

IPCommute

IPCommute Phone Inventory Manager

User Guide

Release 1 (Beta 2)

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Introduction

Phone Inventory Manager (PIM) is a tool for gathering the registration status, serial number, CDP connectivity, and firmware version information from Cisco IP Phones connected to a Cisco Unified Communications Manager (CUCM) system.

It makes use of several APIs to provide the above information in a simple table that can be exported to CSV for administrative purposes.

It is also able to compare the installed/running firmware loads on supported IP Phones against the system-wide default firmware for each model as configured in the 'Device Defaults' configuration page on the CUCM system to identify phones that are not running the intended version of software.

System Requirements

Based purely in Java, the only client PC requirement is a Java-capable system. The application is aimed at and tested primarily in Windows, though basic testing in Ubuntu Linux has proven successful.

Installation

To install the application, simply run the downloaded executable file and follow the wizard to select the target directory.

Once installed, run the application from the Start menu; by default the shortcut will be in the 'IPCommute' folder.

On the first execution you will be prompted to install a license file; for this product a standard license will be installed to the selected installation directory. Browse to the installation directory and select the license to continue. If this license expires, return to our website to obtain a new license or the latest version of this application.

Quick Start Guide

- 1) Instal the application as described in the 'Installation' section then run it from the Start menu.
- 2) Once the application is launched, you will be presented with a 'Getting Started' tab displaying brief instructions and notes. The 'Phone Inventory' tab will become available once you have successfully connected to your Communications Manager cluster.

We recommend you use a member of the 'Super Users' group to connect to the cluster. For example, the main 'Application Administrator' account, typically called **CCMAdministrator**. This program uses several APIs, the exact permissions required are listed later in this document.

- 3) Click 'Connect to CUCM' on the toolbar at the top of the screen. Enter your username, password and the IP address or host name of a CUCM server.
- 4) The program will retrieve a list of all devices on the CUCM cluster. It will display registration status and IP address information along with the basic device details.
- 5) To retrieve serial numbers, CDP information, and firmware information, click 'Start Polling Registered Phones' on the toolbar. The application will now connect to each phone in sequence to collect the information.
- 6) You may filter the information by entering information into the boxes above the table of information and clicking the 'Filter' button. If you wish to export the current view, or the entire inventory, click the appropriate export option under the 'File' menu.

Frequently Asked Questions

Q: I don't see any CDP information for any/some devices in the list?

A: CDP information is only available from version 6 of Communications Manager, and is dependent on the firmware running on the phones. If this is important, consider upgrading Communications Manager or deploying the latest device pack for the current version of Communications Manager.

Q: I don't see any serial or other information for ATA devices?

A: Older versions of the ATAs did not support the XML interface required for the information to be gathered. To verify whether this is the problem, see the Troubleshooting section of this document.

User Permissions Requirements

The user that is specified when connecting to the CUCM cluster is required to have permissions to access both the AXL and RIS APIs. To assign these permissions, you may either use a 'Super User' or assign the following 'Roles' to the user:

- Standard CCM Admin Users
- Standard CCMADMIN Read Only
- Standard SERVICEABILITY
- Standard AXL API Access

Troubleshooting

Problem	Solution
The application fails to launch	<p>If launching the application by double-clicking the .jar file, try running it from the command line as described in the installation section.</p> <p>This will display more information if a problem is encountered. If you cannot resolve the issue with the displayed information, also check the 'Log' folder (typically found in your 'home' directory on Linux, or in under the main program directory on Windows) which contains further debugging information.</p> <p>For further assistance, contact support@enterprisevoiceexperts.co.uk</p>
The application fails to connect to the CUCM cluster	<p>Verify your username and password are valid by logging into the CCMUser or CCMAAdmin web pages.</p> <p>Verify your user account has the correct permissions as specified in the 'User Permissions Requirements' section.</p>
Some/all devices show a status of 'Could not Connect'	<p>Verify whether you can browse to the IP address of the device. The application connects directly to the device to collect information, so if there are security restrictions or other network issues preventing direct communication to the phones, some information cannot be captured.</p>