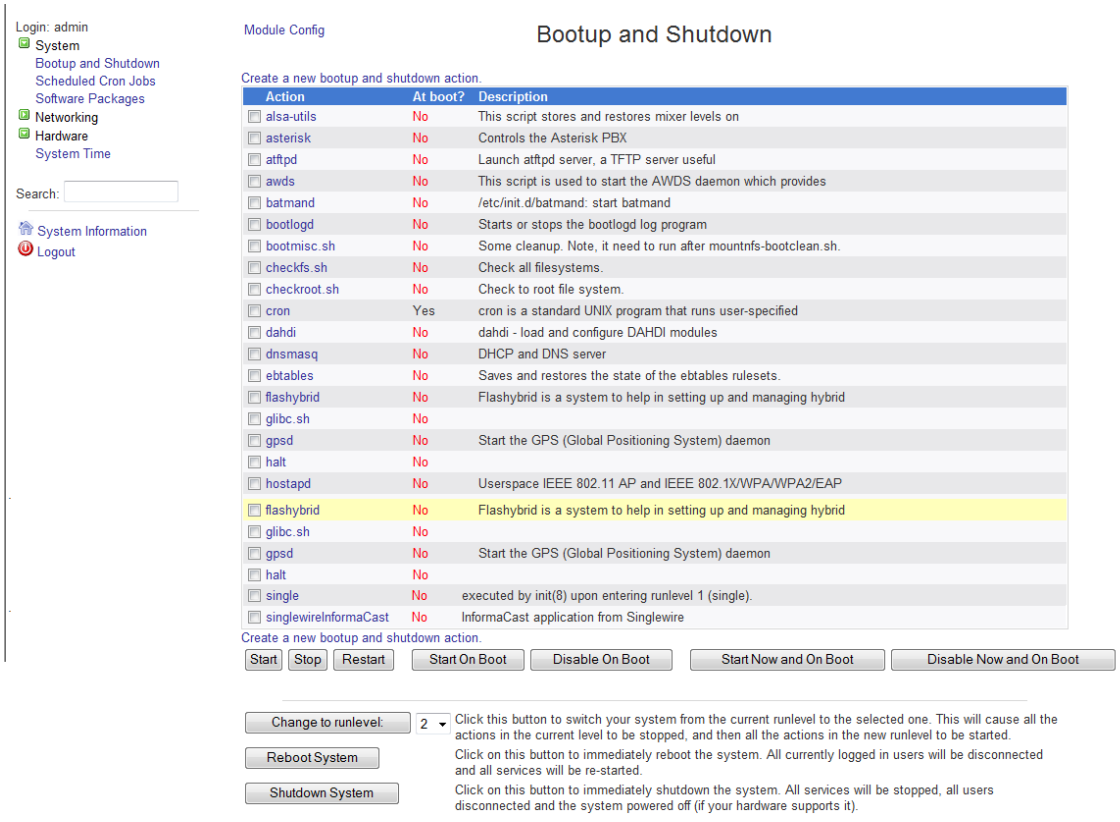


Note You may have to accept a warning from your web browser about the security of this page's content.

Step 3 Enter your login credentials and click the **Login** button. By default, your username is **admin** and your password is **changeMe**. The InformaCast EX server's homepage appears.



Step 4 Go to **System** | **Bootup and Shutdown**. The Bootup and Shutdown page appears.



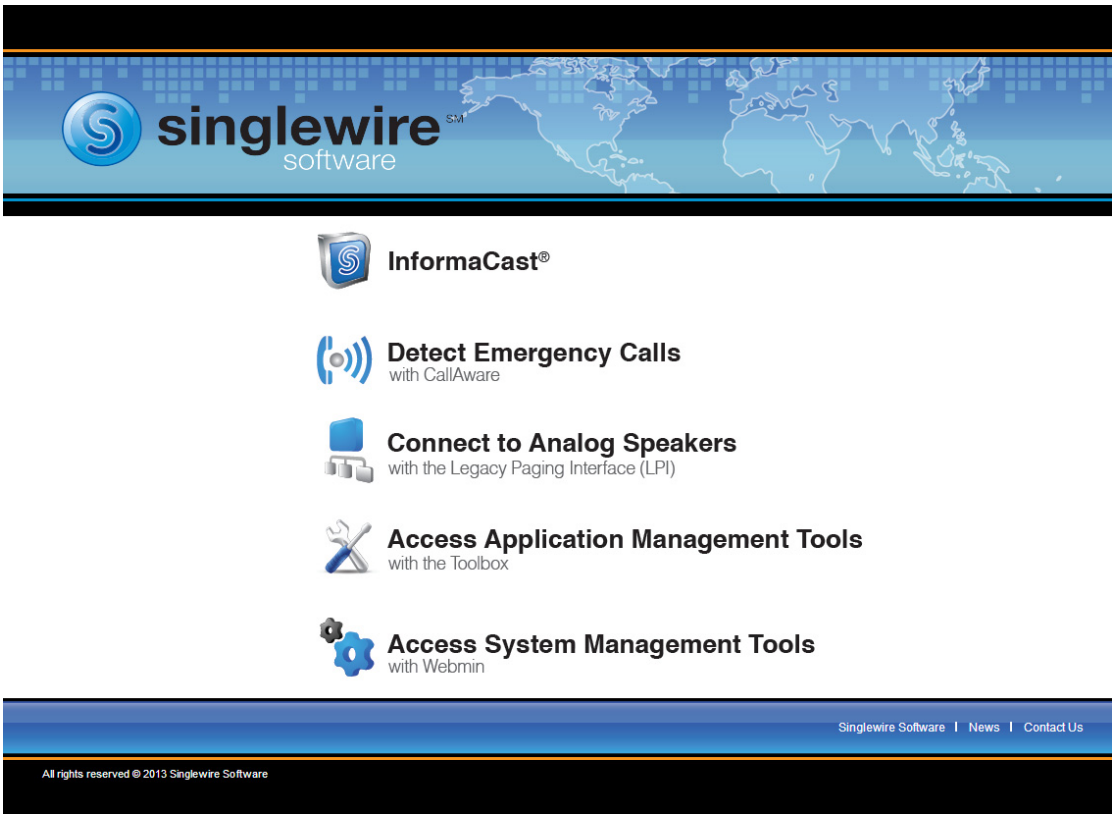
Step 5 Scroll down the list of actions until you come to your application's name (e.g. **singlewireInformaCast**). Select it by placing a checkmark in its Action column and click the **Restart** button. The Restarting Actions page appears.

It will take a minute for your application to restart.

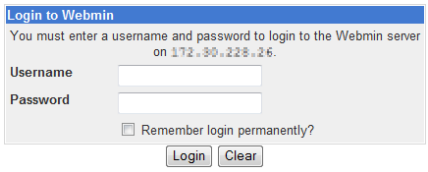
Reboot the InformaCast EX Server

Follow these steps to reboot the InformaCast EX server.

Step 1 Open a web browser, enter the IP address of your InformaCast Virtual Appliance server, and press the **Enter** key. The Singlewire Start page appears.

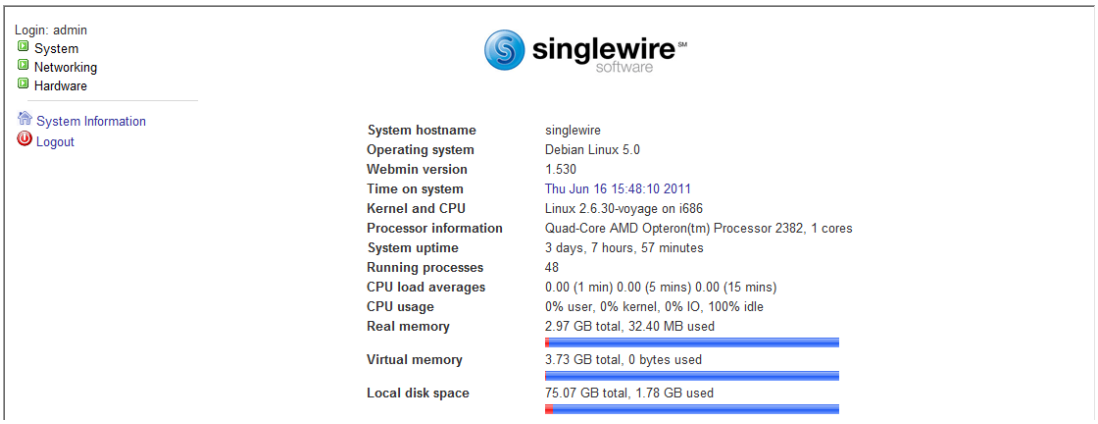


Step 2 Click the **Access System Management Tools with Webmin** link. A separate tab/window opens to the Login to Webmin page.

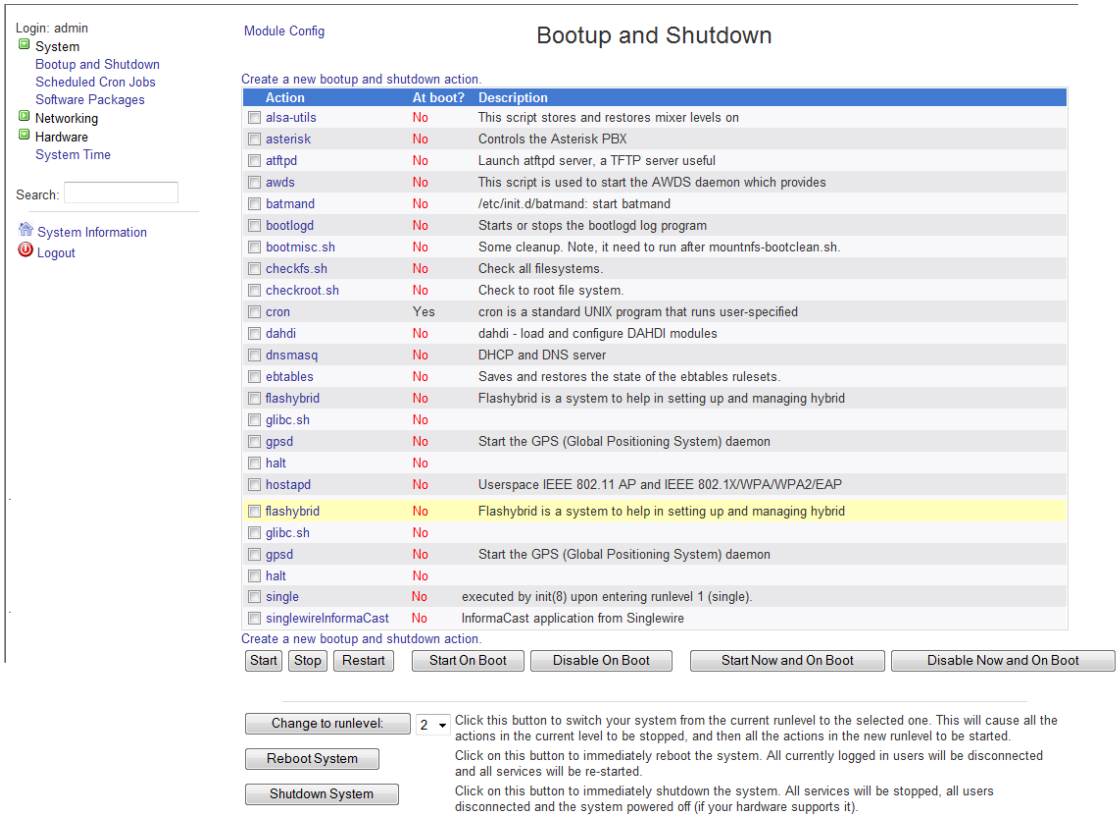


Note You may have to accept a warning from your web browser about the security of this page's content.

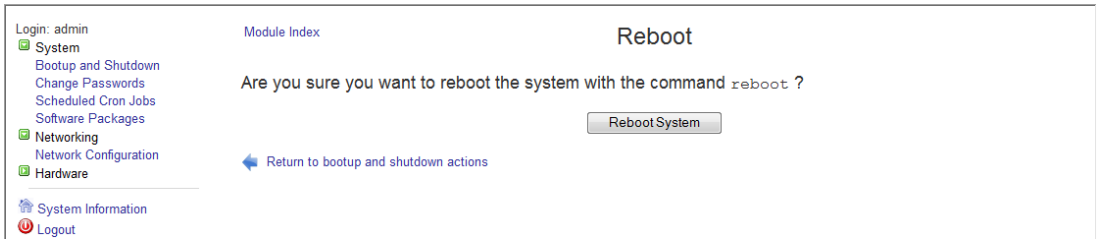
Step 3 Enter your login credentials and click the **Login** button. By default, your username is **admin** and your password is **changeMe**. The InformaCast EX server's homepage appears.



Step 4 Go to **System | Bootup and Shutdown**. The Bootup and Shutdown page appears.



Step 5 Scroll to the bottom of the page and click the **Reboot System** button. The Reboot page appears.



Step 6 Click the **Reboot System** button. The server will shutdown, then restart.

Change InformaCast EX's IP Address

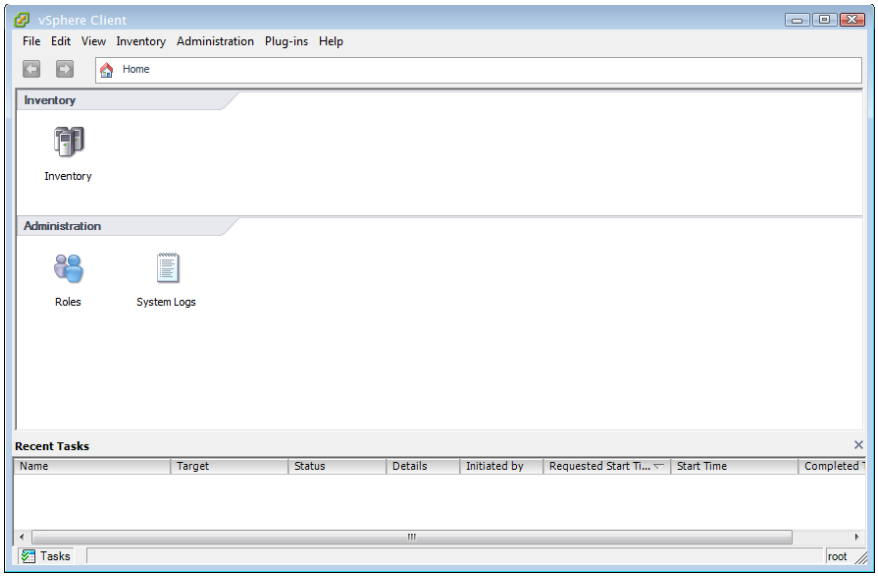
When changing the IP address of the InformaCast EX server, use the following steps.

Note Performing these steps will set all of your Singlewire applications to start when the server boots.

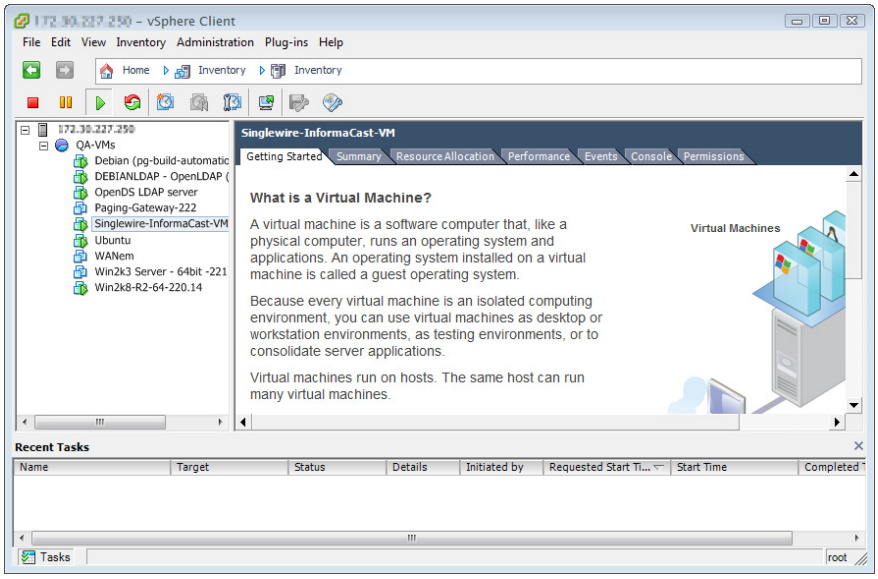
Warning **If you plan to switch between Basic and Advanced InformaCast and you change your IP address, you will need to redeploy the InformaCast OVA (see "Install a Software Package" on page 2-7).**

Step 1 Stop your Singlewire applications (see "Stop an Application on InformaCast EX" on page 2-21).

Step 2 Open and log into the vSphere client. The vSphere Client window appears.

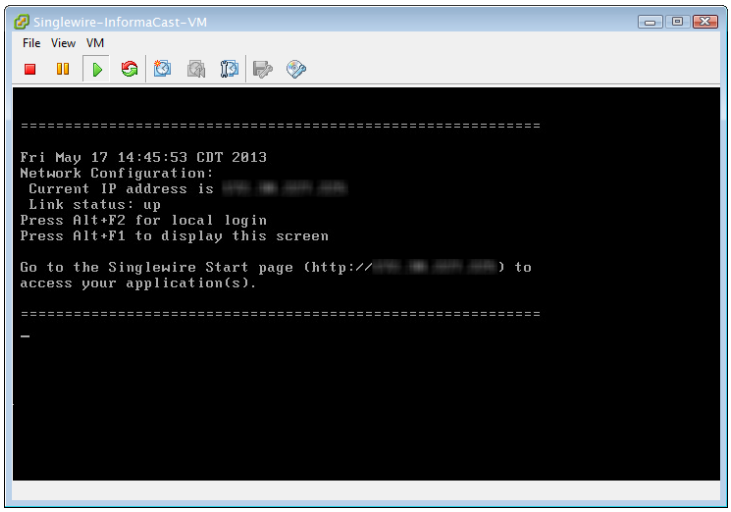


Step 3 Click the **Inventory** icon ( ) on the vSphere Client window. The vSphere Client window refreshes.

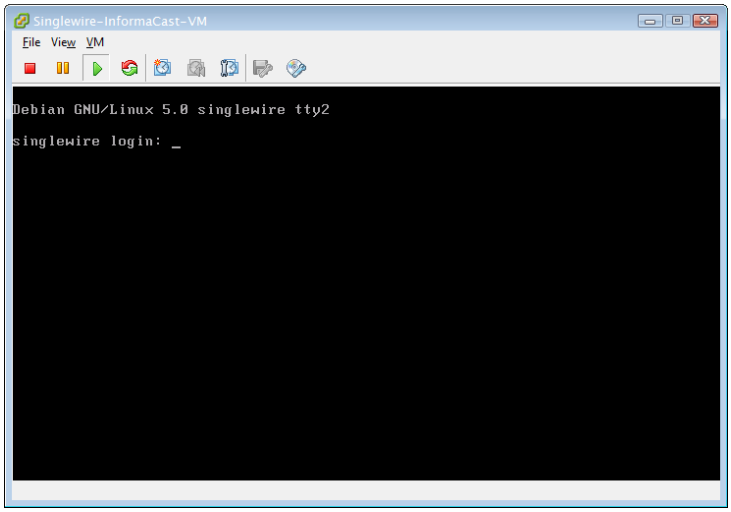


Step 4 Select your virtual machine (by default, this is Singlewire InformaCast VM).

Step 5 Go to **Inventory** | **Virtual Machine** | **Open Console**. The Singlewire InformaCast VM console window appears.

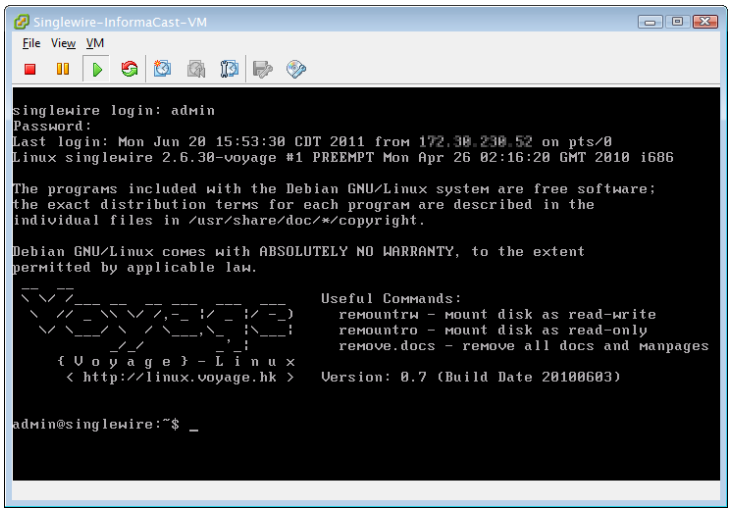


Step 6 Press **Alt** + **F2** in the Singlewire InformaCast VM console window. The Singlewire InformaCast VM console window refreshes.

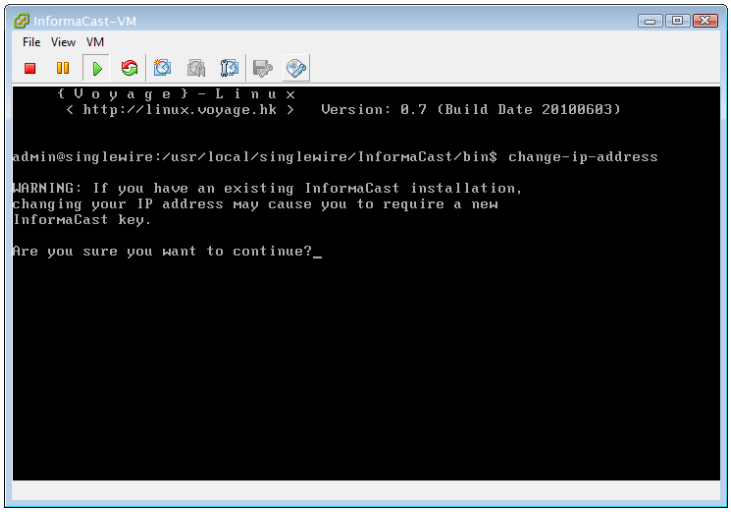


Step 7 Enter **admin** at the **singlewire login** prompt and press **Enter**.

Step 8 Enter **changeMe** at the **Password** prompt and press **Enter**. The Singlewire InformaCast VM console window refreshes.



Step 9 Enter **change-ip-address** and press **Enter**. The Singlewire InformaCast VM console window refreshes.



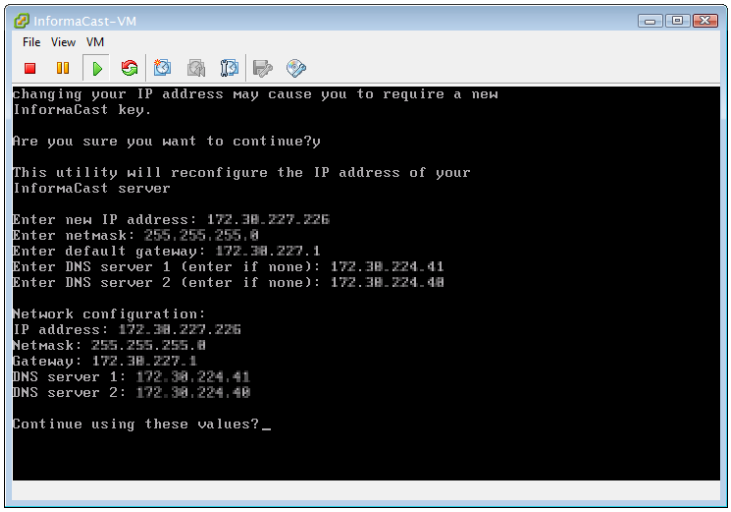
Step 10 Enter **Y** and press **Enter**.

Step 11 Enter a routable IP address on your network that's not currently in use and press **Enter**.

Step 12 Enter a valid netmask for that IP address and press **Enter**.

Step 13 Enter the default gateway for your specified IP address and press **Enter**.

Step 14 Enter the IP address(es) of a DNS server(s) on your network and press **Enter**.



Step 15 Enter **Y** and press **Enter**.

Step 16 Enter **Exit** and press **Enter**.

Step 17 For InformaCast, log into Communications Manager, go to **System** | **Enterprise Parameters**, and change the **URL Authentication** field to reflect your new IP address. Also, go to **Device** | **Device Settings** | **Phone Services**, and change the IP address for any InformaCast service URLs you have created.

Note If you are using Communications Manager 8.x, you will need to enter this IP address in the **Secured Authentication URL** field as well.

Note You need to use the **Update Subscriptions** button whenever you change service information, so that any subscribed phones are properly updated.

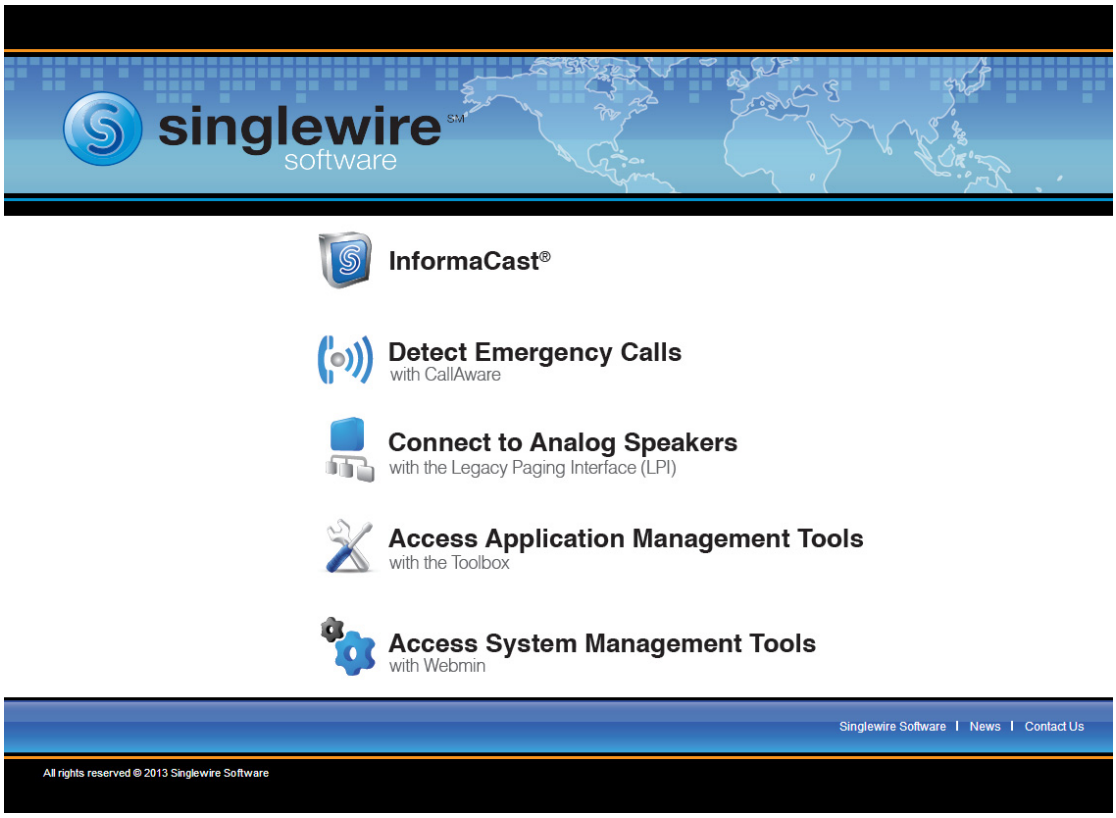
Note InformaCast SIP certificates are regenerated whenever InformaCast is installed or its IP address is changed, so if you are using TLS protocol with SIP, you will need to install the InformaCast SIP certificate on all Communications Managers in your InformaCast environment (see "Install the InformaCast SIP Certificate on a SIP Device" in the "InformaCast Installation and User Guide."

Step 18 Reset all of your phones.

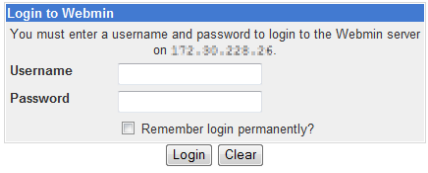
Update JTAPI

When you initially install InformaCast EX or whenever you change versions of Communications Manager, you need to update the JTAPI library used by InformaCast EX to the same version used by your Communications Manager server.

Step 1 Open a web browser, enter the IP address of your InformaCast Virtual Appliance server, and press the **Enter** key. The Singlewire Start page appears.

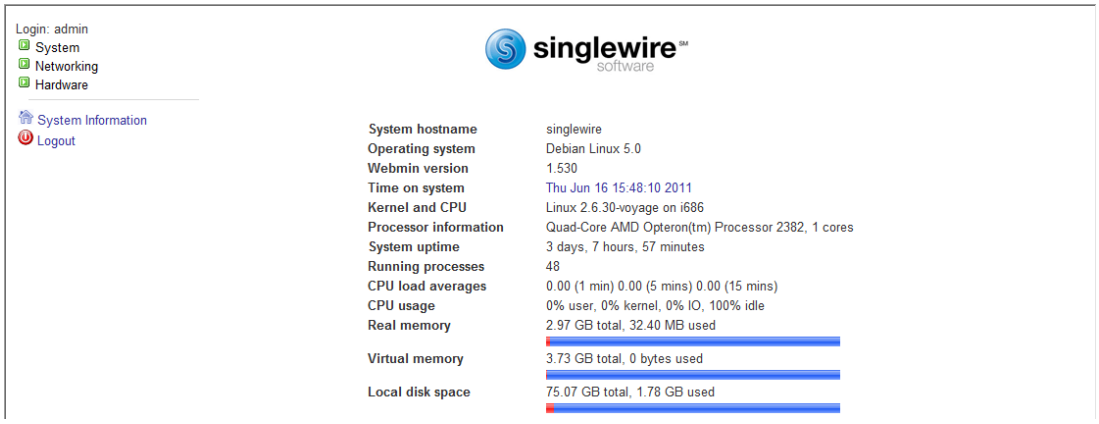


Step 2 Click the **Access System Management Tools with Webmin** link. A separate tab/window opens to the Login to Webmin page.

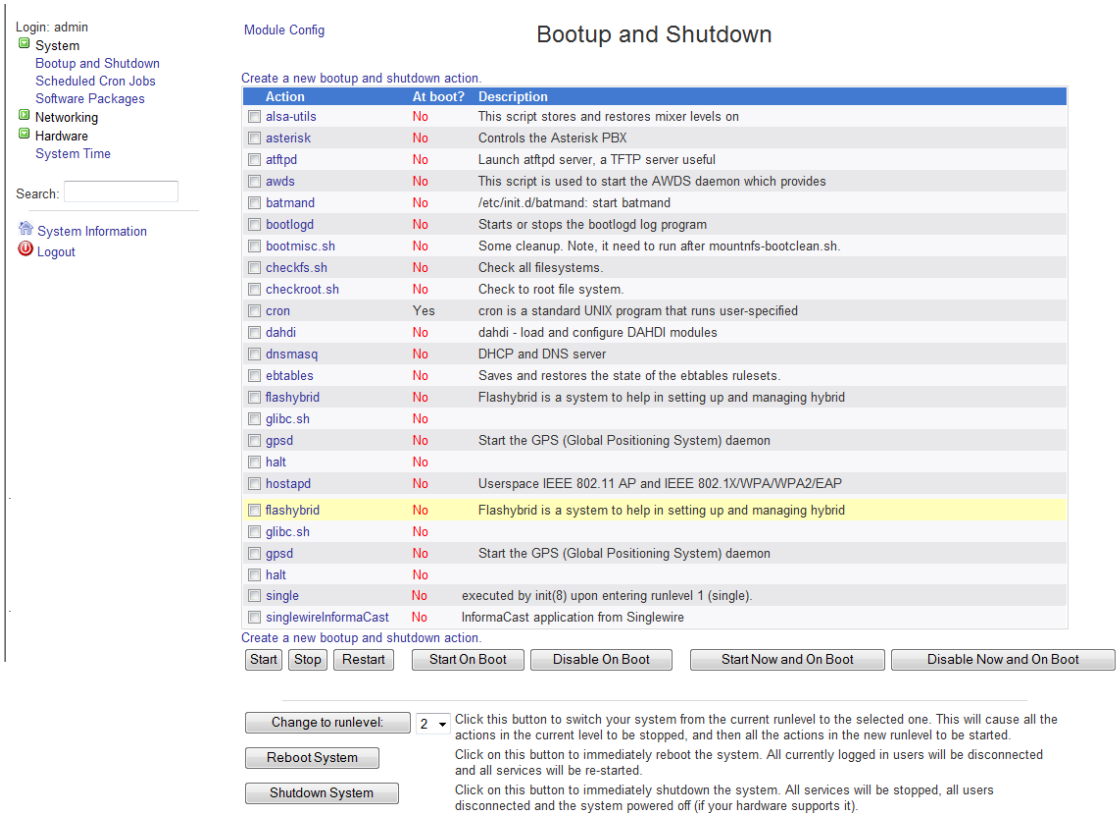


Note You may have to accept a warning from your web browser about the security of this page's content.

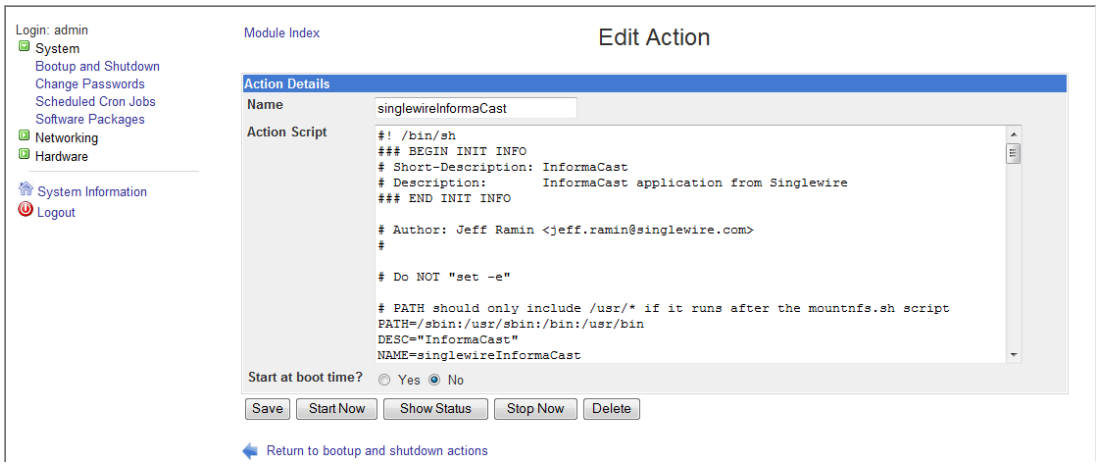
Step 3 Enter your login credentials and click the **Login** button. By default, your username is **admin** and your password is **changeMe**. The InformaCast EX server's homepage appears.



Step 4 Go to **System** | **Bootup and Shutdown**. The Bootup and Shutdown page appears.



Step 5 Scroll down the list of actions until you come to **singlewireInformaCast**. Click its link. The Edit Action page appears.

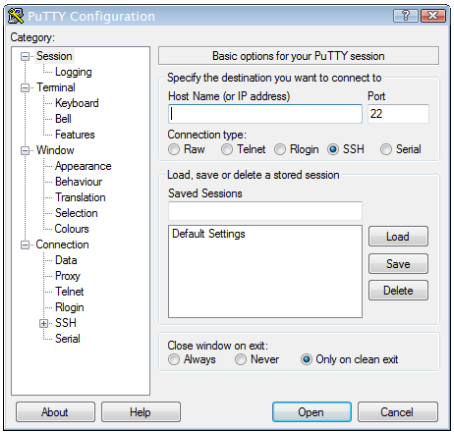


Step 6 Click the **Stop Now** button. It will take a minute or so for InformaCast to stop.

Note Leave this window open. You will come back to it.

Step 7 Use an SSH client (e.g. PuTTY: http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html) to access InformaCast's command line interface.

Step 8 Open PuTTY. The PuTTY Configuration window appears.

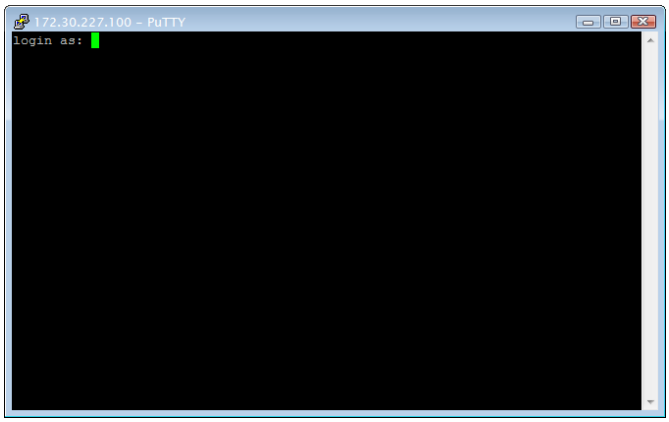


Step 9 Enter InformaCast's IP address in the **Host Name (or IP address)** field.

Step 10 Leave the **Port** field at its default of 22.

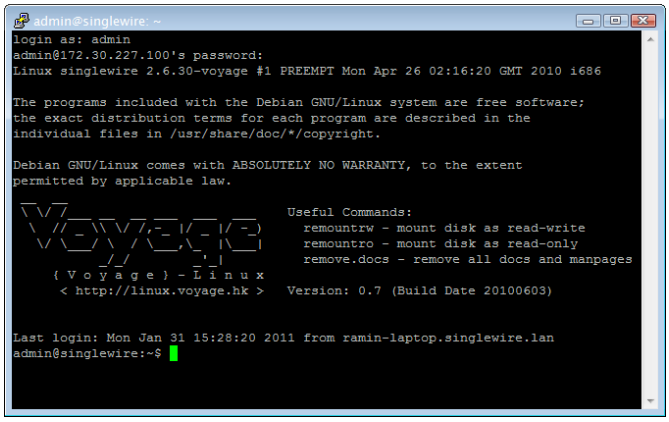
Step 11 Click the **SSH** radio button.

Step 12 Click the **Open** button. The command-line interface for InformaCast appears.



Step 13 Enter **admin** at the prompt and press **Enter**.

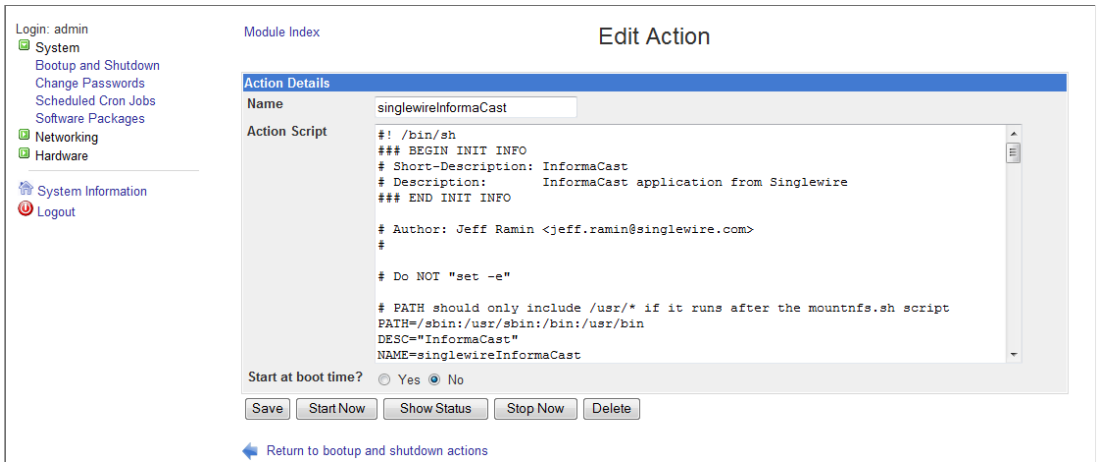
Step 14 Enter **changeMe** at the prompt and press **Enter**. The command-line interface refreshes, showing you that you're logged in.



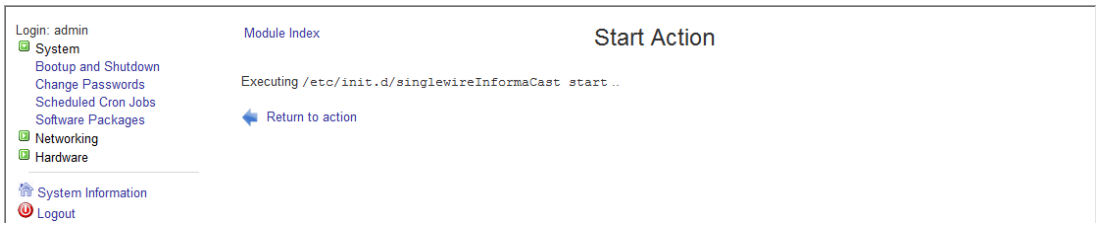
Step 15 Enter **updateJTAPI** at the prompt and press **Enter**.

Step 16 Enter **exit** at the prompt and press **Enter**.

Step 17 Go back to your Stop Action page and click the **Return to action** link. The Edit Action page appears.



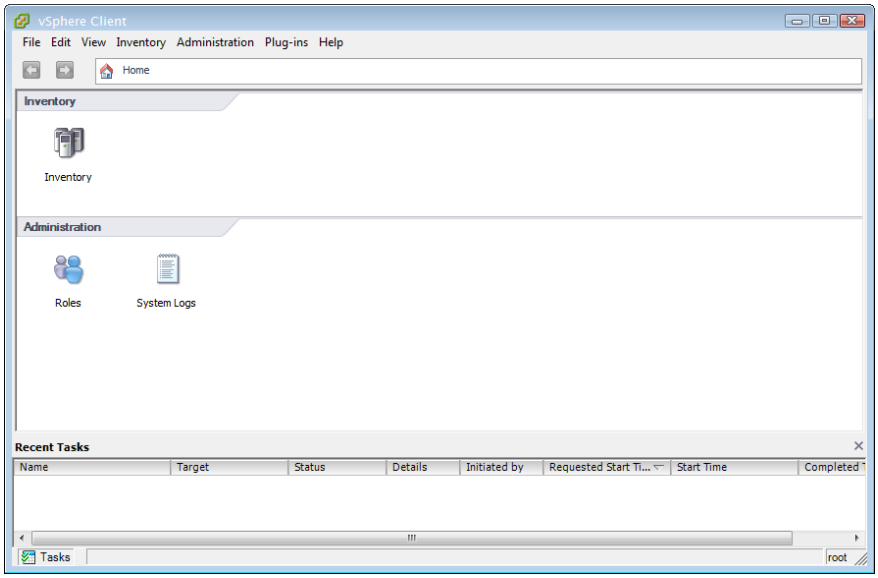
Step 18 Click the **Start Now** button. It will take a minute or so for InformaCast to start.



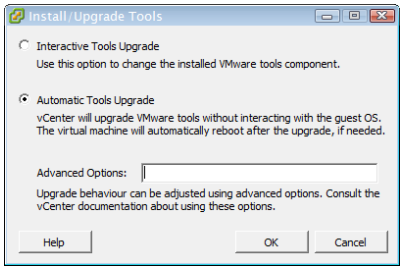
Upgrade your VMware Tools

If vSphere has an error flag that says that your version of VMware doesn't match your version of VMware tools, or if your CPU usage seems elevated, you should upgrade your VMware tools to match the level of your VMware version.

Step 1 Open and log into the vSphere client. The vSphere Client window appears.



Step 2 Select your virtual machine, and go to **Inventory** | **Virtual Machine** | **Guest** | **Install/Upgrade VMware Tools**. The Install/Upgrade Tools window appears.



Step 3 Select the **Automatic Tools** radio button and click the **OK** button. Your VMware tools are upgraded.

Upgrading InformaCast EX

Prior to upgrading InformaCast EX, create a snapshot of the Virtual Appliance in case you need to perform disaster recovery.

Note the Differences

If you are upgrading from an earlier version of InformaCast EX, please review InformaCast's "Release Notes" chapter for a list of new features.

Obtain InformaCast EX Software Package

You can download the latest version of InformaCast EX from the Cisco website. Contact Cisco if you need help.

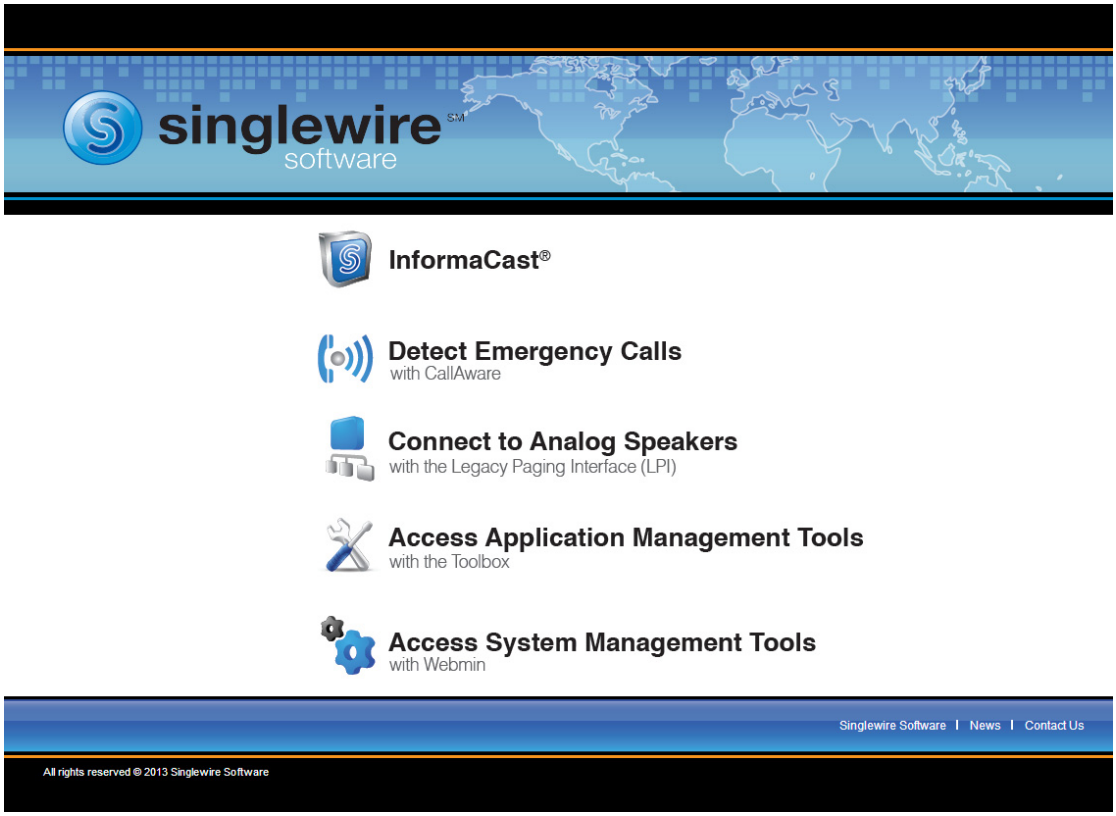
Your download should include one package file (singlewireVAUpgrade-1.3.deb); the upload process is detailed in the next section.

Install Upgraded Software Package

Once you've obtained your package file, you can install a new software package and update your version of InformaCast EX.

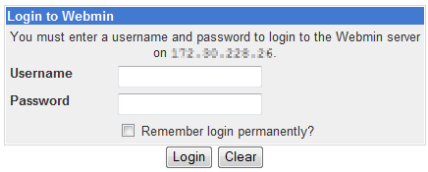
Step 1 Create a snapshot of your current InformaCast EX installation.

Step 2 Open a web browser, enter the IP address of your InformaCast Virtual Appliance server, and press the **Enter** key. The Singlewire Start page appears.



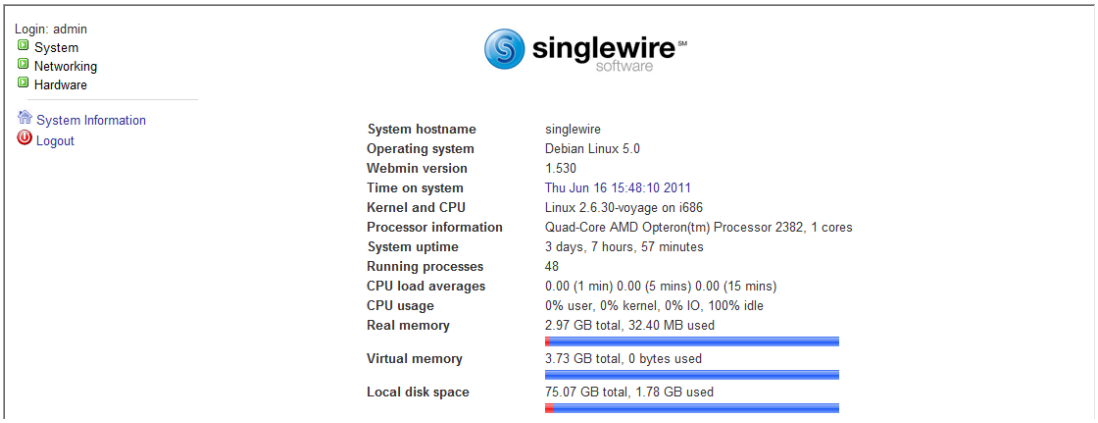
Note For versions of InformaCast EX prior to Delphi, you will need to go to https://<InformaCast Virtual Appliance IP Address>:10000, where <InformaCast Virtual Appliance IP Address> is InformaCast EX's statically configured IP address. Skip to Step 4 on page 2-43.

Step 3 Click the **Access System Management Tools with Webmin** link. A separate tab/window opens to the Login to Webmin page.

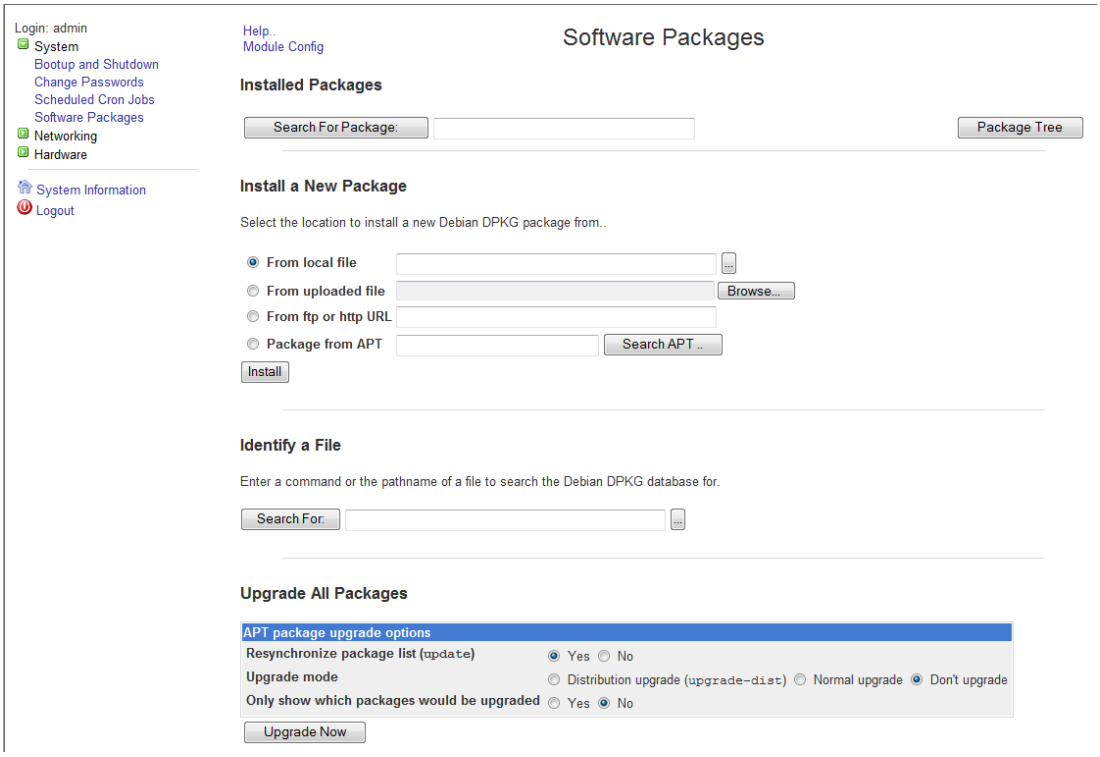


Note You may have to accept a warning from your web browser about the security of this page's content.

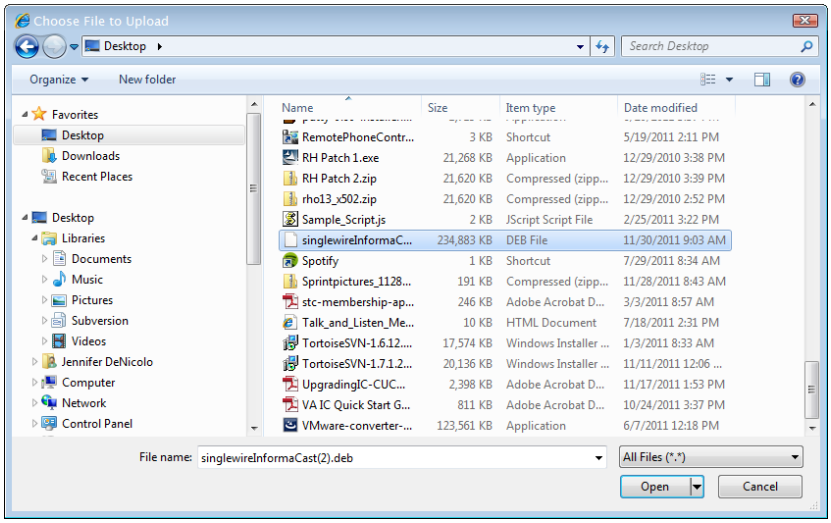
Step 4 Enter your login credentials and click the **Login** button. By default, your username is **admin** and your password is **changeMe**. The Webmin page appears.



Step 5 Go to **System** | **Software Packages**. The Software Packages page appears.



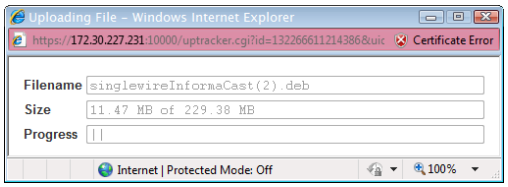
Step 6 Select the **From uploaded file** radio button in the *Install a New Package* area and click its **Browse** button. The Choose File to Upload dialog box appears.



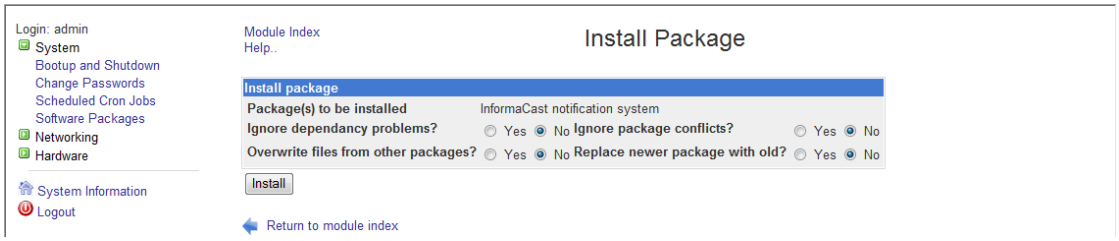
Step 7 Navigate to where you saved the InformaCast EX software package you downloaded earlier (e.g. singlewireVAUpgrade-1.3.deb).

Step 8 Click the **Open** button.

Step 9 Click the **Install** button in the *Install a New Package* area. A pop-up window will appear showing you the transferring of the file.



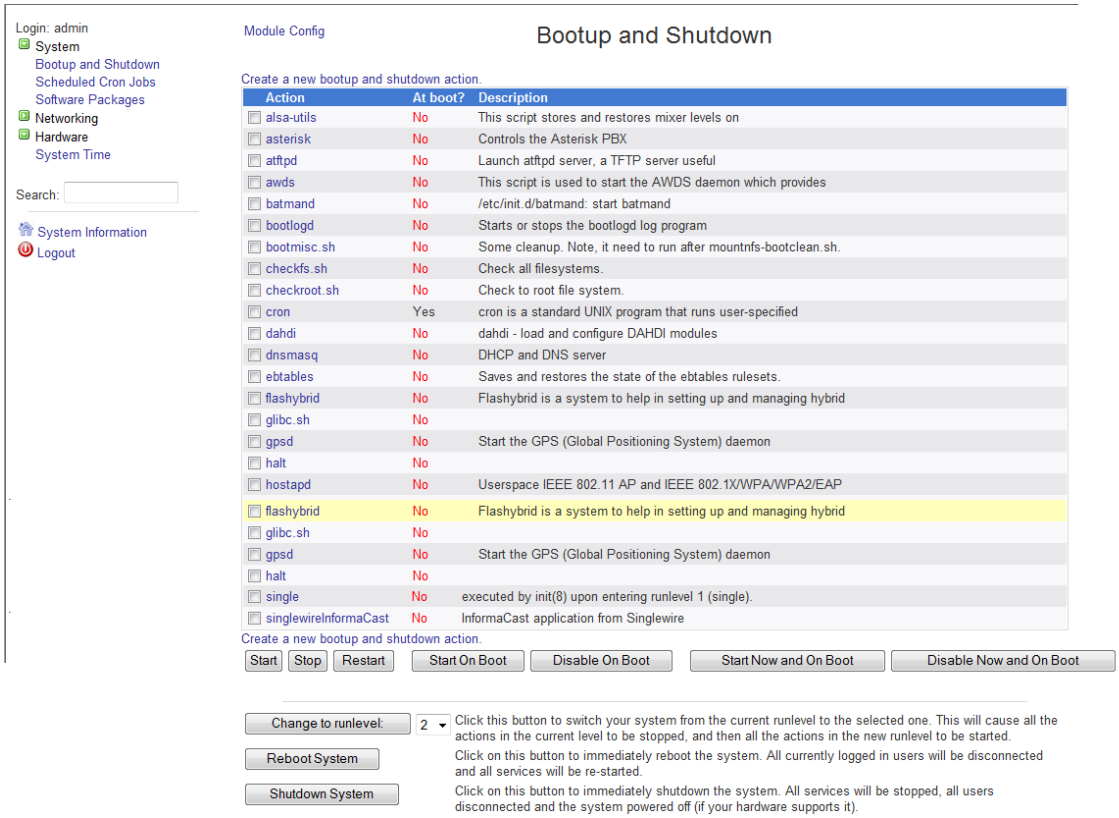
After transferring the file, the Install Package page appears.



Step 10 Leave the default selections as they are and click the **Install** button. Your software package is installed.

Note The Install Package page should display a list of files that were correctly installed. If you see something different, please make a note of what you see and contact Cisco.

Step 11 Go to **System** | **Bootup and Shutdown**. The Bootup and Shutdown page appears.



Step 12 Scroll down to the bottom of the page and click the **Reboot System** button. It will take a minute or so for InformaCast EX to reboot.

Note Leave this window open. You will come back to it in the next section.

Step 13 Create a new snapshot of your Virtual Appliance.

Step 14 Clear your web browser's cache.

CHAPTER 3

Acknowledgments

InformaCast EX from Singlewire Software runs on a Linux kernel and the Voyage Linux distribution.

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For all software license information, see the "InformaCast Installation and User Guide."