

Load new config on video endpoint

Content

Preface.....	1
Alternative 1	2
Load config via Web-interface (TC 7 software).....	2
Load config via Web-interface (CE Software).....	5
Alternativ 2	6
Load config via Putty (SSH).....	6
Test the video system.....	8
Troubleshooting	9

Preface

You should have received a PDF with welcome info and some configuration commands from technician in Atea. This must be loaded into your video endpoint for it to register on our service.

To do this, you need to know the local IP address of your video system.

You can find IP in the menu under “Settings – Systeminformation” on your system. The menu might be different depending on what software version you are on and if you are using touchpanel or remote control. It should be relatively easy to find if you look for it. It’s usually called Ipv4 address or just IP address and it might have a format similar to this: 10.0.54.138 or 192.168.7.240

When you have found the IP address then you have to load the configuration.

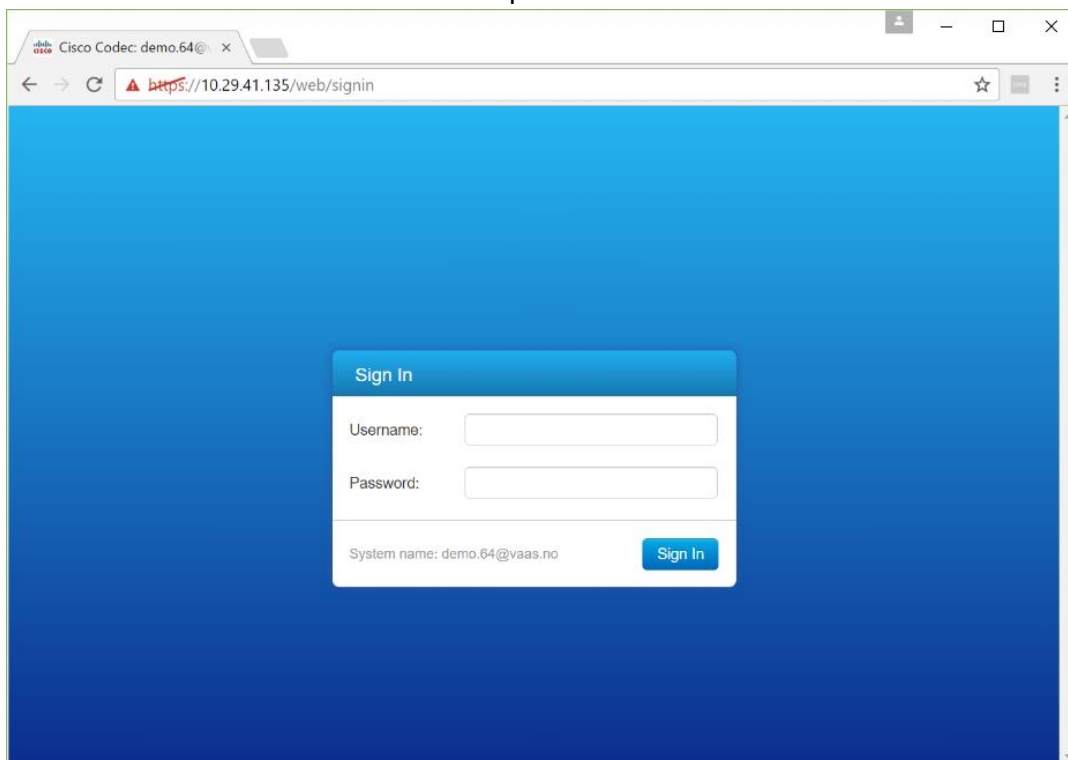
You can load a configuration in two ways. One is through the web interface of the video system or through command line. The most user friendly way is to use the web interface.

But, both ways have been described in this document. It is important that your pc is on the same network as your video system. Or else you might not be able to contact it.

Alternative 1

Load config via Web-interface (TC 7 software)

Write IP address into the browser and press enter:



Log in with (Unless someone has changed login from factory setting)

Username: admin

Password: blank

And then you choose Configuration - API

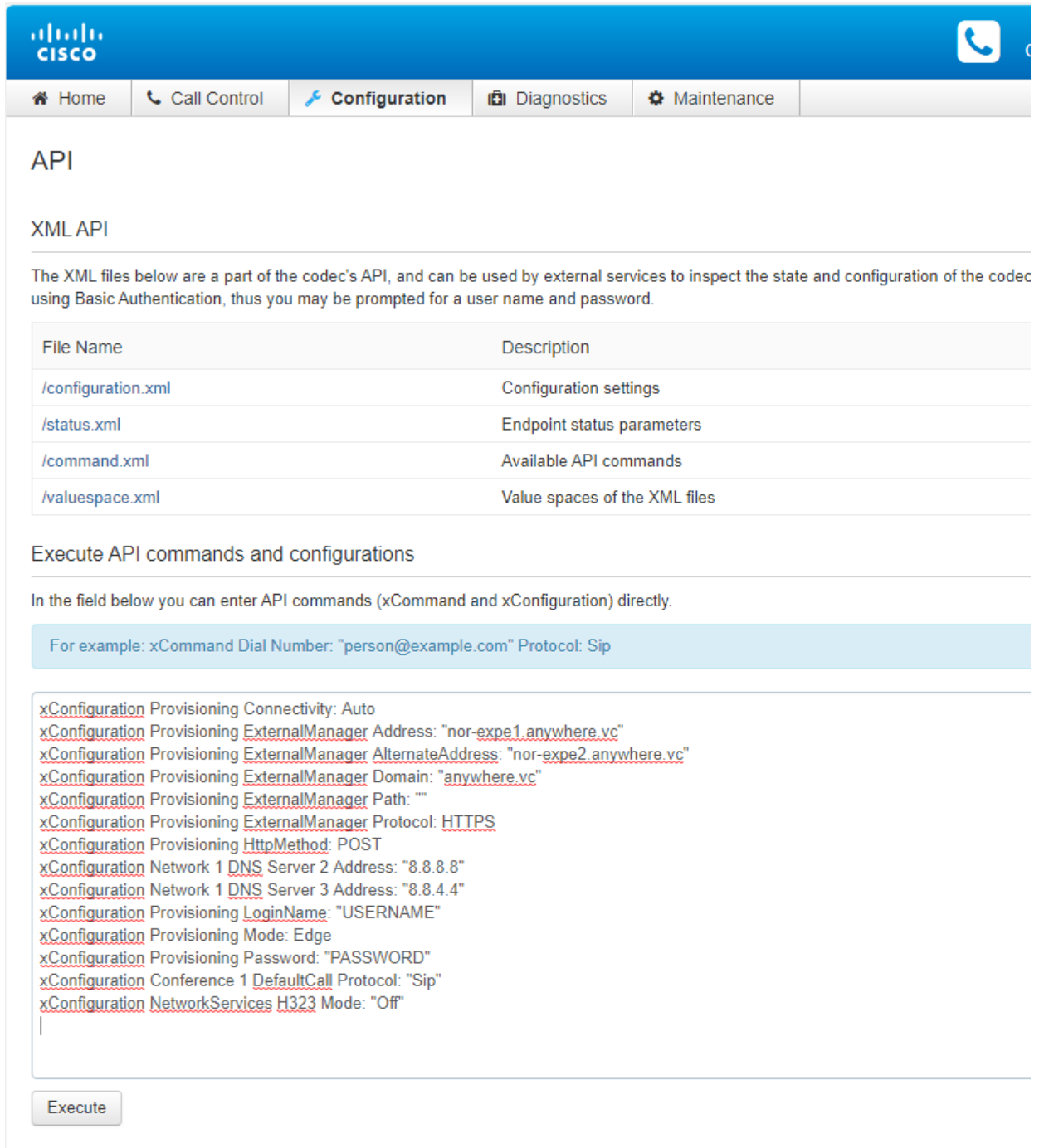
The screenshot displays the Cisco Unified Communications Manager Administration interface. The top navigation bar includes 'Home', 'Call Control', 'Configuration', 'Diagnostics', and 'Maintenance'. The 'Configuration' tab is active, and a dropdown menu is open, with 'API' selected. The main content area shows the configuration for 'SIP Proxy 1', which is registered at 91.184.154.2:5. A yellow warning banner at the top right states: 'There are possible issues with your system. See Troubleshooting'.

System Information	Configuration	System Status
General	System Configuration	
Product: Cisco	System Status	
Last boot: tod	Local Contacts Management	
Serial number: FT	Personalization	
Software version: TC	Peripherals	
Installed options: Du	User Administration	
	Sign In Banner	
	Startup Scripts	
	API	
	Security	
	PremiumResolution	

H323	
Status:	Registered
Gatekeeper:	91.184.154.2
Number:	650103
ID:	demo.tactical.e

SIP Proxy 1	
Status:	Registered
Proxy:	91.184.154.2:5

After that you copy the command lines in the welcome info that you have and paste it in here and press execute. Remember to change **USERNAME** and **PASSWORD** with what is given in the welcome info for the relevant system.



The screenshot shows the Cisco configuration interface for the API section. It includes a navigation bar with 'Home', 'Call Control', 'Configuration', 'Diagnostics', and 'Maintenance'. The main content area is titled 'API' and 'XML API'. It explains that XML files are used for external services and lists five files: /configuration.xml, /status.xml, /command.xml, and /valuespace.xml. Below this is a section for executing API commands, with an example command and a list of configuration commands to be pasted into a text area. An 'Execute' button is at the bottom.

API

XML API

The XML files below are a part of the codec's API, and can be used by external services to inspect the state and configuration of the codec using Basic Authentication, thus you may be prompted for a user name and password.

File Name	Description
/configuration.xml	Configuration settings
/status.xml	Endpoint status parameters
/command.xml	Available API commands
/valuespace.xml	Value spaces of the XML files

Execute API commands and configurations

In the field below you can enter API commands (xCommand and xConfiguration) directly.

For example: xCommand Dial Number: "person@example.com" Protocol: Sip

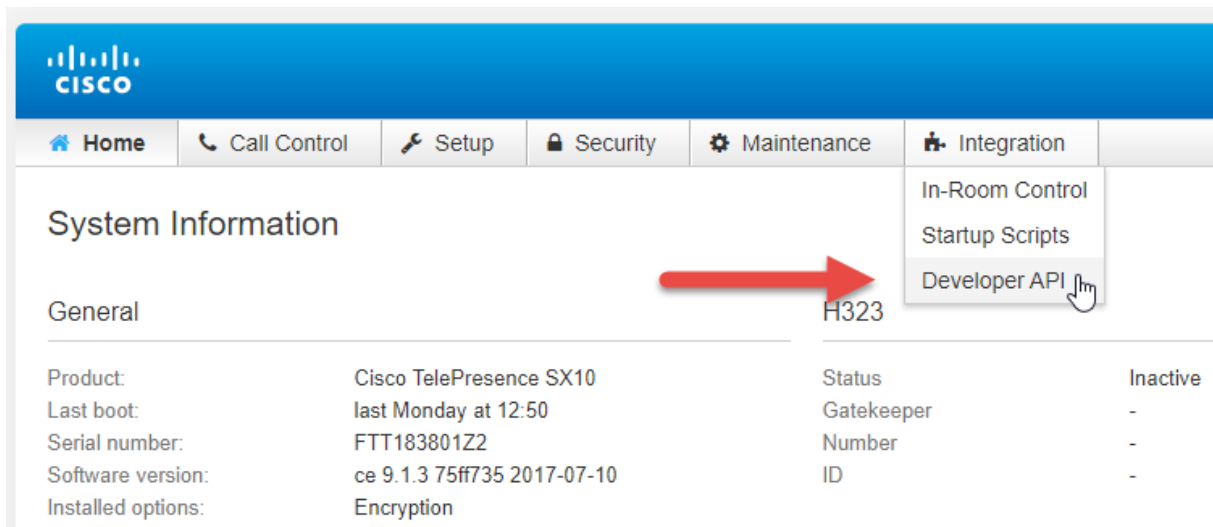
```
xConfiguration Provisioning Connectivity: Auto
xConfiguration Provisioning ExternalManager Address: "nor-expe1.anywhere.vc"
xConfiguration Provisioning ExternalManager AlternateAddress: "nor-expe2.anywhere.vc"
xConfiguration Provisioning ExternalManager Domain: "anywhere.vc"
xConfiguration Provisioning ExternalManager Path: ""
xConfiguration Provisioning ExternalManager Protocol: HTTPS
xConfiguration Provisioning HttpMethod: POST
xConfiguration Network 1 DNS Server 2 Address: "8.8.8.8"
xConfiguration Network 1 DNS Server 3 Address: "8.8.4.4"
xConfiguration Provisioning LoginName: "USERNAME"
xConfiguration Provisioning Mode: Edge
xConfiguration Provisioning Password: "PASSWORD"
xConfiguration Conference 1 DefaultCall Protocol: "Sip"
xConfiguration NetworkServices H323 Mode: "Off"
|
```

Execute

When this is done you will get a message that the config has been loaded and your endpoint will soon be online. You can now try a test call. If it does not work, try to restart the system.

Load config via Web-interface (CE Software)

This is almost the same as for TC 7 software, but the menu is a little bit different. The procedure is the same except for the menu change.



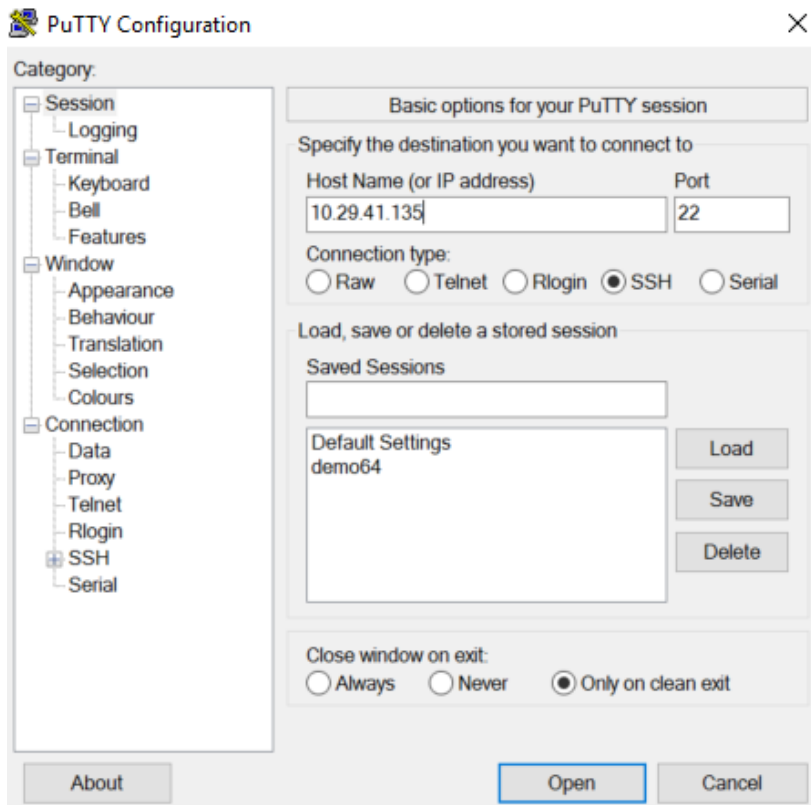
The screenshot shows the Cisco web interface for a Cisco TelePresence SX10 system. The top navigation bar includes 'Home', 'Call Control', 'Setup', 'Security', 'Maintenance', and 'Integration'. The 'Integration' menu is open, showing 'In-Room Control', 'Startup Scripts', and 'Developer API'. A red arrow points to the 'Developer API' option. Below the navigation bar, the 'System Information' section is visible, with a sub-section for 'General' showing details for 'H323'.

System Information			
General			
H323			
Product:	Cisco TelePresence SX10	Status	Inactive
Last boot:	last Monday at 12:50	Gatekeeper	-
Serial number:	FTT183801Z2	Number	-
Software version:	ce 9.1.3 75ff735 2017-07-10	ID	-
Installed options:	Encryption		

Alternativ 2

Load config via Putty (SSH)

1. Download Putty from <http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html>
2. Run Putty
3. Connect to the system via SSH, port 22



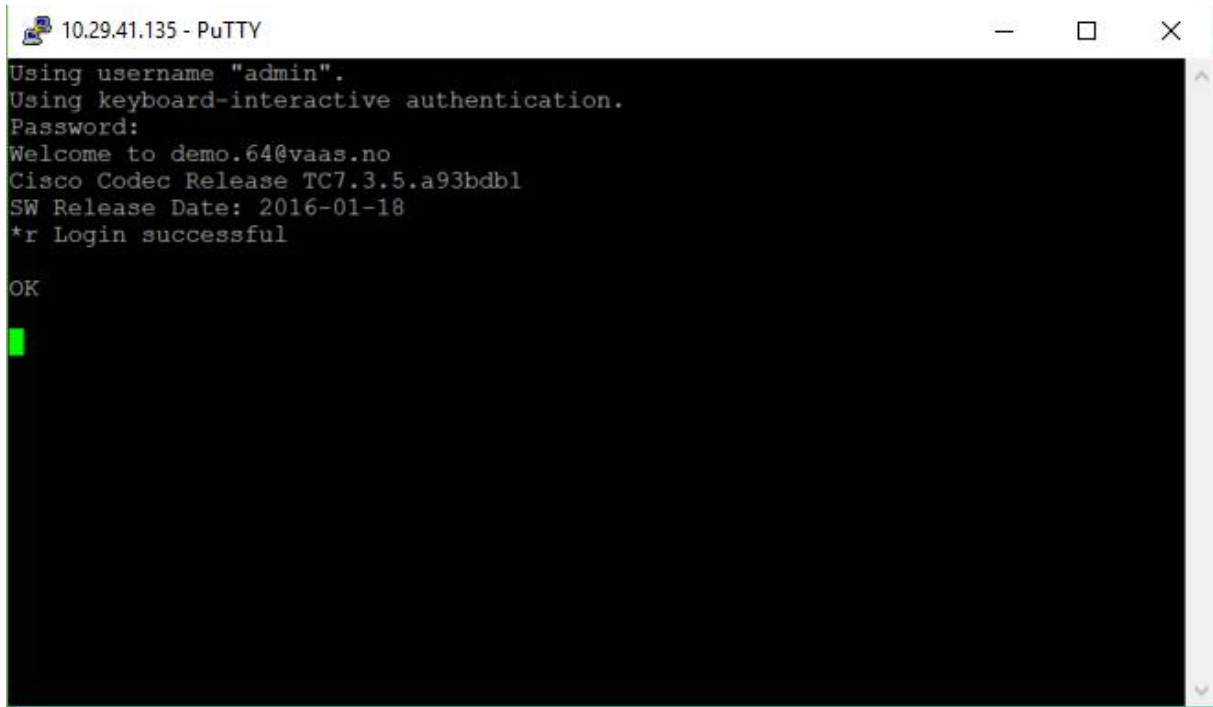
Click "Open"

Log in with (Unless someone has changed login from factory setting)

Username: admin

Password: blank

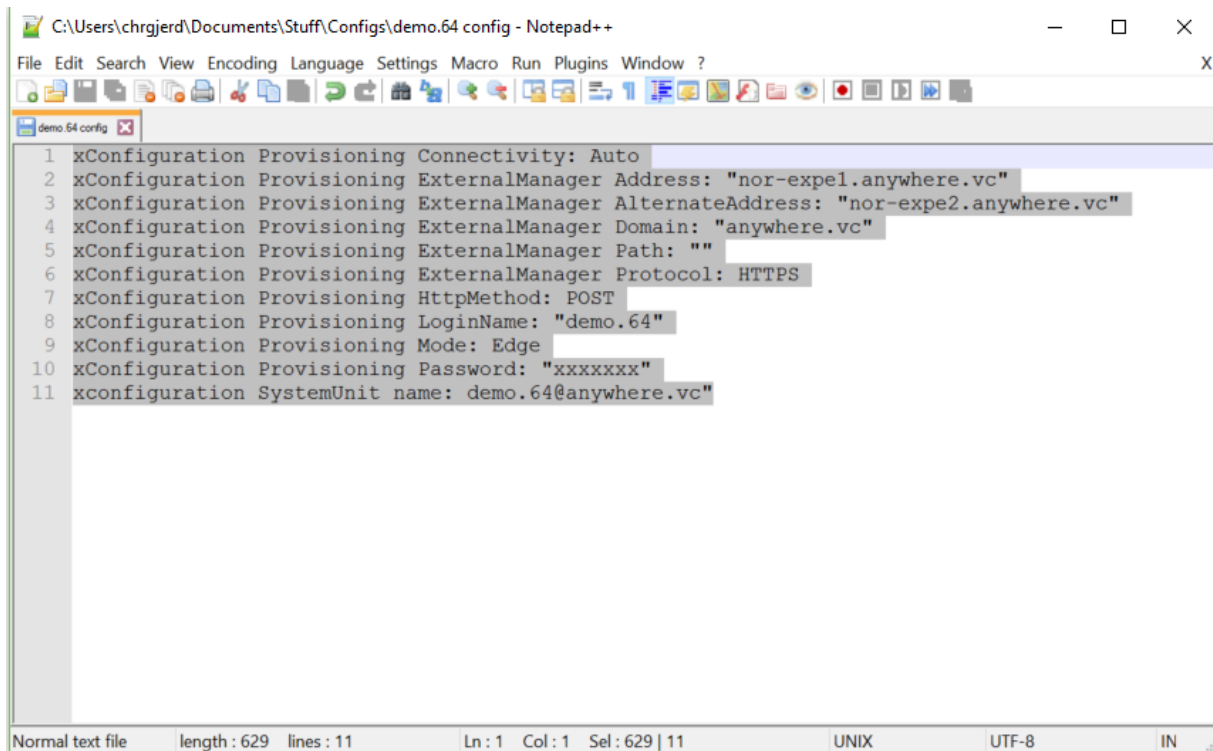
This is how it looks like after logging in with SSH



```
10.29.41.135 - PuTTY
Using username "admin".
Using keyboard-interactive authentication.
Password:
Welcome to demo.64@vaas.no
Cisco Codec Release TC7.3.5.a93bdb1
SW Release Date: 2016-01-18
*r Login successful

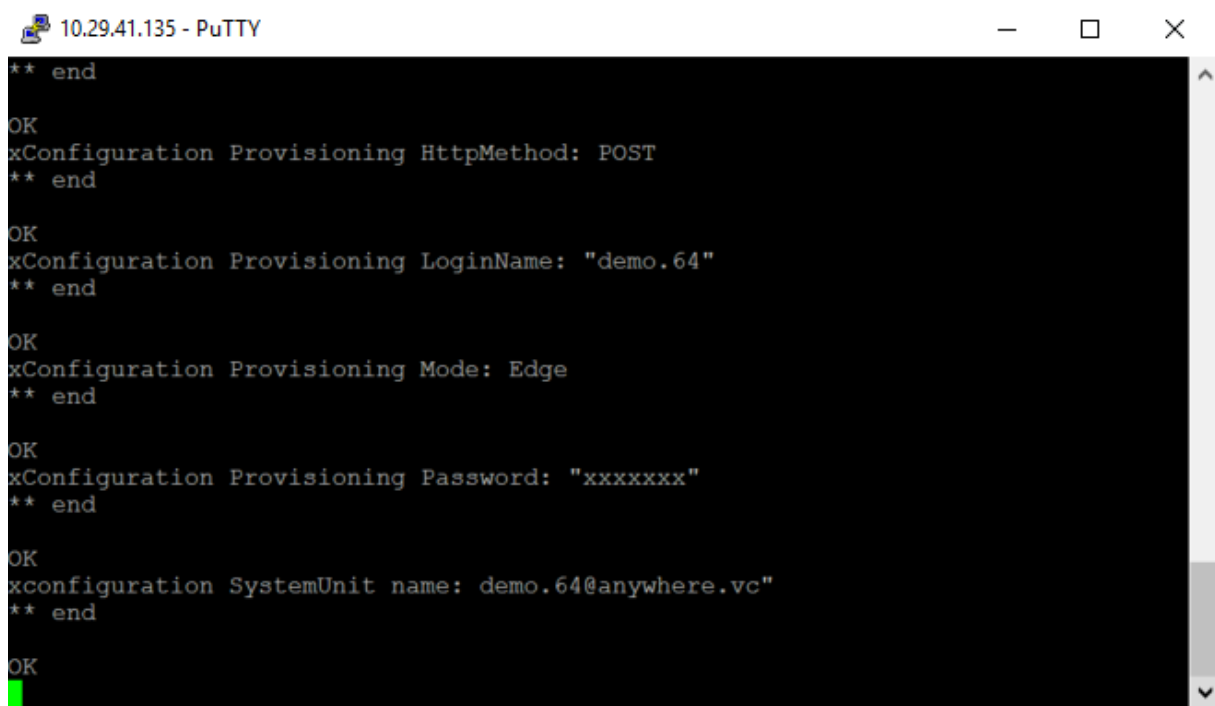
OK
```

Copy the command lines you received from technician in Atea



```
C:\Users\chrjerd\Documents\Stuff\Configs\demo.64 config - Notepad++
File Edit Search View Encoding Language Settings Macro Run Plugins Window ?
demo.64 config
1 xConfiguration Provisioning Connectivity: Auto
2 xConfiguration Provisioning ExternalManager Address: "nor-expel.anywhere.vc"
3 xConfiguration Provisioning ExternalManager AlternateAddress: "nor-expe2.anywhere.vc"
4 xConfiguration Provisioning ExternalManager Domain: "anywhere.vc"
5 xConfiguration Provisioning ExternalManager Path: ""
6 xConfiguration Provisioning ExternalManager Protocol: HTTPS
7 xConfiguration Provisioning HttpMethod: POST
8 xConfiguration Provisioning LoginName: "demo.64"
9 xConfiguration Provisioning Mode: Edge
10 xConfiguration Provisioning Password: "xxxxxxx"
11 xconfiguration SystemUnit name: demo.64@anywhere.vc
Normal text file length: 629 lines: 11 Ln: 1 Col: 1 Sel: 629 | 11 UNIX UTF-8 IN
```

And copy them to the command line (Right click in the window)



```
10.29.41.135 - PuTTY
** end

OK
xConfiguration Provisioning HttpMethod: POST
** end

OK
xConfiguration Provisioning LoginName: "demo.64"
** end

OK
xConfiguration Provisioning Mode: Edge
** end

OK
xConfiguration Provisioning Password: "xxxxxxx"
** end

OK
xconfiguration SystemUnit name: demo.64@anywhere.vc"
** end

OK
```

You might have to press enter for the very last config line to run.
Your video endpoint should now be configured. You can close Putty.

Test the video system

1. Test outbound calls from the system
2. Test if it can receive incoming calls
3. Test presentation and see if everything works as expected

If something does not work then answer back in the open ticket with Atea or contact our support:

Troubleshooting

If something is not working properly then check **Maintenance – Diagnostics** on the videosystem web-gui.



Here you will find error messages if something is not right.

Here are some common errors when trying to register a videosystem:

Authentication fail

```
ERROR: Provisioning Status
Provisioning failed: GET Edge config: HTTP code=401
```

If you are getting this one then check if you have any spaces before or after username or password. A space can sneak its way in when you copy paste username and password into the config. There should be no spaces between the "" brackets.

HTTP code=429

```
ERROR: Provisioning Status
Provisioning failed: GET Edge config: HTTP code=429
```

Videosystem is not added in Atea Anywhere on the server side. Or we have added the wrong MAC address. Please update us with correct MAC address for the video system.

485 Ambiguous / Device type mismatch

```
ERROR: SIP Registration
SIP registration failed: 485 Ambiguous / Device type mismatch. Verify SIP configuration and connectivity to SIP proxy.
```

This means that we have added the videosystem on Anywhere with the correct MAC address, but with wrong model type. We need to know what kind of videosystem this is. For example, Spark Room Kit, Spark Room Kit Plus, SX20, C20 or something else.

Support information:

Country	Phone	Email
Denmark	+4570236500	vk-support@atea.dk
Norway	+4703060	sos@atea.no
Sweden	+46101103279	servicedesk.premium@atea.se
International	+4722095200	sos@atea.no