Cisco live!

February 15 – 19, 2016 • Berlin, Germany

We're ready. Are you?

Deploying Cisco Packaged Collaboration Solutions

Xavier Hemery – Consulting Systems Engineer

Cisco live!

Agenda

- Business Edition Portfolio Update
- Deployment Process Evolution
- Config To Order Developments
- Portal Presentation
- On-site Deployment Process

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Portfolio Update

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Packaged Collaboration Solutions
Cisco Business Edition Portfolio

Collaboration Your Way

Complete Service Offering

- End-to-end Collaboration capabilities - voice, video, conferencing, messaging, IM&P, mobility, and more - for every user on any device from any location

Differentiated Communications

- Cost-effective, high-quality multiparty video conferencing options bring employees, customers and partners closely together

Flexible Cost Model

- Pay as you grow, platform options scale to support the deployment size needed

Simplified Deployment, Management

- Preconfigured virtualized servers come with ready-to-run software reducing time to dial tone and ongoing administration

Open and Interoperable Architecture

- Supports 3rd Party applications, and telepresence and video endpoints

Scalable, Highly-Available Platforms

- Built-in ability to grow and change to keep pace with the business

Delivering Better Together
Communications and Collaboration Services for All users

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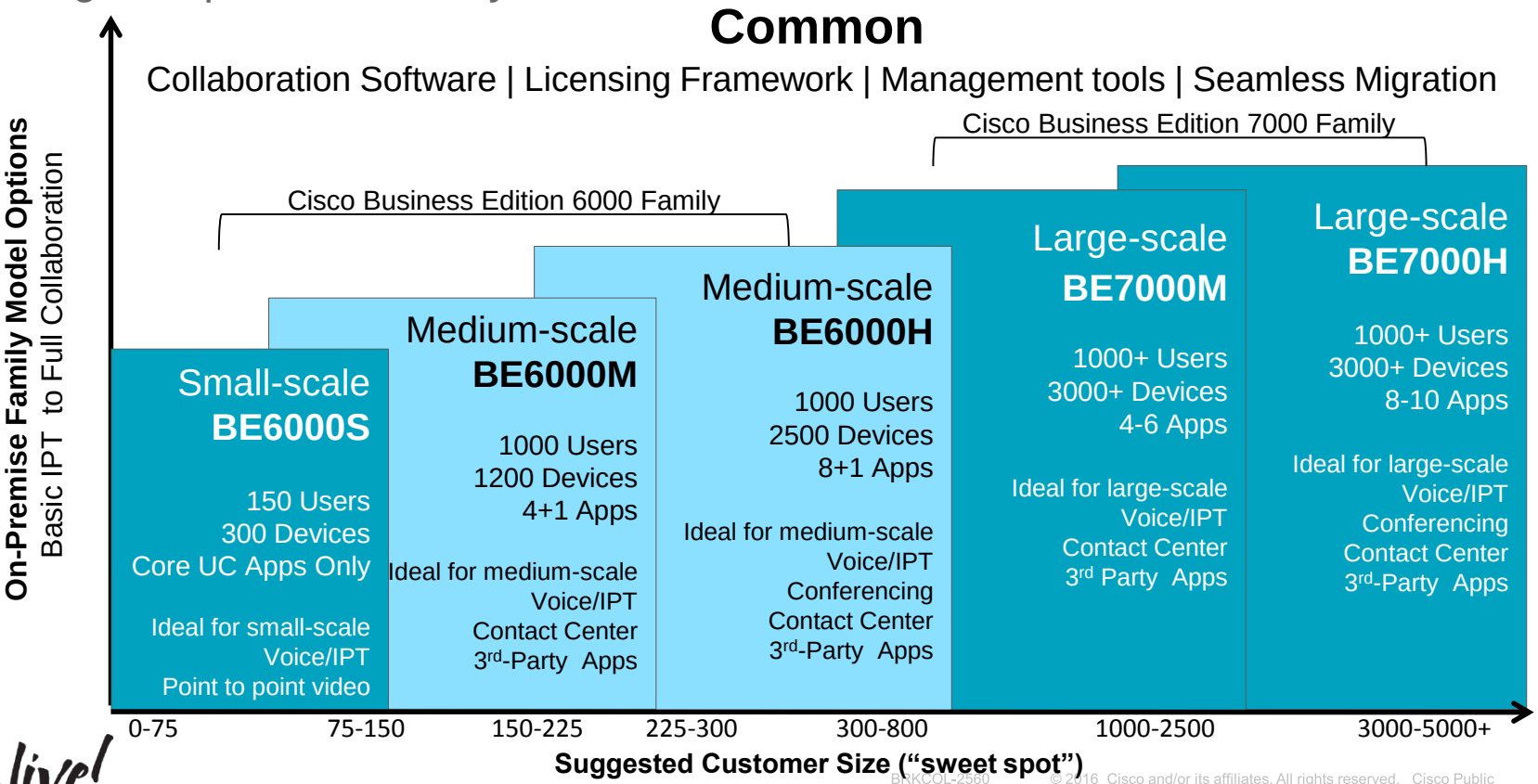
Cisco Business Edition Portfolio

Serving Companies of Every Size



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Cisco Business Edition Portfolio (cont'd)

Refreshed platforms, now shipping with CSR 11.0+10.6 / ESXi 5.5 preloads

UPDATED

ESXi 6: March 2016

Video Conferencing

Provisioning, Management	Call Control	Messaging	IM and Presence	Paging	Attendant Console	Contact Center	Emergency Services	Control	Media Processing	Scheduling	Record and Stream	Collaboration Edge
Cisco Prime™ Collaboration	Cisco® Unified CM	Cisco Unity® Connection	Cisco Jabber®	Cisco Paging Server	Cisco Unified AC	Cisco Unified CCX	Cisco Emergency Responder	Cisco TelePresence® Conductor	Cisco TelePresence Server	Cisco TelePresence Management Suite	*Cisco TelePresence Content Server	Cisco Expressway/ TelePresence VCS

Virtualization Software

Cisco Unified Communications Virtualization Hypervisor

BE6000S

Cisco UCS® E160D M2 Double-wide Blade Server in Cisco ISR 2921V (core UC apps only, 150 users, 300 devices)

BE6000M

Cisco UCS® C220 M4S Rack-Mount Server (4 applications + Mgmt, 1000 users, 1200 devices)

BE6000H

Cisco UCS® C220 M4S Rack-Mount Server (8 applications + Mgmt, 1000 users, 2500 devices)

BE7000M

Cisco UCS® C240 M4S2 Rack-Mount Server (stack servers to add users/devices)

UPDATED

1200W PSU

BE7000H

Cisco UCS® C240 M4SX Rack-Mount Server (stack servers to add users/devices)

Latest shipping apps/versions in in Release Notes and Preload File Summaries at www.cisco.com/go/be6000 and www.cisco.com/go/be7000

HW rebuild instructions here: (Verify Strip Size, Read Ahead Policy, Write Cache Policy)

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/virtual/CUCM_BK_CF3D71B4_00_cucm_virtual_servers.html

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Positioning Business Edition and CME Solutions

Multi-Service Routers

CME and CUE

ISR G2 / G3

Voice-only with Custom Retail Featurette

Retail

Distributed Branch

SP Managed

Packaged Collaboration Servers

UCM, IMP, CUC. Paging, PCP

BE6000S

Entry-level UC

Cisco and Partner Collab Portfolio

BE6000M/H

Full Collaboration Experience

<150 Users

<1000 Users

Commercial Midmarket

No EOL plans.

2+ year Roadmap (CY16-17)

SIP parity, CUE support on ISR 4K, SMART Licensing, ISR 4K feature gaps

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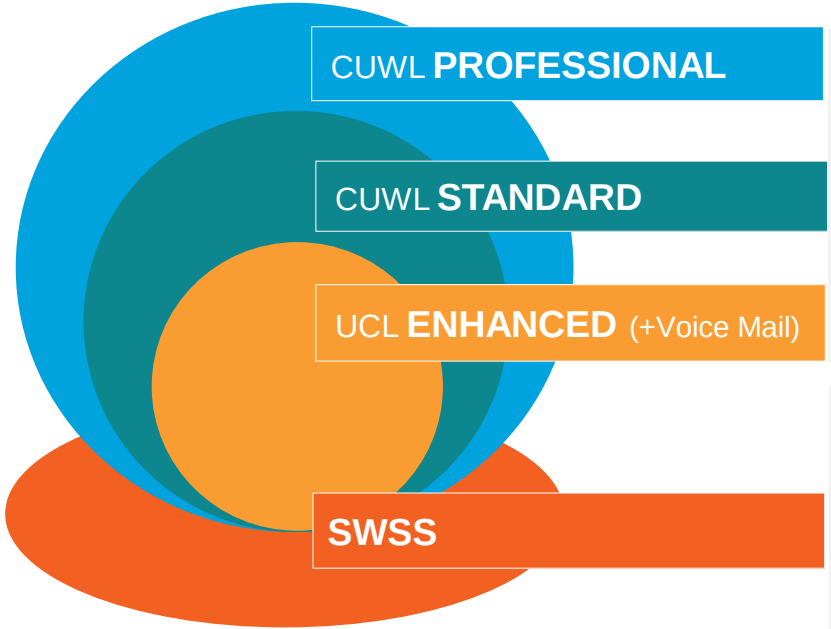
Enhanced Value BE6000 Solutions

Available TODAY!



New Starter bundles for BE6000 systems – introduced **Sep 2015**

35 users for **same price** as original 25-user bundles

40% More Users

SWSS pricing for BE6000 **held** at 12%.

Unity Connection voicemail SWSS pricing aligned with UC – effective **Nov 2015**
Now **$9**/user (was $15/user)

BE6000 SWSS Partner Support Services (PSS) **reduced -10%** - effective **Dec 2015**

40% reduction for VM

Making More Collaboration Accessible to More Users and Organizations

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BE6000 SWSS Starter Offer

What is it?

“SWSS Starter” Offers for new BE6000 Systems:

- SWSS Starter for 125 Users
- SWSS Starter for 250 Users

Offer is only for new BE6K system sales in the EMEAR market.

Existing SWSS “per user” offer remains available for the partner to select the best option.

How Does the Offer Work?

1. In CCW Simply Select your license level (UCL, UCL Enh, CUWL Std)
2. Select the SWSS Starter Offer for either 125 or 250 depending on needs for user count & contract duration
3. Then select SWSS for the appropriate contract period (e.g. 1, 3 or 5 years)
4. CUWL Pro, Room and any additional BE6K user licenses (above the SWSS Starter offer) will be added at the normal price outside of the offer.

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Conference Now

Enhanced Audio Conference Experience included in Unified Communications Manager 11

- **Native feature in Unified Communications Manager**
  Efficient resource utilization – no additional app or VM instance required
- **Simple to join**
  Centralized conference number - uses an extension for the meeting ID
- **Improved user experience**
  New lobby experience with Music on Hold and IVR guidance
- **Secure**
  Option to secure conferences with a simple access code
- **Simple to manage**
  Configure via user self-care portal in Prime Collaboration Provisioning

- For rich media conferencing experience with content sharing, video, etc use:
  WebEx Meeting Center, Collaboration Meeting Rooms CMR/PMR.

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Simplified multi-party conferencing solutions

Yesterday (Complex)

Today (Simple)

One Meeting = One License

- Per user, personal endpoints: included in CUWLPro license
- When purchased with a shared room system (SX10 or above): Shared Multiparty license

Multiparty Licensing: What is it?

One Meeting One License

- Unlimited participants per meeting
  - full resolution and content
- Everyone is enabled with
  - Their own Personal CMR address
  - Scheduling meetings and ad hoc call escalation
- Includes RMS licenses to enable:
  - CMR Hybrid
  - B2B & B2C & Lync interop

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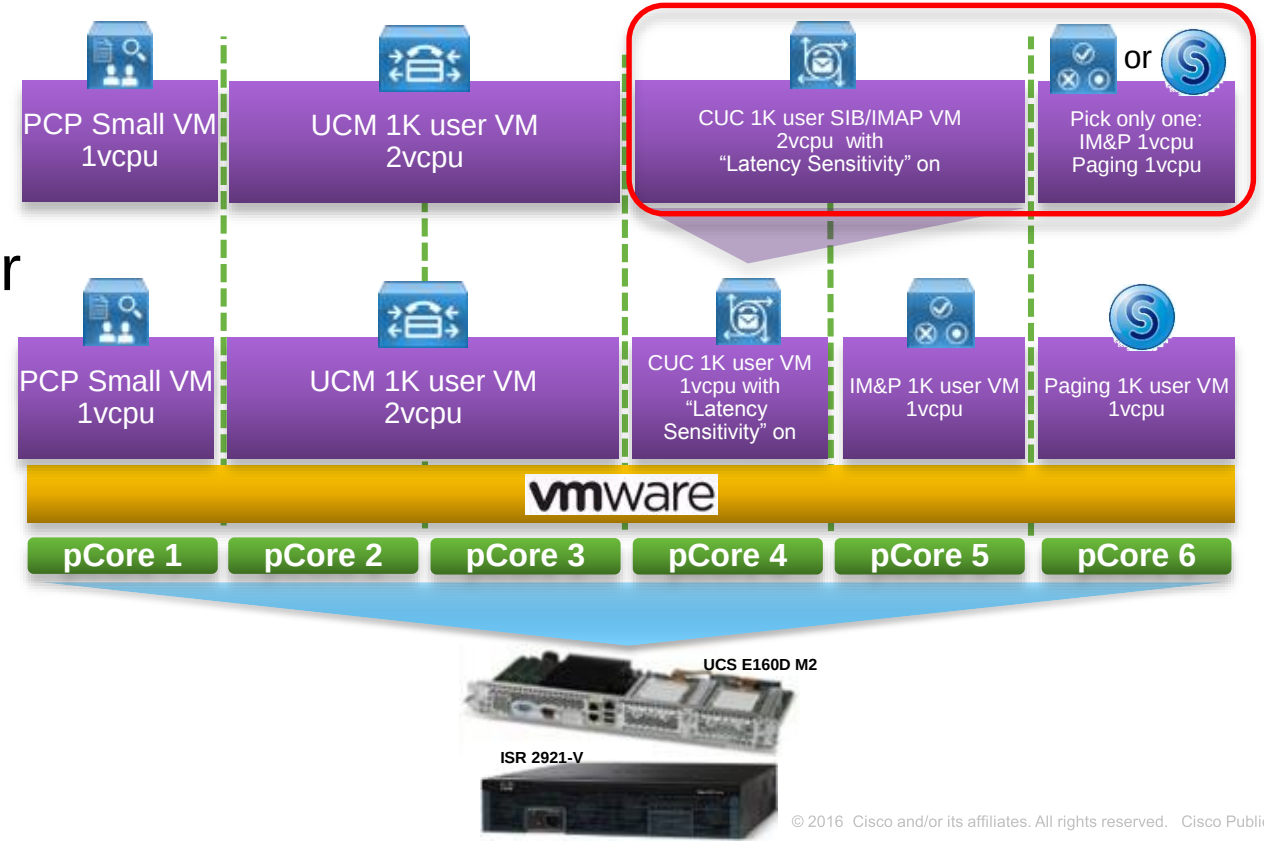
BE6000S: Unity Connection Expands Support

Support added in Sep 2015.
(either CUC Single InBox or IMAP allowed, but reduced #VMs per BE6000S server)

or

Supported since BE6000S FCS.
(no CUC Single Inbox or IMAP support)



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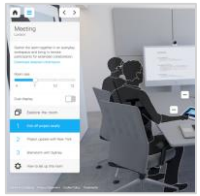
Sales Tools

Get started

Solve Real Business Problems

Collaboration Use Case Tool
http://www.cisco.com/assets/sol/coll/use_case_tool/index.htm

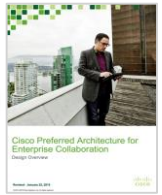
Improve User Experiences with Right Designs



Project Workplace
http://www.cisco.com/web/telepresence/projectworkplace.html

Design

Provide Proven Architectural Solutions



Cisco Preferred Architectures
http://www.cisco.com/c/en/us/solutions/enterprise/design-zone/index.html

<1000 users?

>1000 users?

BE6000S

BE6000M
BE6000H

Cisco PA for Midmarket Collaboration*
with Cisco Validated Design

BE7000M

BE7000H

Cisco PA for Enterprise Collaboration*
with Cisco Validated Design

Quote

CUWL w/PMP
SMP

vmware

Servers

* video-centric deals (whether Midmarket or Enterprise) can also consult **Cisco PA for Video**

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Migration Planning – UCM EOL Status

Unified Communications Manager License Availability Matrix

UPDATED

Version	End of Sale	Build New Clusters	Expand Clusters	Purchase Additional Users	End of SW Maint	End of Support
11.0	TBA	Yes	Yes	Yes	TBA	TBA
10.X[1]	TBA	Yes	Yes	Yes	TBA	TBA
9.X[1]	29 Dec 2015	No	Until 28 Dec 2017	Until 28 Dec 2017	28 Dec 2016	31 Dec 2018
8.6	26 Jul 2014	No	Until 31 Jul 2016	Until 31 Jul 2016	26 Jul 2015	31 Jul 2017
8.5	26 Jul 2014	No	Until 31 Jul 2016	Until 31 Jul 2016	26 Jul 2015	31 Jul 2017
8.0	24 Oct 2011	No	Until 31 Jul 2016	Until 31 Jul 2016	23 Oct 2012	31 Oct 2014
7.1.5	22 Jun 2012	No	Until 31 Jul 2016	Until 31 Jul 2016	22 Jun 2013	30 Jun 2015
7.1.3	22 Jun 2012	No	Until 31 Jul 2016	Until 31 Jul 2016	22 Jun 2013	30 Jun 2015
7.0	12 Apr 2010	No	Until 31 Jul 2016	Until 31 Jul 2016	12 Apr 2011	11 Apr 2015
6.1	3 Sep 2010	No	Until 31 Jul 2016	Until 31 Jul 2016	3 Sep 2011	30 Sep 2015
6.0	2 May 2009	No	No	Until 31 Jul 2016	2 May 2010	1 May 2012
5.1	13 Feb 2009	No	No	Until 31 Jul 2016	13 Feb 2010	29 Feb 2012
5.0	30 Jun 2008	No	No	Until 31 Jul 2016	30 Jun 2009	30 Jun 2011
4.3	25 Jan 2011	No	No	No	25 Jan 2012	31 Jan 2014
4.2	15 May 2008	No	No	No	15 May 2009	15 May 2011

Notes:

1. There are no separate End of Sale announcements for version 9.0 and 10.0 release trains. Support follows in the newer versions of these major releases (i.e. 9.1 and 10.5, not 9.0 and 10.0)

Latest on partner community: https://communities.cisco.com/docs/DOC-57172

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Deployment Process Evolution

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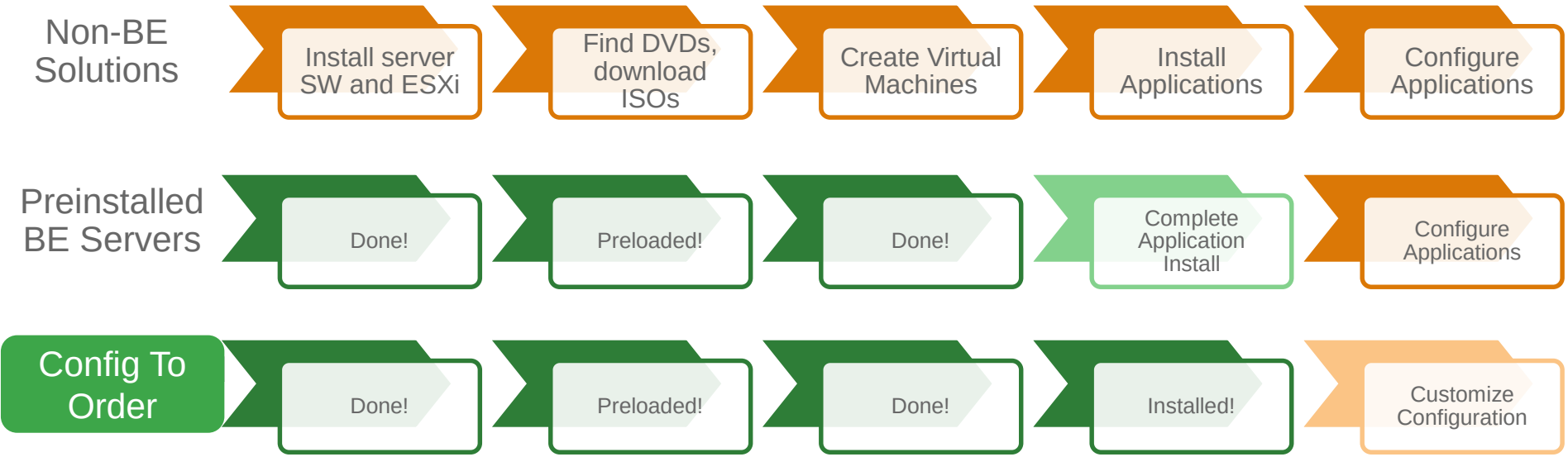
Installation Strategy Evolution



ConfigToOrder: Servers Preconfigured Your Way!

.... and manufacturing returns to preloading

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Deployment Options: Summary

Use ConfigToOrder to prepare servers and preconfigure applications prior to delivery.

Use ConfigToOrder to prepare servers and install applications ready for configuration prior to delivery.

Use servers direct from Cisco with pre-deployed applications to simplify application install.

Remove pre-deployed virtual machines build yourself.

Reinitialise the RAID array and start from bare metal.

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ConfigToOrder

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ConfigToOrder Service

What is it?

- Distributor-provided Implementation Service for small fee to partner
- Partner provides setup information via secure portal (CTOP)
- Customizable configurations, applicable for most deployment
- Ability for partners to outsource routine install tasks
- Reduced cost of deployment, improved partner margins

Benefits

- Significantly reduces cost of deployment
- Streamlined data collection
- Most up-to-date software
- Support on-site deployments, no pre-staging required
- Reduces project management costs (SoW support)
- Warranted to insure Zero DOA and configuration accuracy
-

Easy, convenient deployments. Faster time to collaboration

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Cisco Config to Order Portal (CTOP)

Servers prepared with fully installed applications, ready to configure, from distribution

Includes:

- Customer specific configuration entered through easy to use portal
- Chosen distributor tests, installs, configures and ships servers to customer site
- All for nominal fee from Distributor*
- No Cisco fees

Impact:

- Previous Install time: average 6 days
- Reduces install time: average 4 days

Items left to configure:

- Prepare customer network
- Use standard on-site practice for Day 1 configuration
- Complete user import for Day 1 service

* Offers and feeds may vary by distributor

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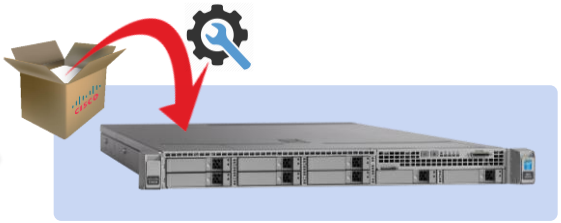
ConfigToOrder Process Explained

Partner uses CTO Portal to enter configuration data ahead of delivery.

www.ConfigToOrder.com

Distributor collects configuration data and order.



Distributor uses automated process to provision the platform to order (for a nominal fee).

Distributor ships configured platform to the end customer.

Partner completes configuration on site (less than 1 day).

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CTOP Options

Day 0 Includes

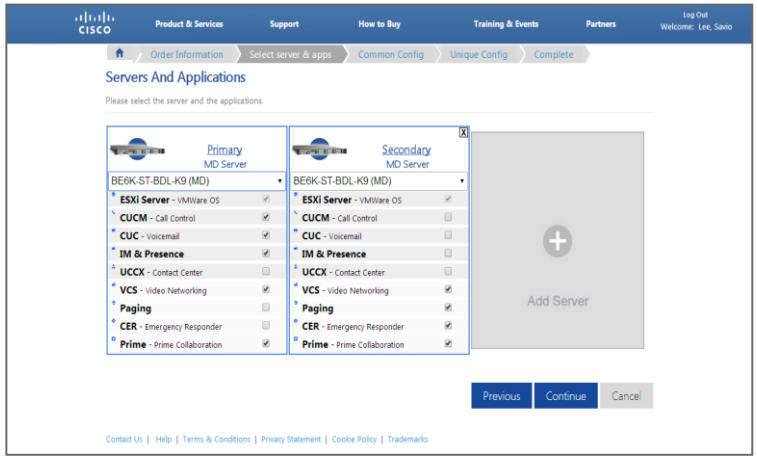
- ✓ Test Hardware
- ✓ Configure server management (CIMC)
- ✓ Configure virtualization (ESXi)
- ✓ Install Collaboration Applications (UCM, PCP, IMP, Paging, CUC…)
- ✓ Choose latest version 10 and 11 release
- ✓ Multi-server solutions supported

Available Now

Day 1 Includes

- ✓ Setup system wide settings
- ✓ Integrate applications (UCM, PCP, IMP, Paging, CUC)
- ✓ Initialise Common PBX features
- ✓ Configure dial plans
- ✓ Setup Prime for easy Day 2 MACDs

Q2CY16



CTOP Supported Apps on all BE6000 Platforms

Call Control
Unified CM

Voicemail
Unity Connection

IM &P
Jabber

Paging
Paging Server

Provisioning Management
Prime Collab

More applications coming soon!

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CTOP: Addressing Partner Deployment Pain

Partners who have not used CTOP

"BE6000 Installation costs are too high, especially in the <250 space"

"Other vendor solutions take 1/3 the time it takes to deploy a BE6000"

"Other vendors – 50% the cost of a BE6000"

Partners who have used CTOP

"CTO helps us to be more competitive and reduce our cost of operation. We've decided to use CTO for all future deployments"

"We like to use the CTO program for an easier and more profitable deployment of BE6000"

"CTOP is a good service and good value. We will continue to use it"

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Partner Benefits

- Potentially lowers cost structure
  - Offloads resources from common tasks for nominal fee
- Increases ability to win more deals
  - Pass along cost savings to lower street price and increase competitiveness.
- Increase margins and / or pass along savings to customers
  - Lower costs provide greater pricing flexibility
- Frees resources to pursue more value-added deals
  - Enables more highly skilled personnel to focus on more complex deployments
- Accelerates time to market for new partners
  - Simplified learning curve for deploying BE6000 with Prime Collaboration Provisioning

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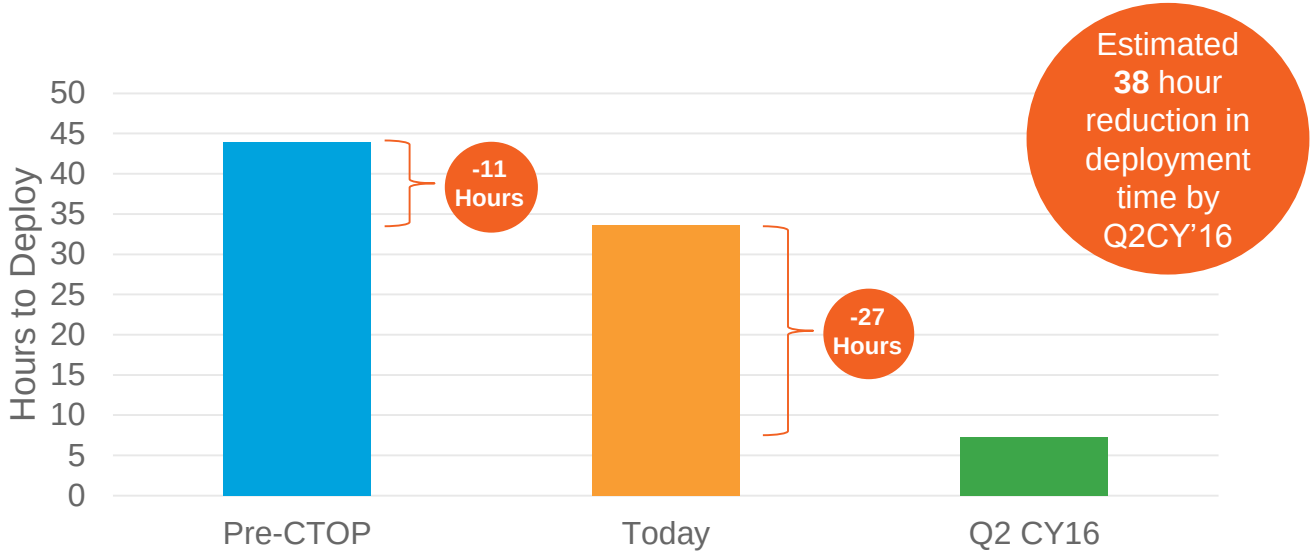
Average Deployment time comparisons



Estimated deployment times based on actual partner quotes, includes Day 0, Day 1 and On-site deployment

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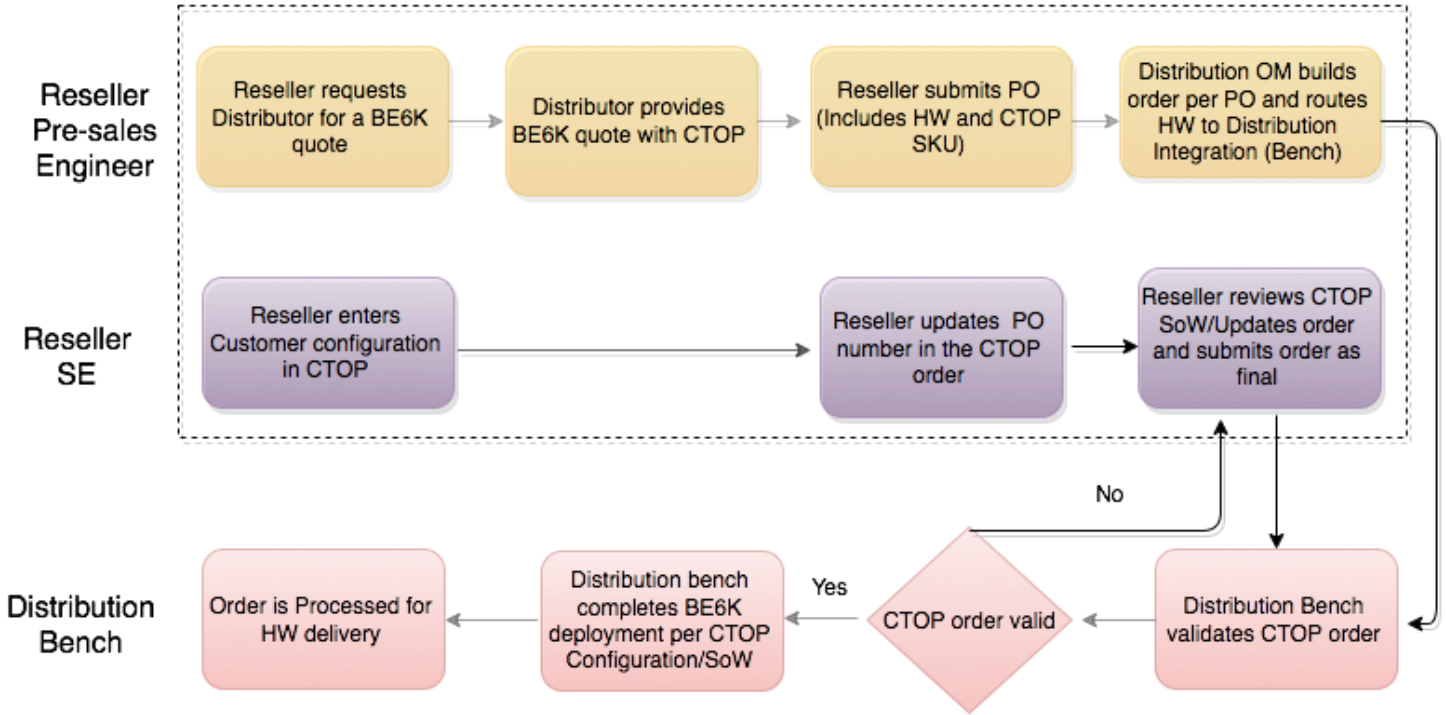
CTOP Order Flow



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CTOP Availability

Partner	Region / Date
Azlan	Select European Countries - Available
Comstor	US, Canada - Available
	Select European Countries: Available
Dicker Data	Australia – Available
Express Data	New Zealand - Available
Ingram Micro	US, Canada - Available
	Select European Countries: Available
	Australia - Available
KBZ	US - Available
ScanSource	US, Canada - Available
Synnex	Thailand - Available
Tech Data	US, Canada - Available
Westcon	Australia - Available
ECS	Indonesia - Available

https://www.configtoorder.com

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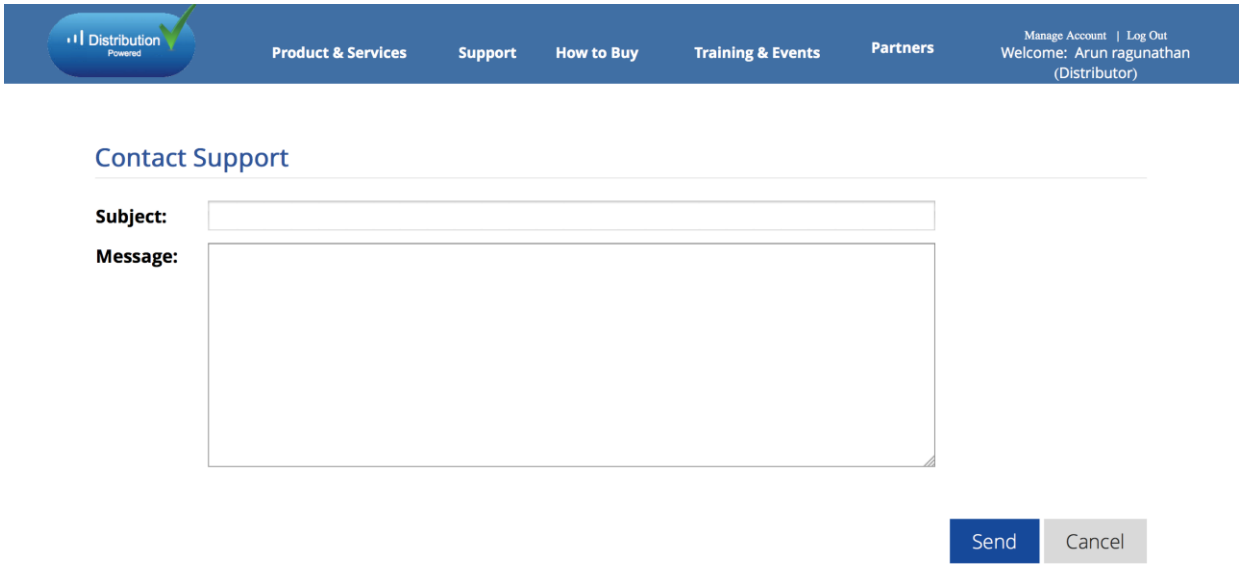
CTOP Support

- Support button on portal to open a support case)
- CTOP support community forum for on-line self support
  - https://supportforums.cisco.com/community/5526/business-edition-6000



TEC Communications

OPPORTUNITY

Accelerate customer deployments;

Enhance efficiency;

Focus teams on higher-level value added tasks

HOW

Cisco Business Edition 6000

Configure-to-Order Portal (CTOP)

OUTCOME

15% faster deployments; increased margins

“ The Cisco Configure-to-Order Portal helps us engage and utilize resources effectively, accelerating time to service and improving revenue opportunities.”

Melanie Schilling, President, TEC Communications

Portal Demonstration

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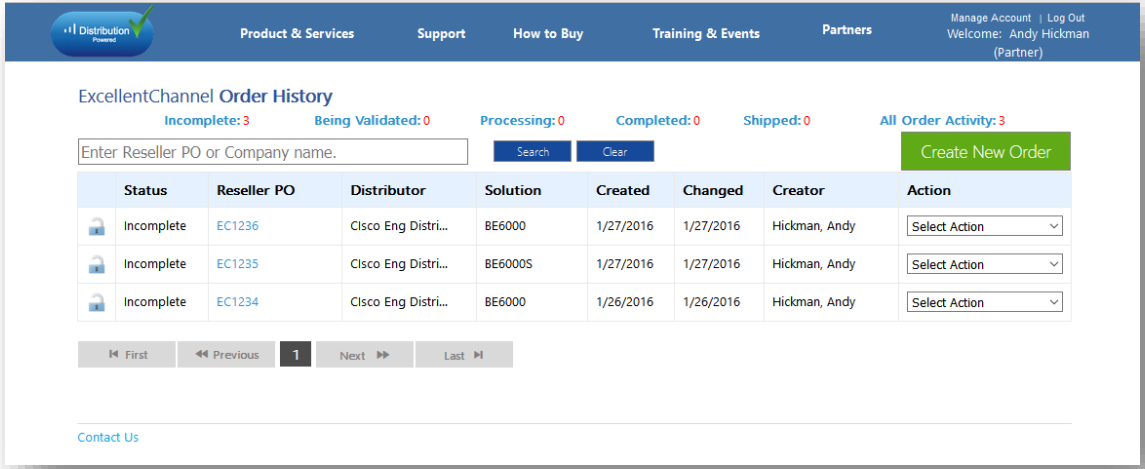
Partner Home Screen

- Create Configurations
- Manage Configurations
- Submit Complete Configurations



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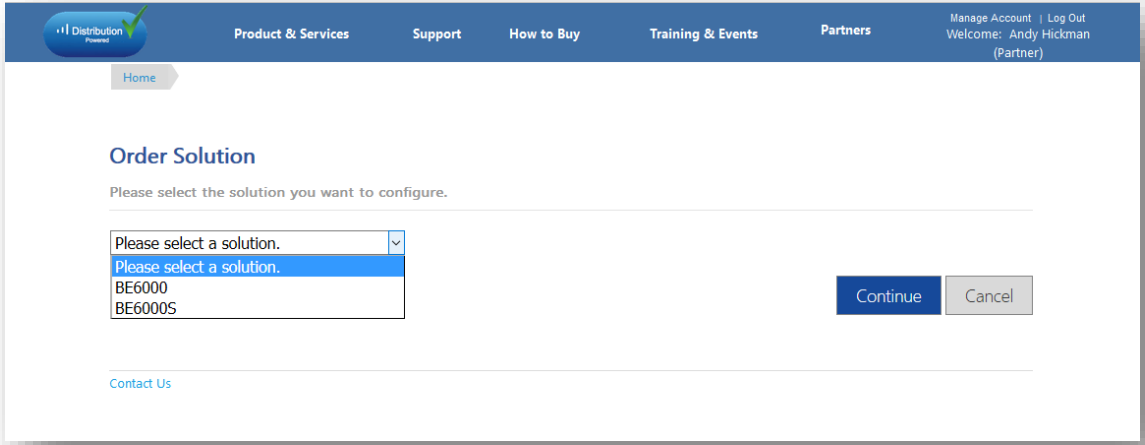
Create Configuration Order

- Start by selecting solution type
- Guides configuration logic in following screens



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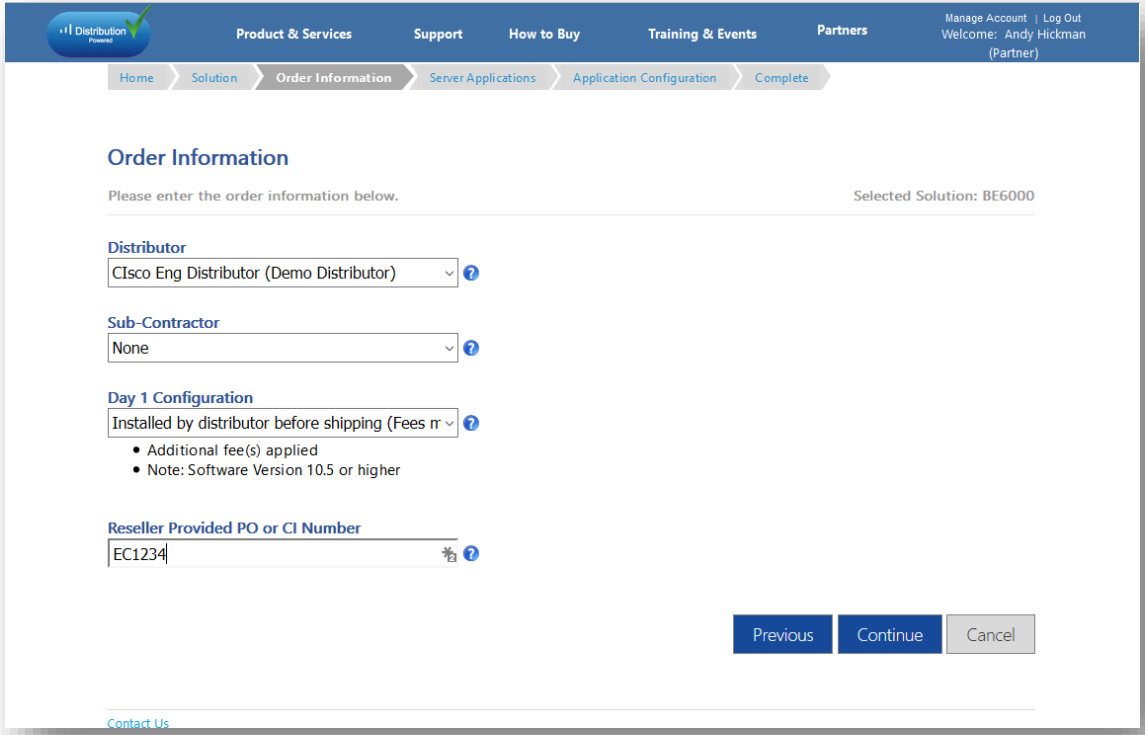
Create Configuration Order

- Select preferred distributor for order. Partners may be associated with more than one.
- Select Day 1 configuration service:
  - Not Required
    Applications installed only
  - Installed by Distributor
    Applications configured during build
  - Installed by You
    Applications installed by distributor. Partner receives batch file to install after delivery



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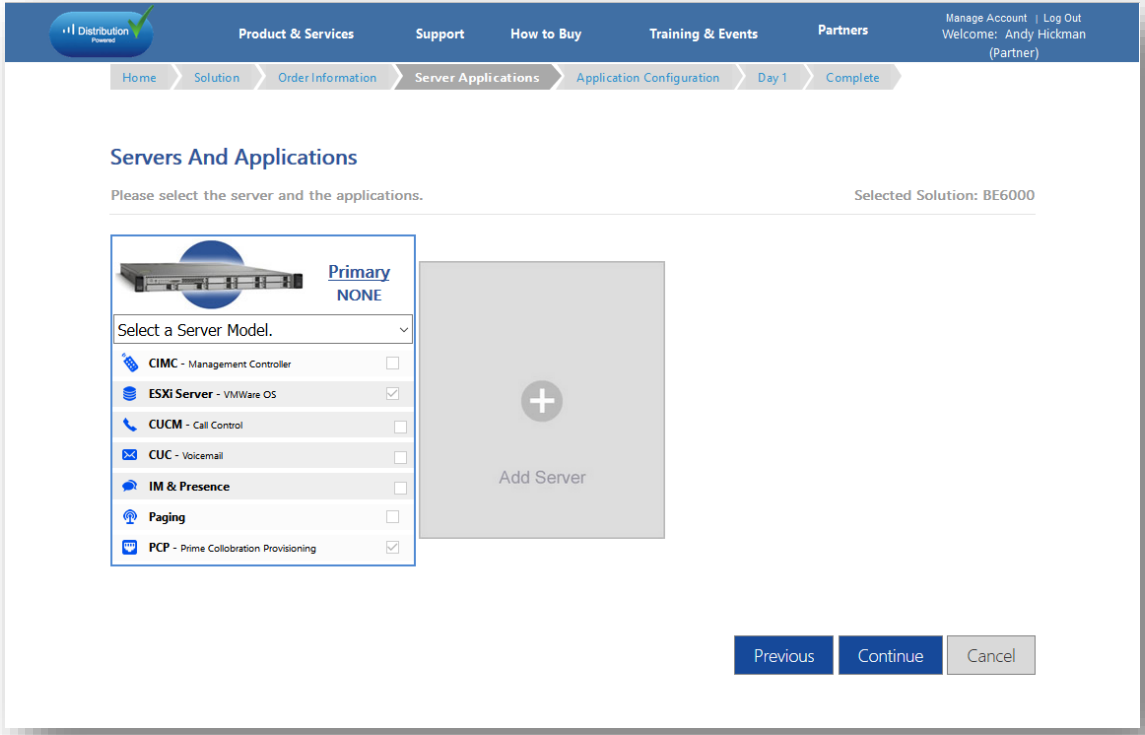
Select Servers

- Select type and quantity of servers required for customer solution.
- Two servers may be configured initially – more options in the future.
- Select BE6000 server type (M/H)



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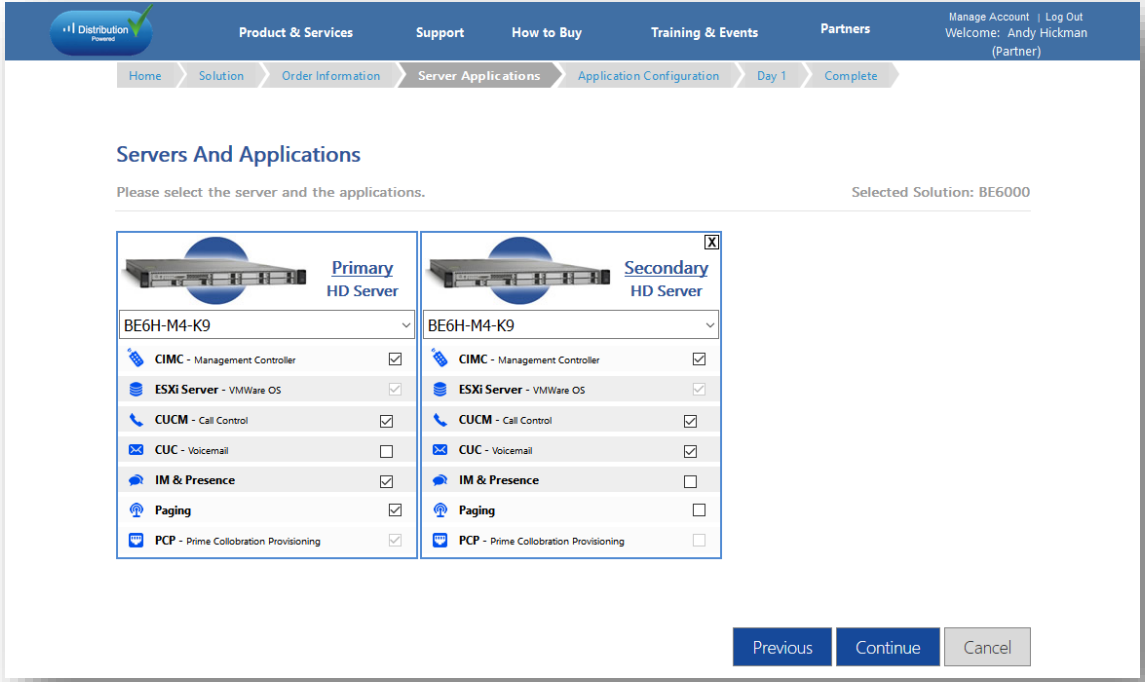
Select Applications

- Select which applications to have installed on each server
- Portal validates selections
- PCP *required* for Day 1 configurations (although doesn't have to be used later)



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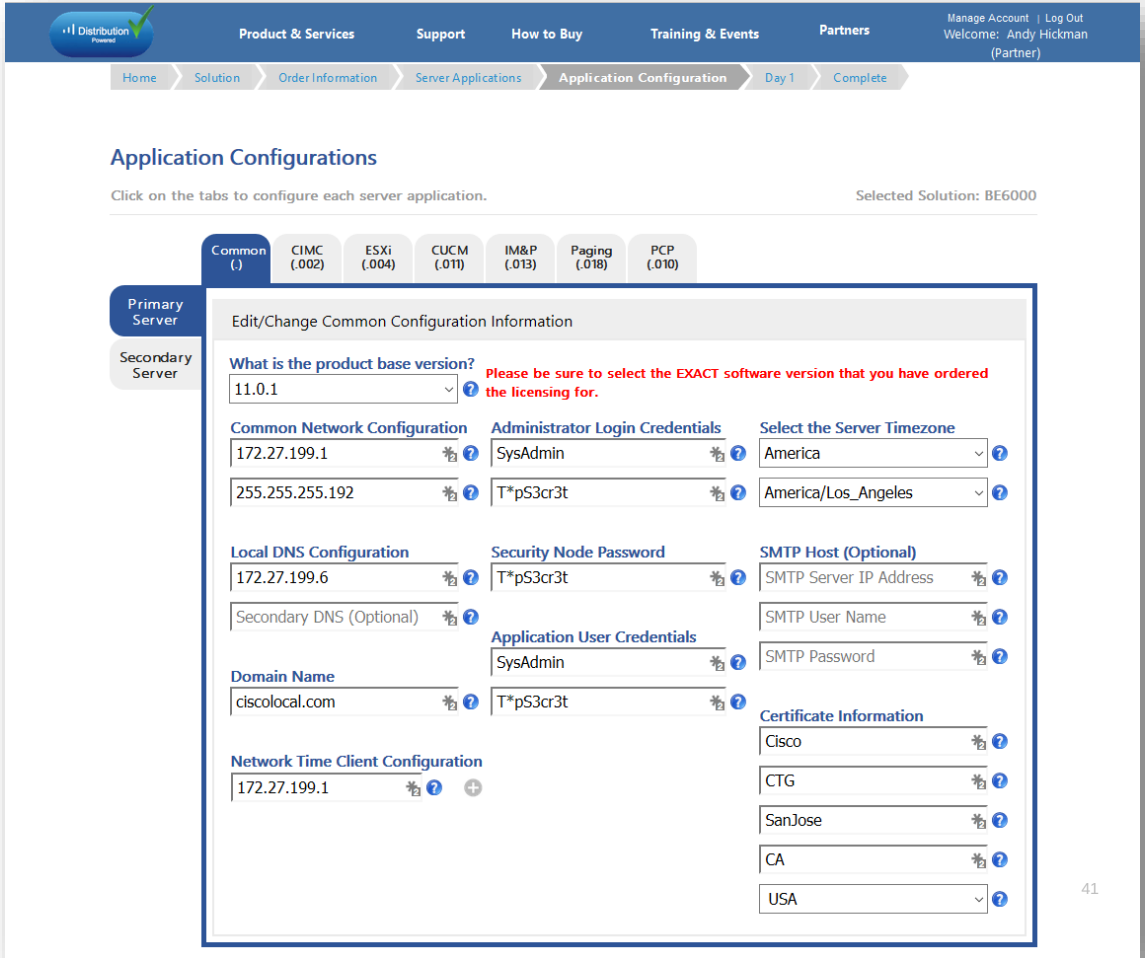
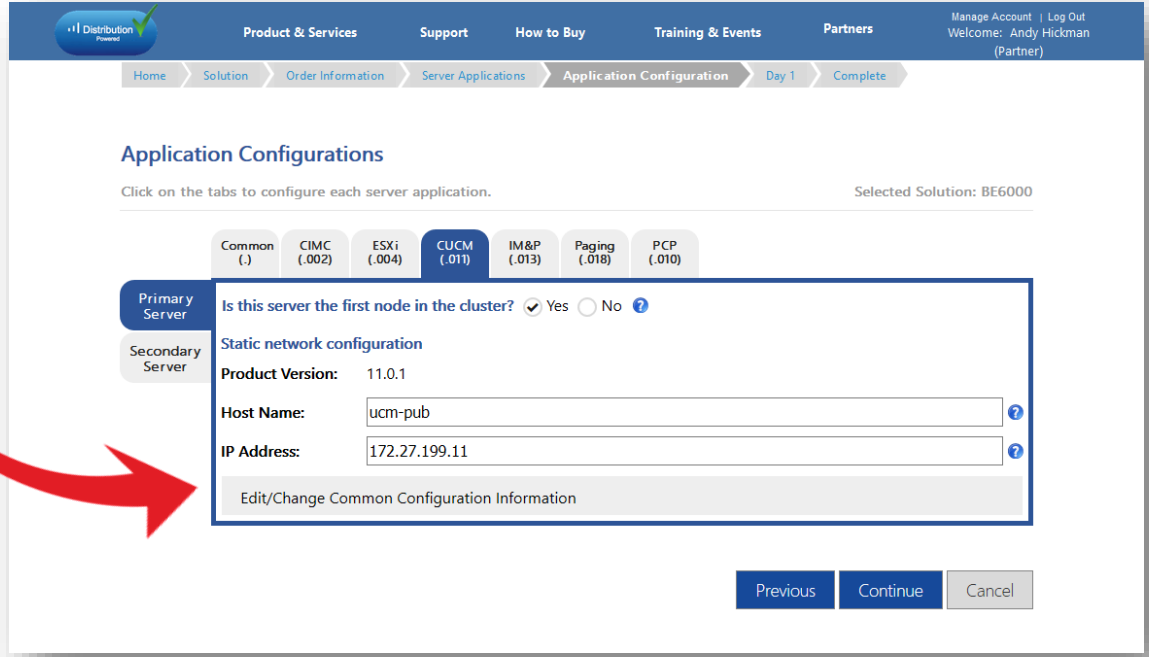
Application Install Configuration

- Provide configuration details for application install.
- Portal validates all data entries
- Common data transparently copied across all applications
- Field level help provides guidance on data requirements



Application Install Configuration

- Minimal data required for each application.
- Common configurations may be overridden



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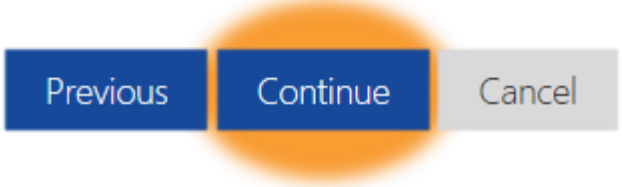
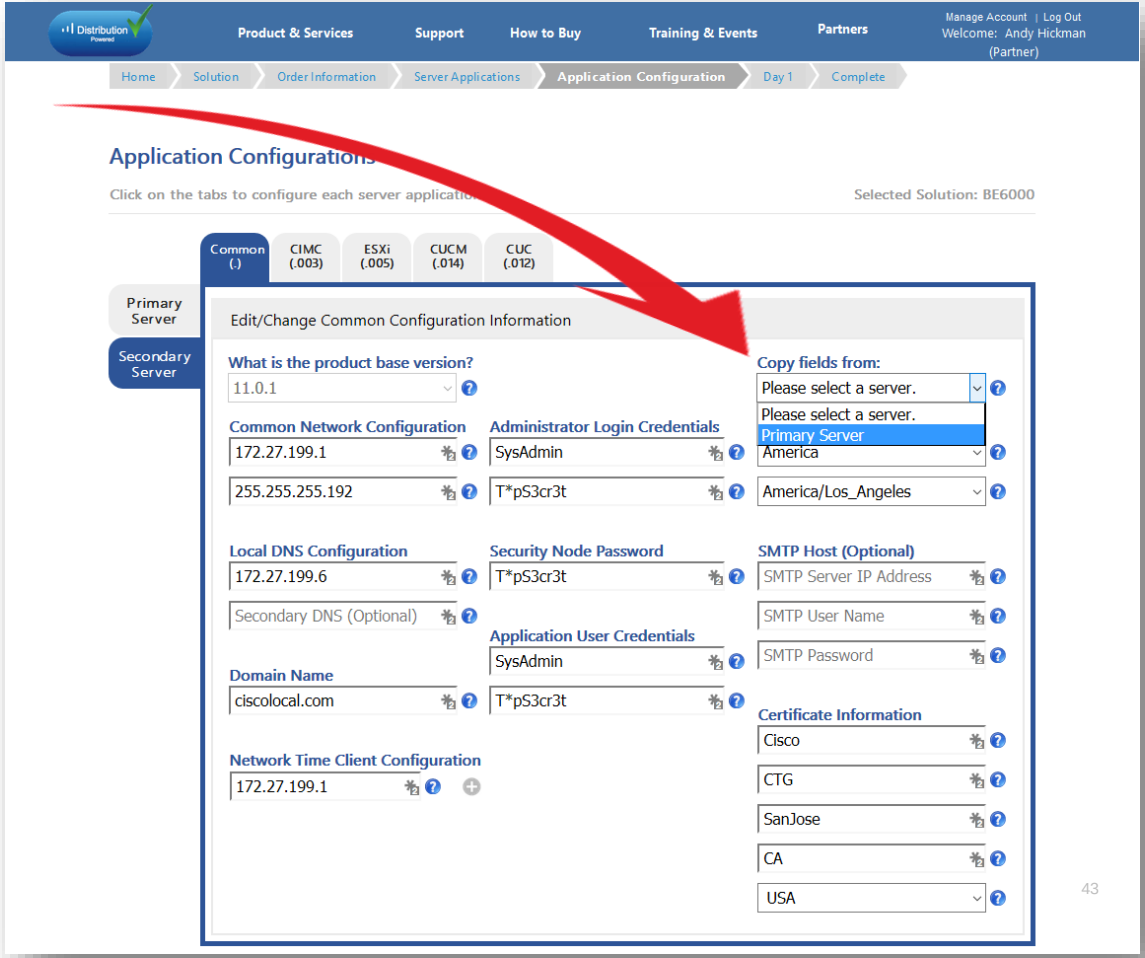
Application Install Configuration

- Common settings may be copied between servers to simplify configuration.
- Parameters may be edited after copying.
- When all applications for all servers are configured, select “Continue”

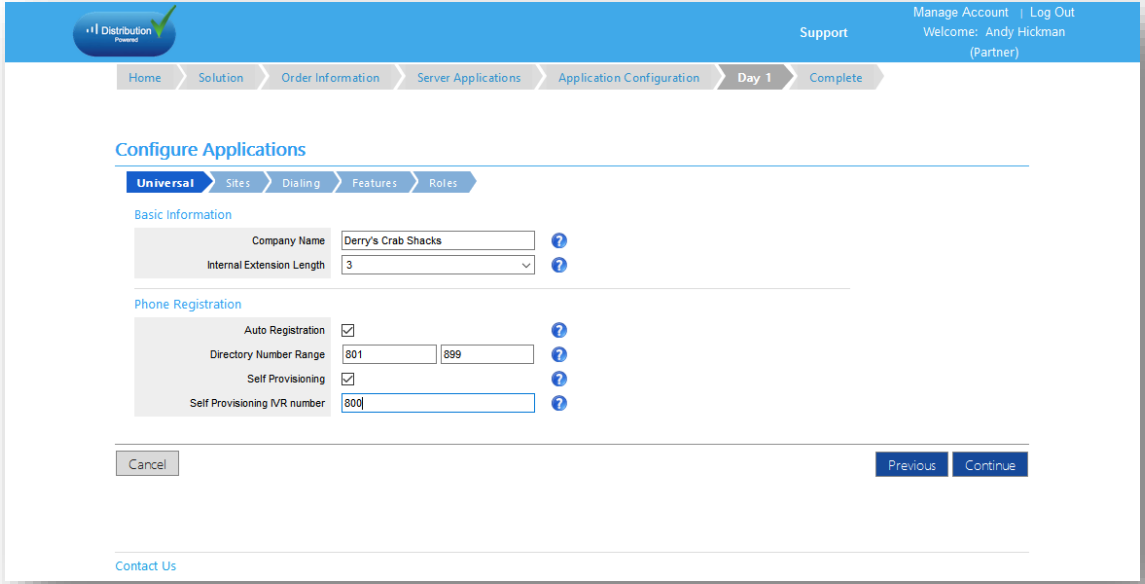


- Any validation errors will be flagged for correction before progressing.



Day 1 Application Configuration

- Multi step process to build foundation configuration for UCM, IM&P and Unity Connection
- Generates a Prime Collaboration Provisioning configuration batch file that is automatically imported during install (if required)
- Step 1: System level settings...



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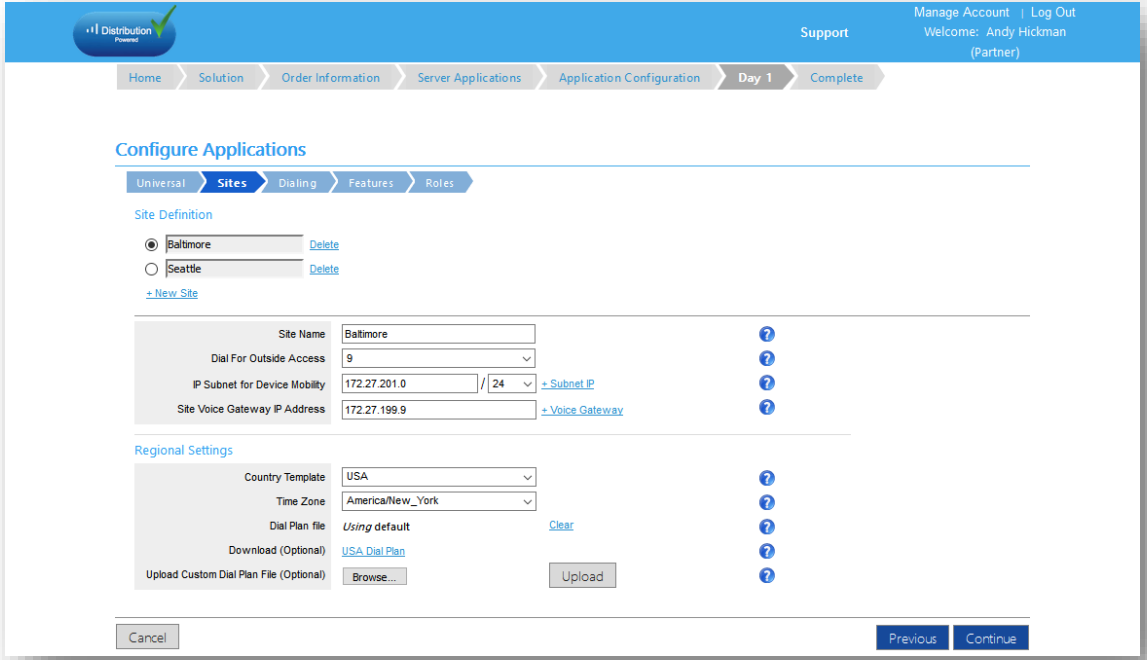
Day 1 Application Configuration: Sites

- Dial plan and class of service are built on CTOP site definitions.
- Each site can be assigned a bespoke outbound dial plan.
- Editable dial plan templates provided for some countries
- Custom dial plans used for other regions based on template provided.



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Dial Plan File

- Simplified dial plan definition file in CSV format.
- If editing in Excel, load using Data>Get External Data>From Text. Step 3, select all columns and set to text format. (Avoids Excel dropping leading 0s)
- For consistency with Preferred Architectures, trunk numbering uses +E164 format. Ensures predictable behaviour in multi-regional deployments.
- Dial plan file consolidates route and translation pattern parameters.
- Multiple translations for each route pattern may be provided.

	A	B	C	D	E	F	G
1	>>Route Pattern	Pattern Description	CoS	Translation Pattern	Called Party Discard Digits	Called Party Prefix	Urgent Priority
2	\+1911	Emergency	Emergency	${OUTSIDE_ACCESS}.911	PreDot	${PLUS}1	TRUE
3			Emergency	911		${PLUS}1	TRUE
4	\+1[2-8]11	Local Calls - Services	Local		PreDot	${PLUS}1	FALSE
5	\+1[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	National	${OUTSIDE_ACCESS}1.[2-9]X[02-9][2-9]XXXXXX	PreDot	${PLUS}1	FALSE
6	\+1[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	National	${OUTSIDE_ACCESS}.[2-9][02-9]X[2-9]XXXXXX	PreDot	${PLUS}1	FALSE
7			National	${OUTSIDE_ACCESS}.[2-9]X[02-9][2-9]XXXXXX	PreDot	${PLUS}1	FALSE
8	\+1800XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.800XXXXXXX	PreDot	${PLUS}1	FALSE
9	\+1888XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.888XXXXXXX	PreDot	${PLUS}1	FALSE
10	\+1877XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.877XXXXXXX	PreDot	${PLUS}1	FALSE
11	\+1866XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.866XXXXXXX	PreDot	${PLUS}1	FALSE
12	\+1855XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.855XXXXXXX	PreDot	${PLUS}	FALSE
13	\+[^1]!	International Calls	International	${OUTSIDE_ACCESS}011.!	PreDot	${PLUS}	FALSE
14	\+[^1]!#	International Calls	International	${OUTSIDE_ACCESS}011.!#	PreDot	${PLUS}1	FALSE
15	\+1${SITE_AREACODE}XXXXXXX	Local Calls	Local	${OUTSIDE_ACCESS}.${SITE_AREACODE}[2-9]XXXXXX	PreDot	${PLUS}1	FALSE
16			Local	${OUTSIDE_ACCESS}1.${SITE_AREACODE}[2-9]XXXXXX	PreDot	${PLUS}1	FALSE
17	\+1976XXXXXXX	Premium Calls	Premium	${OUTSIDE_ACCESS}1.976XXXXXXX	PreDot	${PLUS}1	FALSE
18	\+1900XXXXXXX	Premium Calls	Premium	${OUTSIDE_ACCESS}1.900XXXXXXX	PreDot	${PLUS}1	FALSE

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Dial Plan Customization: Details

- Dial plans consist of multiple Route Pattern definitions.
- Substitution tokens expand dial plan using Portal field entries.
- Each route pattern may be associated with:
  - No translation rule definitions
  - One translation rule
  - Multiple translation rules

Substitution Tokens:

${OUTSIDE_ACCESS}
Trunk access code for the site

${SITE_AREACODE}
Enumerates all site local area codes

${PLUS}
Convenience token to stop Excel removing '+'

	A	B	C	D	E	F	G
1	>>Route Pattern	Pattern Description	CoS	Translation Pattern	Called Party Discard Digits	Called Party Prefix	Urgent Priority
2	${OUTSIDE_ACCESS}.016[1-36-9]XXXXX	Local Calls (Paging)	Local		PreDot		FALSE
3							
4	\+1[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	National	${OUTSIDE_ACCESS}1.[2-9]X[02-9][2-9]XXXXXX	PreDot	${PLUS}1	FALSE
5							
6	\+1[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	National	${OUTSIDE_ACCESS}.[2-9][02-9]X[2-9]XXXXXX	PreDot	${PLUS}1	FALSE
7		Long Distance Calls	National	${OUTSIDE_ACCESS}.[2-9]X[02-9][2-9]XXXXXX	PreDot	${PLUS}1	FALSE

- Discard rule applies to translation if present **or** route pattern otherwise. Do not use discard for both in the same row.
- CoS must be either 'Emergency', 'Toll Free', 'Local', 'Long Distance', 'International' or 'Premium'

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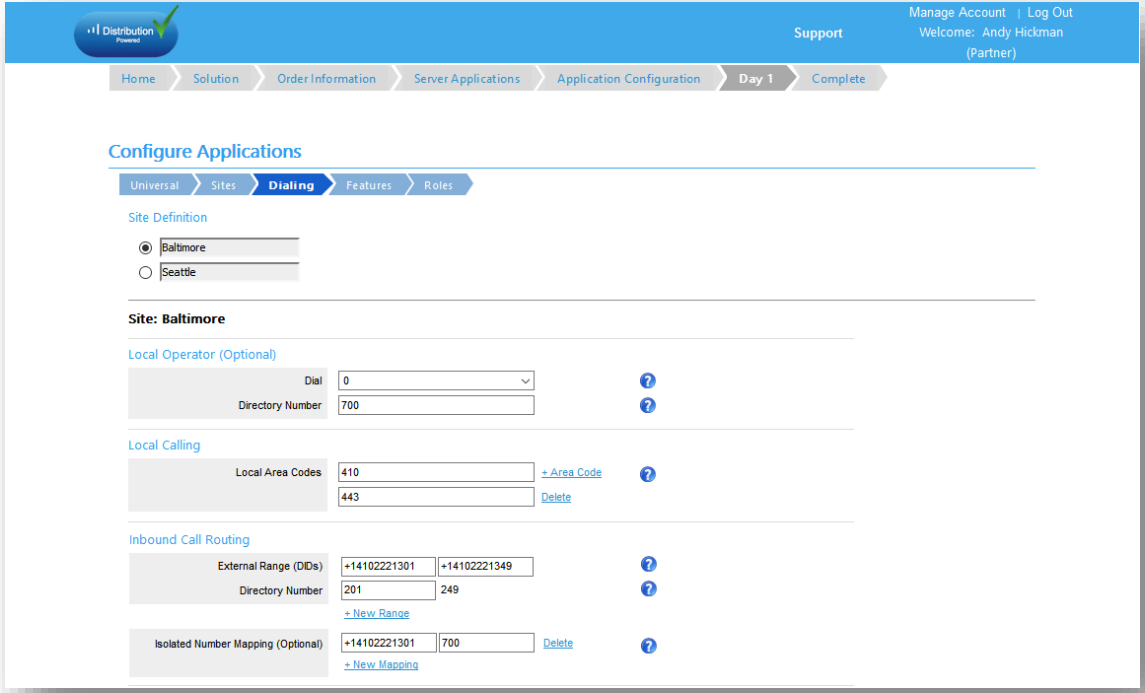
Day 1 Application Configuration: Dialling

- Initialises site specific dialling
- DIDs mapped by block and/or single number
- Block maps align rightmost digits with internal DNs:

  +141022213xx > 2xx



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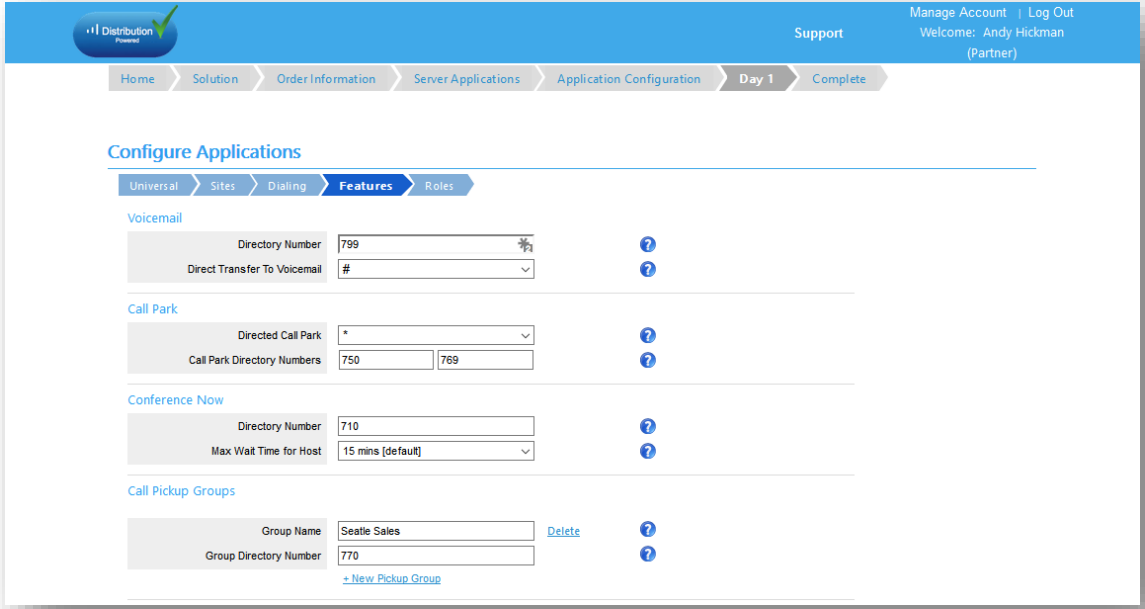
Day 1 Application Configuration: Features...

- Initialises baseline telephony features:
  - Voicemail connection
  - Call Park
  - Conference Now
  - Pickup Groups



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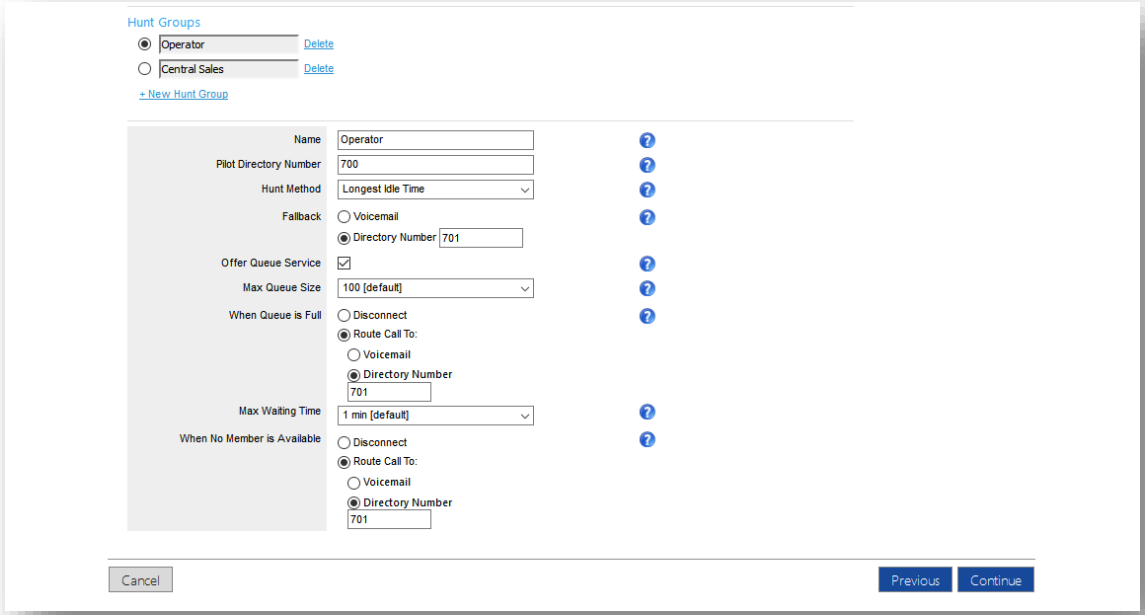
Day 1 Application Configuration: Features (Cont.)

- ...and Hunt Groups, with or without queuing



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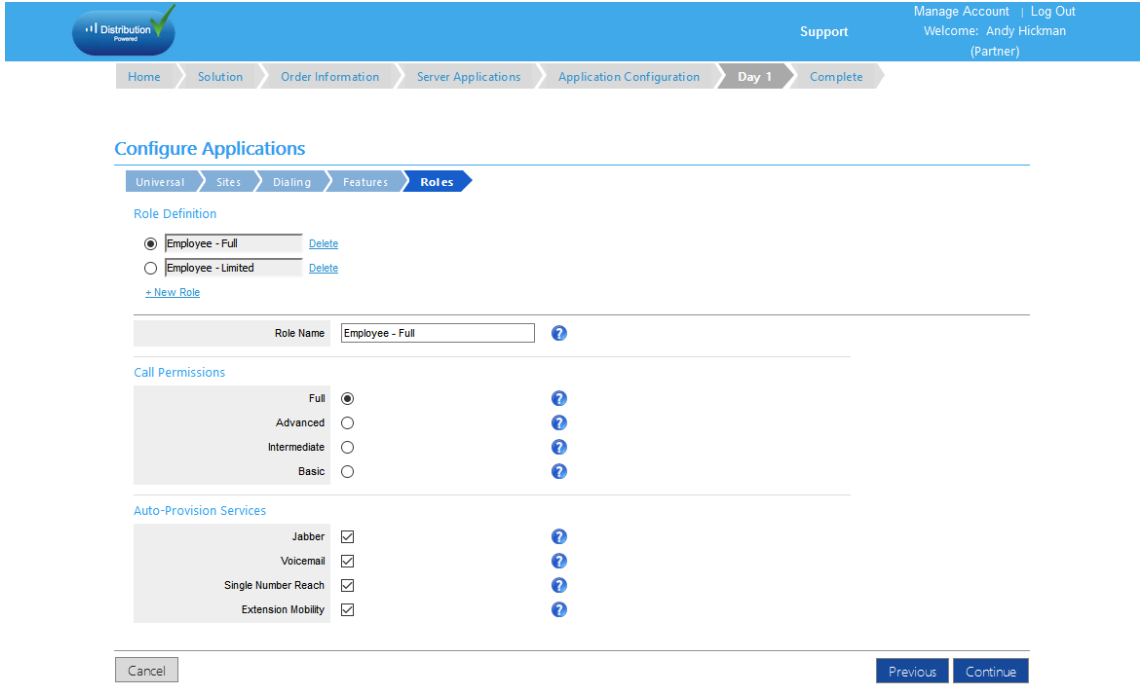
Role Configuration

- Prime Collaboration Provisioning also initialised during CTOP provisioning, helping you get to users provisioned as soon as possible.
- Roles establish feature and service templates against which users may be added automatically.
- Call Permissions align with Class of Service dialling – see next slide.
- Auto-provisioned services may be changed for any user later as required using PCP.



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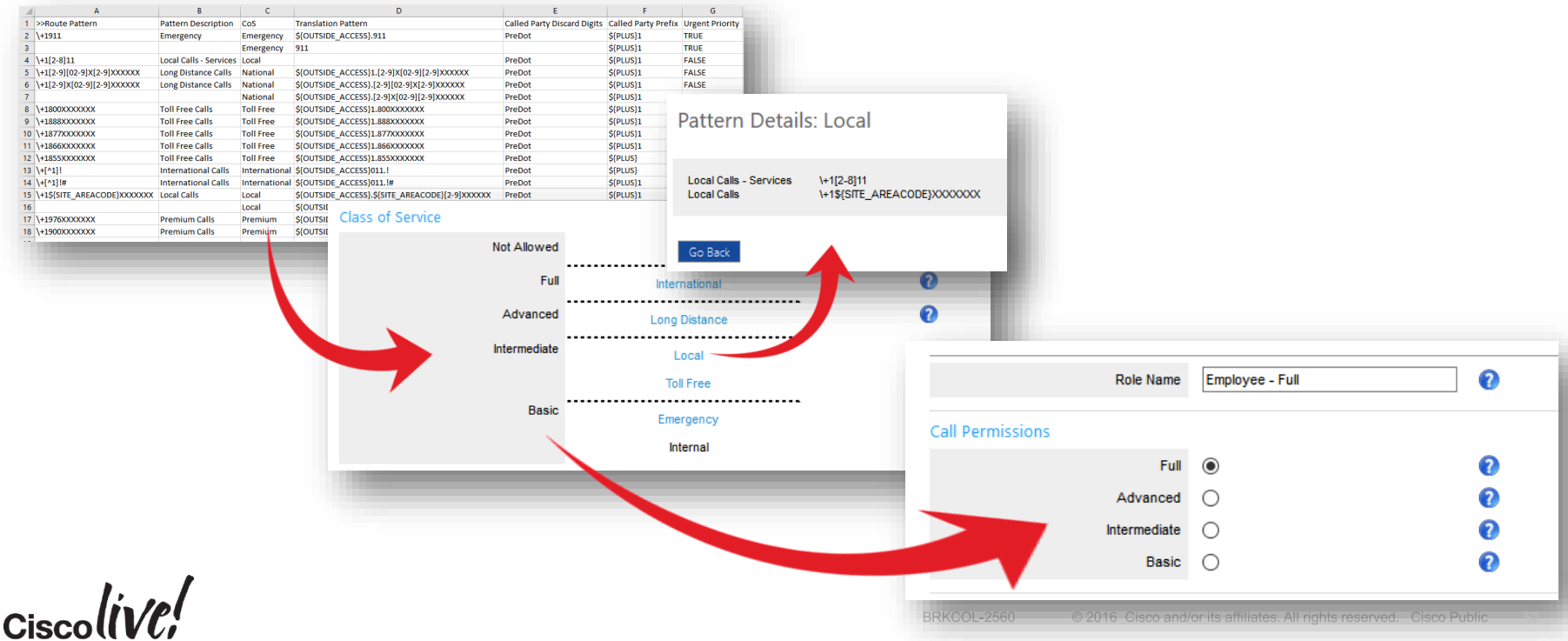
Day 1 Application Configuration: Class of Service

- Information table on Dialling page that illustrates how dial plan CoS maps to Role settings.



	A	B	C	D	E	F	G
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3			Emergency	911		${PLUS}1	TRUE
4	\+1[2-8]11	Local Calls - Services	Local		PreDot	${PLUS}1	FALSE
5	\+1[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	National	${OUTSIDE_ACCESS}1.[2-9]X[02-9][2-9]XXXXXX	PreDot	${PLUS}1	FALSE
6	\+1[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	National	${OUTSIDE_ACCESS}.[2-9][02-9]X[2-9]XXXXXX	PreDot	${PLUS}1	FALSE
7			National	${OUTSIDE_ACCESS}.[2-9]X[02-9][2-9]XXXXXX	PreDot	${PLUS}1	
8	\+1800XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.800XXXXXXX	PreDot	${PLUS}1	
9	\+1888XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.888XXXXXXX	PreDot	${PLUS}1	
10	\+1877XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.877XXXXXXX	PreDot	${PLUS}1	
11	\+1866XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.866XXXXXXX	PreDot	${PLUS}1	
12	\+1855XXXXXXX	Toll Free Calls	Toll Free	${OUTSIDE_ACCESS}1.855XXXXXXX	PreDot	${PLUS}	
13	\+[^1]!	International Calls	International	${OUTSIDE_ACCESS}011.!	PreDot	${PLUS}	
14	\+[^1]!#	International Calls	International	${OUTSIDE_ACCESS}011.!#	PreDot	${PLUS}1	
15	\+1${SITE_AREACODE}XXXXXXX	Local Calls	Local	${OUTSIDE_ACCESS}.${SITE_AREACODE}[2-9]XXXXXX	PreDot	${PLUS}1	
16			Local	${OUTSIE			
17	\+1976XXXXXXX	Premium Calls	Premium	${OUTSIE			
18	\+1900XXXXXXX	Premium Calls	Premium	${OUTSIE			

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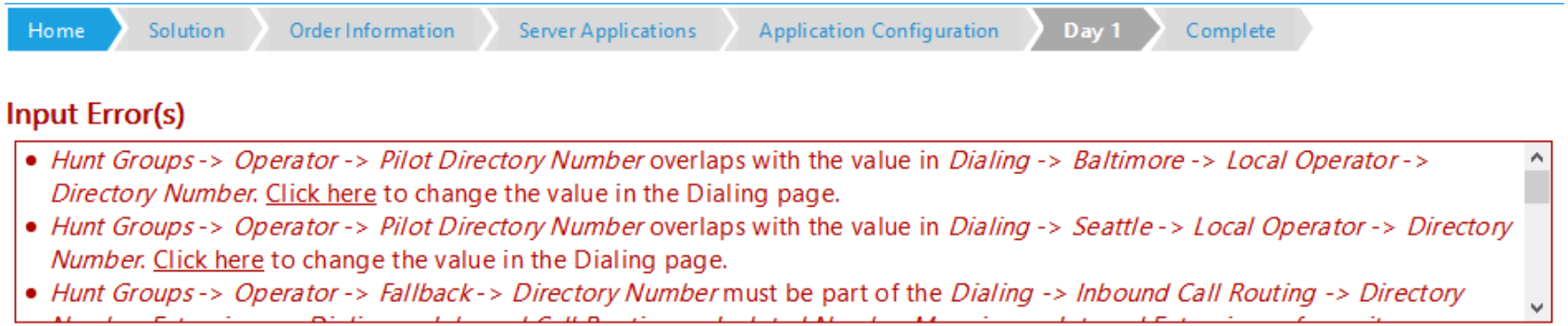
Validation Error Messages

- Portal runs data validation after each page submission.
- Descriptive error messages direct the user to which parameter needs attention.



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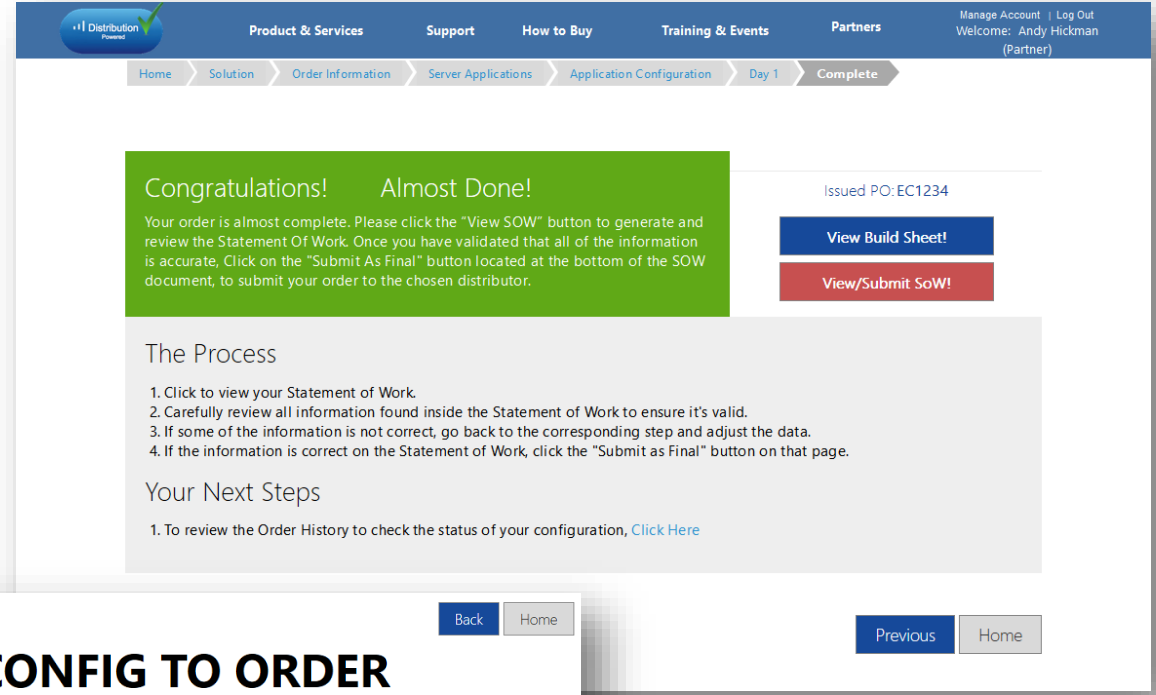
Completing an Order

- When configuration is fully validated, view the Statement of Work. If you agree to the terms, “Submit As Final”



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What Happens Next?

- Distributor validates the order
  - Checks that there is a hardware order that matches the configuration
  - Assigns their internal sales order reference
- Order queued for build
- Configured hardware shipped to customer site
- Email notifications sent at each stage

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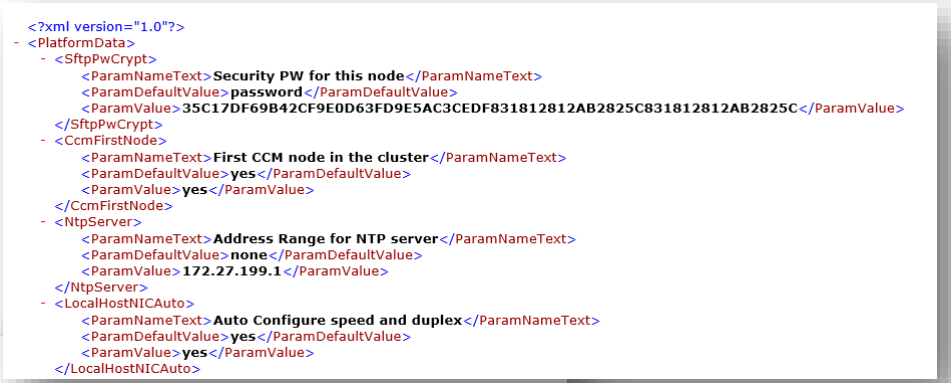
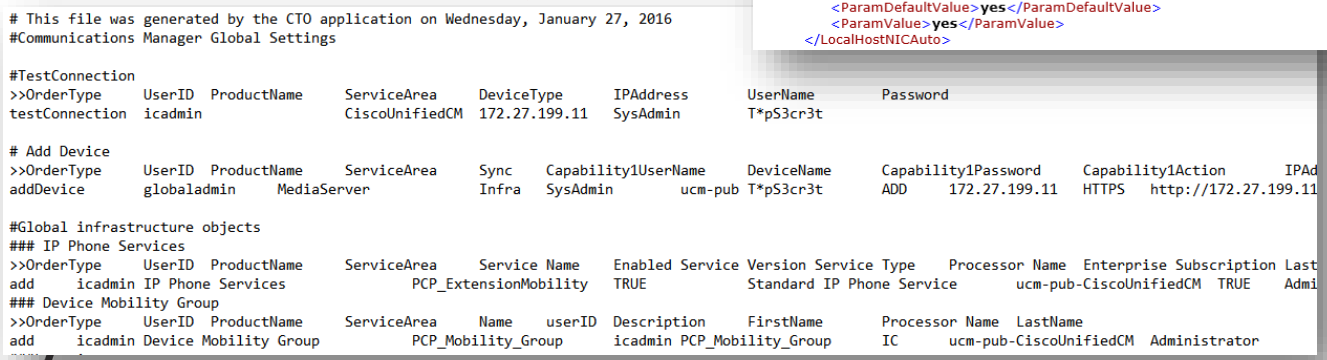
Take a look inside

- Configuration files are available from each configuration build sheet, including:
  - AFG files for each application (including PCP and Paging)
  - PCP batch configuration file.



```
<?xml version="1.0"?>
- <PlatformData>
  - <SftpPwCrypt>
      <ParamNameText>Security PW for this node</ParamNameText>
      <ParamDefaultValue>password</ParamDefaultValue>
      <ParamValue>35C17DF69B42CF9E0D63FD9E5AC3CEDF831812812AB2825C831812812AB2825C</ParamValue>
    </SftpPwCrypt>
  - <CcmFirstNode>
      <ParamNameText>First CCM node in the cluster</ParamNameText>
      <ParamDefaultValue>yes</ParamDefaultValue>
      <ParamValue>yes</ParamValue>
    </CcmFirstNode>
  - <NtpServer>
      <ParamNameText>Address Range for NTP server</ParamNameText>
      <ParamDefaultValue>none</ParamDefaultValue>
      <ParamValue>172.27.199.1</ParamValue>
    </NtpServer>
  - <LocalHostNICAuto>
      <ParamNameText>Auto Configure speed and duplex</ParamNameText>
      <ParamDefaultValue>yes</ParamDefaultValue>
      <ParamValue>yes</ParamValue>
    </LocalHostNICAuto>
```



```
# This file was generated by the CTO application on Wednesday, January 27, 2016
#Communications Manager Global Settings

#TestConnection
>>OrderType     UserID  ProductName     ServiceArea     DeviceType      IPAddress       UserName        Password
testConnection  icadmin                 CiscoUnifiedCM  172.27.199.11   SysAdmin        T*pS3cr3t

# Add Device
>>OrderType     UserID  ProductName     ServiceArea     Sync    Capability1UserName     DeviceName      Capability1Password     Capability1Action       IPAd
addDevice       globaladmin     MediaServer             Infra   SysAdmin        ucm-pub T*pS3cr3t       ADD     172.27.199.11   HTTPS   http://172.27.199.11

#Global infrastructure objects
### IP Phone Services
>>OrderType     UserID  ProductName     ServiceArea     Service Name    Enabled Service Version Service Type    Processor Name  Enterprise Subscription Last
add     icadmin IP Phone Services               PCP_ExtensionMobility   TRUE            Standard IP Phone Service       ucm-pub-CiscoUnifiedCM  TRUE    Admi
### Device Mobility Group
>>OrderType     UserID  ProductName     ServiceArea     Name    userID  Description     FirstName       Processor Name  LastName
add     icadmin Device Mobility Group           PCP_Mobility_Group      icadmin PCP_Mobility_Group      IC      ucm-pub-CiscoUnifiedCM  Administrator
```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How to Use the CTOP Service

- CTOP is currently rolled out in limited country and distributors
- You should engage with your local distributor to establish the following
  - Do they have a CTOP service?
  - What do they charge?
  - What do they require in terms of data collection?
- Once you have an established relationship you should clearly establish how long it will take you to install the average BE6K using this service
- Once this is established you should ensure that your sales teams are reflecting this time & cost in your quotes
- CTOP should then allow you to be more competitive in terms of total price through reducing the installation cost significantly

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On Site Deployment

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On-Site Deployment Procedure

- Prepare network
- Gather Product Authorization Keys (PAK)
- Unpack and connect BE6000
- Power On !

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Tasks to be performed post delivery

- Day 0 tasks
  - License registration and provisioning
  - Installing locale files
- Day 1 tasks
  - GW configuration (CPD/CPN +E164 normalization/presentation, PSTN & CUBE interface, SRST configuration)
  - HA configuration for IMP/Unity Cn
- User related tasks
  - User Import/AD integration to PCP
  - Assigning users to paging groups/pickup groups/hunt groups

- Feature configurations
  - Automated attendant
  - Attendant console
  - Emergency call handler configuration
- Application install and configuration
  - CCX
  - Video conferencing
  - Expressway & MRA

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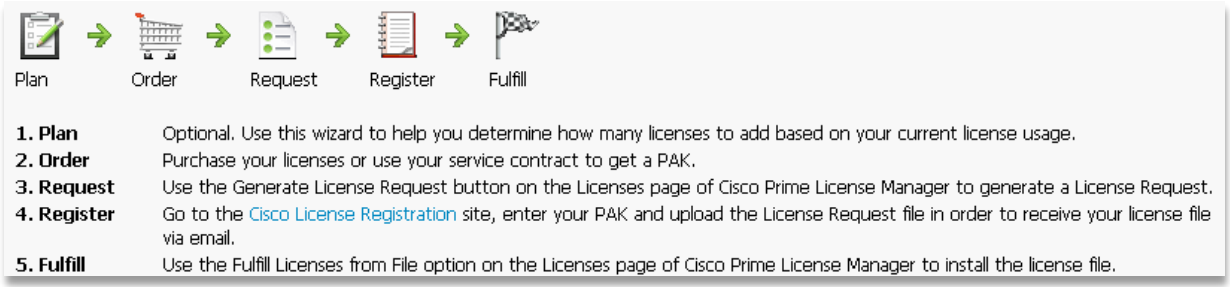
License registration

- **Prime Collaboration Provisioning:** No PAK is needed because the product comes with a permanent license that needs to be installed.
- **Paging Server:** No PAK is needed because the product comes with a permanent license for basic paging.
- **Unified Communications Manager** and **Cisco Unity Connection**: Browse the IP Address of Unified Communications Manager and click Cisco Prime License Manager. Select License > Planning. Click Create an Add Licenses Plan and follow instructions.



- **Cisco VCS, Expressway, TS, and Conductor:** After registering the PAK for VCS, the customer receives two keys (Release key and Option key). In the administration portal, select Maintenance > Option keys. Apply the Release key first, and then apply the Option key

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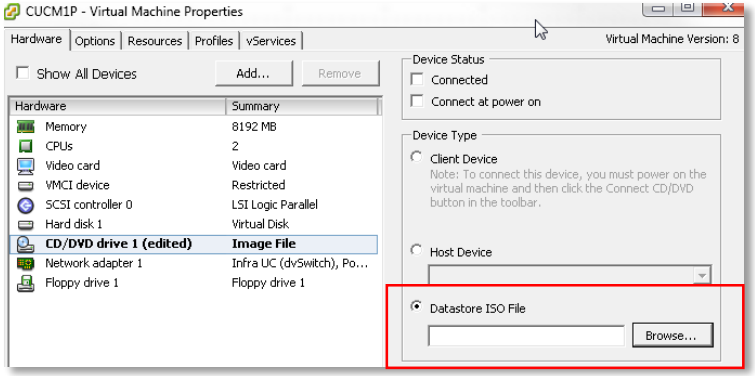
Install Locale Files



- Local files are provided on the ESXi Datastore in ISO format
- Mount ISO file in CUCM VM in ESXi.
- Install locales by going to Cisco Unified OS Administration
- Log into Cisco Unified Communications Operating System Administration.
- Navigate to Software Upgrades > Install/Upgrade. The Software Installation/Upgrade window displays.
- Choose CD/DVD from the Source list
- Restart the CUCM or CUP server after any new locale installs

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Configure CUCM IM&P Redundancy

- Use the Cisco Unified CM Administration user interface to enable high availability for a presence redundancy group that has two IM and Presence Service nodes assigned. You must manually enable high availability for the presence redundancy group to operate in a high availability capacity

- Step 1 Choose System > Presence Redundancy Groups. The Find and List Presence Redundancy Groups window displays.
- Step 2 Choose the presence redundancy group search parameters, and then click Find. Matching records appear.
- Step 3 Choose the presence redundancy group that is listed in the Find and List Presence Redundancy Group window. The Presence Redundancy Group Configuration window appears.
- Step 4 To enable high availability, check the Enable High Availability check box.
- Step 5 Click Save.

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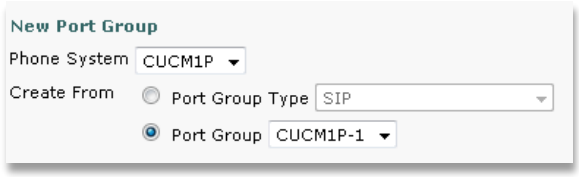
Configure CUC Redundancy

CTOP does not create CUCM integration for redundant CUC server:

1. Configure Unity Connection to create voice ports for secondary servers

   In CUC administration > Telephony Integration > Port Group

   Create a New port group and Duplicate existing Port Group Configuration



2. Configure CUCM to use a Route List to balance voice traffic that the Unity Connection cluster server pair handles to the two port groups:

Create SIP Trunk to Secondary CUC → Create Route Group With Sip Trunk → Create Route List → Update Route Pattern with Route List → Update Route Group with Trunk to Primary CUC

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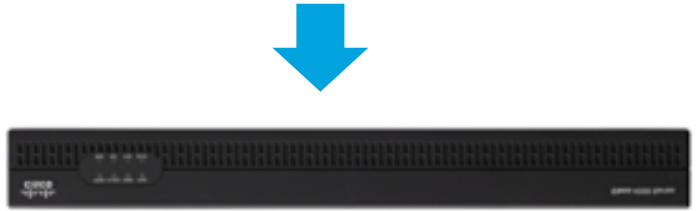
Configure Gateway

- Call progress Detection
- +E164 normalization/presentation
- PSTN Interface
- CUBE interface
- SRST configuration
- LAN redundancy
- …

```
dial-peer voice 200 voip
 description Calls from PSTN to UCM
destination-pattern +14085551...
 session protocol sipv2
 session target ipv4:1.1.1.5
 voice-class codec 1
 dtmf-relay sip-kpml rtp-nte
 no vad
!
```



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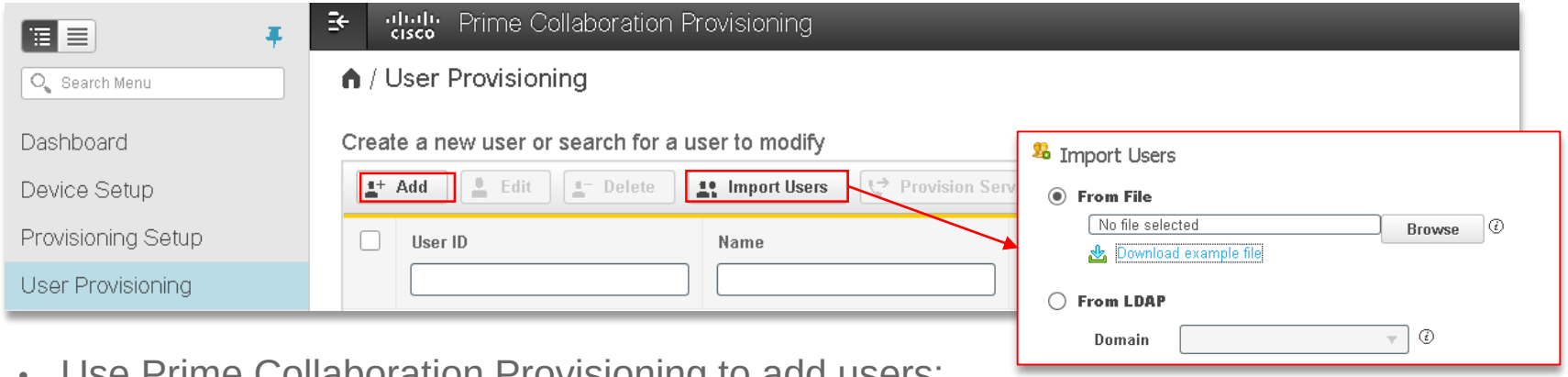
Add Users with Prime Collaboration Provisioning



- Use Prime Collaboration Provisioning to add users:
  - Manually
  - From text file
  - Through LDAP synchronisation
- By default, self provisioning is enabled. New users simply log in using their extension number to configure their phone.

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Call to Action

- Register for an account @ configtoorder.com
- Leverage distribution for routine install tasks
- Take advantage of the Distribution promotion
- Reduce deployment time & costs

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Call to Action

- Visit the World of Solutions for
  - Cisco Campus – Collaboration Demo booth
  - Technical Solution Clinics
- Meet the Engineer
  - Xavier: Thursday from 2PM to 5PM
- Lunch and Learn Topics:
  - Cisco Prime Collaboration - Thursday 18 February 13:00 – 14:15 [LALNMS-0004]
- Technical Breakout Sessions:
  - Simplifying Collaboration Deployments with Prime Collaboration – Wednesday 17 February 16:30 [BRKCOL-2017]

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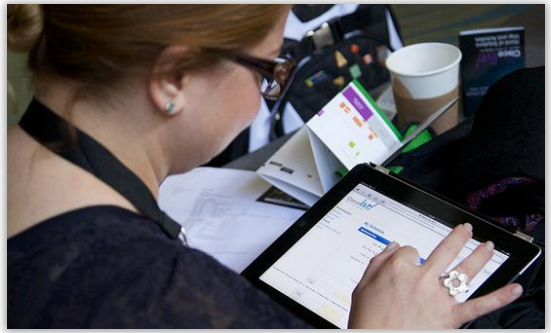
Complete Your **Online Session Evaluation**

- Please complete your online session evaluations after each session. Complete 4 session evaluations & the Overall Conference Evaluation (available from Thursday) to receive your Cisco Live T-shirt.

- All surveys can be completed via the Cisco Live Mobile App or the Communication Stations



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Thank you

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We’re ready. Are you?