



# Vyopta Collaboration Performance Management Analytics and Monitoring Pre-Kickoff Checklist

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## 1 Getting Started - Preparing Your Environment

### 1.1 Overview

Vyopta's Collaboration Performance Management application provides an immersive view into your organization's investment in video & unified communications infrastructure, with insights on utilization, capacity and adoption as well as real-time monitoring capabilities. This guide is designed to help you prepare your environment for the installation. Please follow the subsequent steps in order to complete your installation.

### 1.2 Pre-Kickoff Checklist

- Provision a Vyopta Data Collector Server
- Open the Necessary Ports on Your Network
- Sign up for a User Account
- Create Services Account
- Test VM Connectivity
- Download the Vyopta Data Collector Software



### 1.3 Provision a Vyopta Data Collector Virtual Machine / Server

A server must be provisioned on which the Vyopta Data Collector will be installed and configured. The Vyopta Data Collector is used to communicate with your video infrastructure in your internal, and in some cases, external environment. The server can be either a virtual machine (VM) or physical appliance. The server will need network access to your video infrastructure and will always be running.

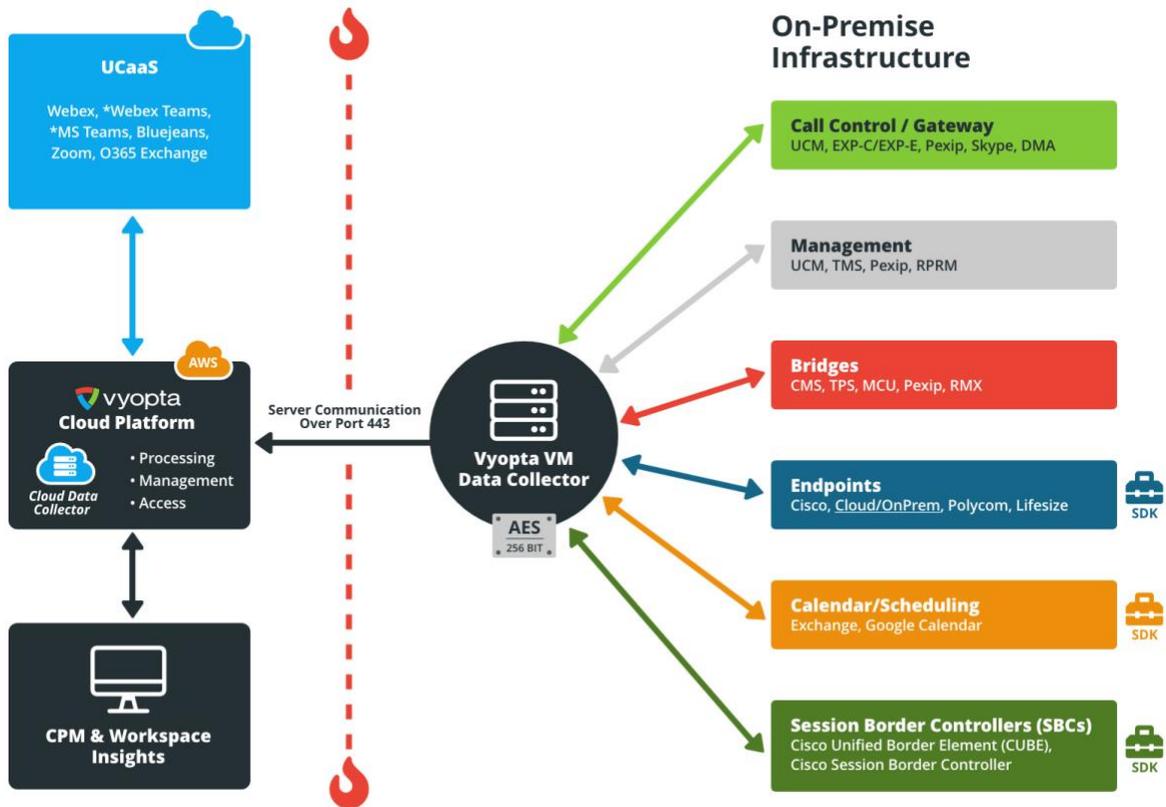
Please see the table below for the recommended server / VM specifications:

<b>CPU</b>	Dual 2.4GHz or Higher
<b>Memory</b>	8GB RAM Recommended
<b>Disk Space</b>	160 GB OS and Data
<b>Network</b>	Single NIC
<b>Operating System</b>	Recommended - Microsoft Windows Server 2019 Minimum - Microsoft Windows Server 2016
<b>System Software</b>	.NET Framework Version 4.5 or higher

## 1.4 Enable access for the Vyopta Data Collector

For Vyopta to execute, access is needed as follows

1. From the Vyopta Data Collector to the Vyopta cloud application
2. From your UC infrastructure, cloud providers, and endpoints to the Vyopta Data Collector



How you accomplish this step is dependent on your IT environment and infrastructure. Typically, it involves having the security / Admin team provide explicit access via your Firewall tools.



### 1.4.1 CPM Cloud Account & Port Requirements

Server	Account Type	Account Requirements	Port Number	Transport Layer	Traffic Origin	Traffic Destination	Allow Return Traffic	Notes
<b>Vyopta Cloud Infrastructure</b>								
apps.vyopta.com	LOCAL APPS SERVICE ACCOUNTS	Vyopta Service Accounts with Admin Privileges	443	TCP	Data Collector & End Users	Vyopta Cloud Application Management Server	Yes	
login.vyopta.com	-	Vyopta Service Account with Admin Privileges	443	TCP	Data Collector & End Users	Vyopta Cloud Application Provisioning Server	Yes	
adr.vyopta.com	-	Vyopta Service Account with Admin Privileges	443	TCP	Data Collector	Vyopta Cloud Historical Document Server	Yes	
api.vyopta.com	-	Vyopta Service Account with Admin Privileges	443	TCP	Data Collector	Vyopta Cloud Real Time Document Server	Yes	Uses the service account on APPS server to relay real-time documents.
galaxy-admin-mq.vyopta.com/	-	Vyopta Service Account with Admin Privileges	443	TCP	Data Collector	Vyopta Cloud Real Time Document Server	Yes	Uses the service account on APPS server to relay real-time documents.
my.vyopta.com	LOCAL END USER ADMIN AND VIEWER ACCOUNTS	Vyopta Administrator and Viewer Accounts setup and configured as needed	443	TCP	End Users	Vyopta Cloud Reporting UI Server	Yes	Used only for Vyopta end users to access and consume UI data.



### 1.4.2 Infrastructure Account & Port Requirements

Infrastructure Type	Account Type	Account Requirements	Port Number	Transport Layer	Traffic Origin	Traffic Destination	Allow Return Traffic	Device Notes
<b>Local Video Infrastructure</b>								
Cisco VCS-C / VCS-E Cisco Expressway-E / C	LOCAL	Read-only Admin with API access	443	TCP	Data Collector	VCS	Yes	All VCS cluster devices must be added.
Cisco TelePresence Server	LOCAL	User with API Access	443	TCP	Data Collector	TP Server	Yes	
Cisco TelePresence Server	LOCAL	User with API Access	22280	TCP	TP Server	Data Collector	Yes	
Cisco MCU	LOCAL	Administrator Account	443	TCP	Data Collector	MCU	Yes	If MCU is in a cluster or stacked environment, only add Master MCU.
Cisco ISDN Gateway	LOCAL	Administrator Account	443	TCP	Data Collector	MCU	Yes	
Cisco TelePresence Manager TMS & TMSPE	SQL DBA	Read-only DB Account with access to the TMSNG and TMSPE databases (Windows AD login not supported)	1433*	TCP	Data Collector	TMS	Yes	* 1433 is typically the default port. However, large enterprise SQL environments typically requires the SQL DBA to identify the actual port in use.
Cisco TelePresence Content Server API	LOCAL	TMS API Account password for TCS	443	TCP	Data Collector	TCS	Yes	Must use the API password for the TCS which must be the same password that TMS uses.
Cisco Unified Communications Manager API	LOCAL	CUCM Application User with Standard CCM Read-only, AXL User Group, Standard CTI Enabled, & Server Monitoring	443 8443 2748 2749	TCP	Data Collector	CUCM	Yes	Typically only the CUCM publishers need to be added.
Cisco Unified Communications Manager FTP/SFTP	LOCAL	Vyopta embedded account	21 or 22 22180 22280	TCP	CUCM - Publisher	Data Collector	Yes	*FTP requires that passive FTP be open. If SFTP is selected, then only port 22 must be open.  CUCM CDRonDemand uses port 22180 or 22280 depending on the data collector version.



### 1.4.3 Infrastructure Account & Port Requirements (cont.)

Infrastructure Type	Account Type	Account Requirements	Port Number	Transport Layer	Traffic Origin	Traffic Destination	Allow Return Traffic	Device Notes
<b>Local Video Infrastructure (cont.)</b>								
Cisco Meeting Server (CMS) - API	LOCAL	User Account with API access	443*	TCP	Data Collector	CMS (Acano) Server	Yes	* Port 443 is the default port. However, the management port is configurable within Acano and may be a different TCP port such as 445.
Cisco Meeting Server (CMS) CDR Forward	N/A	N/A	22280	TCP	CMS (Acano) Server	Data Collector	--	CMS pushes CDR data to the Vyopta Data Collector on TCP port 22280, which is the same port used for CTPS.
Cisco CUBE SNMP	N/A	SNMP	161	UDP	Data Collector	CUBE	Yes	
Cisco CUBE SNMP TRAP	N/A	SNMP Trap	162	UDP	CUBE	Data Collector	Yes	
Pexip Infinity Management Node	LOCAL	Admin Account	443	TCP	Data Collector	Pexip	Yes	Only requires PEXIP Infinity Management Node for historical and real time monitoring data collection.
Microsoft Skype for Business	SQL DBA	Read-only DB Account with access to the LcsCDR and QoEMetrics databases (Windows AD login not supported)	1433*	TCP	Data Collector	Skype for Business	Yes	* 1433 is typically the default port. However, large enterprise SQL environments typically require the SQL DBA to identify the actual port in use.
Polycom DMA	LOCAL	Admin Account	8443	TCP	Data Collector	Polycom	Yes	
Polycom RMX	LOCAL	Admin Account	80 or 443	TCP	Data Collector	Polycom	Yes	
Polycom RPRM	LOCAL	Admin Account	8443	TCP	Data Collector	Polycom	Yes	



#### 1.4.4 Endpoint Account & Port Requirements

Infrastructure Type	Account Type	Account Requirements	Port Number	Transport Layer	Traffic Origin	Traffic Destination	Allow Return Traffic	Device Notes
<b>Video Endpoints</b>								
Cisco Endpoints	LOCAL	Endpoint Admin account	22, 80, 443	TCP	Data Collector	Cisco Endpoints	Yes	
Cisco Endpoints Feedback	N/A	N/A	22181	TCP	Cisco Endpoints	Data Collector	Yes	Endpoint HTTP feedback
Polycom	LOCAL	Endpoint default Admin account	22, 23, 24, 80, 443	TCP	Data Collector	Polycom Endpoints	Yes	

#### 1.4.5 Cloud Provider Account & Port Requirements

Infrastructure Type	Account Type	Account Requirements	Port Number	Transport Layer	Traffic Origin	Traffic Destination	Allow Return Traffic	Device Notes
<b>Cloud Video Providers</b>								
BlueJeans	BlueJeans	Admin account with full Administrator privileges (necessary to generate API key and shared secret)	443	TCP	Data Collector	BlueJeans API	Yes	
WebEx Site Address	WebEx Site Address	WebEx Read-only Admin account or PDA access enabled	443	TCP	Data Collector	WebEx Site Address	Yes	Webex PDA is used for Control Hub Common Identity sites.
Zoom	Zoom	Admin account with full Administrator privileges (necessary to generate API key and shared secret)	443	TCP	Data Collector	Zoom API	Yes	



## 1.5 Sign Up for a Vyopta User Account

To get started, you will need to create a Vyopta user account in Vyopta’s Applications Management Portal. To log into Vyopta’s Applications Management Portal:

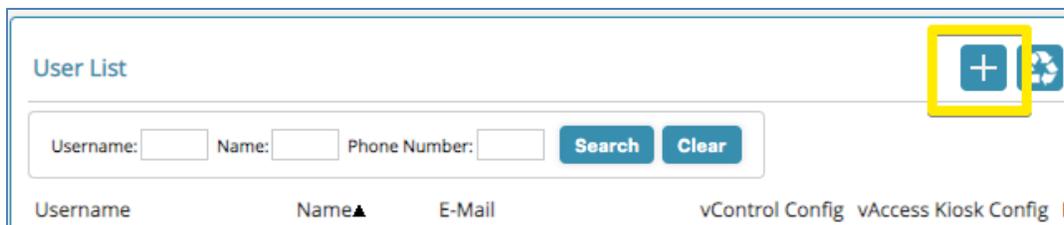
1. Open a web browser and navigate to the Vyopta website ([www.vyopta.com](http://www.vyopta.com)).
2. Select login, in the upper right corner of the screen.
3. Select Create an Account and enter your company email address. *Note: your email must be tied to the domain of your organization.*
4. You will receive an email containing a link to sign up for a Vyopta user account. Fill out the form linked in the email to set up your user account.

Your Vyopta user account must have Administrator privileges for you to complete the remainder of the steps for the deployment. If you are the first account to register for your organization, you will automatically have Administrator privileges.

If, when you login to the portal, you only have access to the Profile menu, you do not have Administrator privileges and will need to request Administrator access. To request Administrator access, please contact your organization’s current administrators. The list of administrators for your organization can be found on the Organization Profile page in the Applications Management Portal.

## 1.6 Create a Vyopta Services Account

Once you have successfully configured your user account and obtained Administrator privileges, you are ready to create a Vyopta service account. The Vyopta service account is used to manage the Vyopta Data Collector deployed within your environment. To create the Vyopta service account, log into the Applications Management Portal ([apps.vyopta.com](http://apps.vyopta.com)) and navigate to the Admin > Users Page. Select the icon in the upper-right corner of the screen to add a new user.





Fill out the information for the Vyopta service account (see figure below). Be sure to give the service account administrator privileges which is required.

### User Information

Username*	<input type="text" value="vyopta_svc"/>	@vyopta.com
Name *	<input type="text" value="Vyopta Data Collector Service"/>	
Phone Number	<input type="text"/>	
	Note: User password must have at least 8 characters with upper/lower case, numeric and special characters.	
Password	<input type="password"/>	<input type="password"/>
	<input checked="" type="checkbox"/> Administrator	

The Vyopta service account does not require an active email address for the username or email address fields but does require your domain to be included in the email address, i.e. vyopta\_svc@<yourdomain>.com. When you have entered the information for the Vyopta service account, click the save button and record the password you assigned so it can be used later.

## 1.7 Test VM connectivity

Next you will test the connection to Vyopta's Cloud from the Vyopta Data Collector (Virtual Machine or Server). Please perform the following tests using Remote Desktop (RDP) on the Vyopta Data Collector Server:

- Navigate to <https://login.vyopta.com/>
  - Confirm that you see an API response - *{"message": "no Route matched with those values"}*
- Navigate to <https://my.vyopta.com/>
  - Confirm that you see the login screen
- Navigate to <https://api.vyopta.com/>
  - Confirm that you see an API response - *{"message": "no Route matched with those values"}*
- Navigate to <https://adr.vyopta.com/>
  - Confirm that you see a confirmation screen - **You have successfully connected to adr.vyopta.com. You may now close this browser window and continue with your installation.**
- Navigate to <https://apps.vyopta.com/>
  - Confirm that you see the login screen.
- Navigate to <https://galaxy-admin-mq.vyopta.com/> and
  - Confirm that you see an API response - *HTTP 400 Error with No clientID header specified*



## 1.8 Download and Install the Vyopta Data Collector on the VM or Server

Finally, you will download and install the Vyopta Data Collector. Please perform the following:

1. Download the Vyopta CPM Data Collector - GA Version (EXE) from the following URL:  
<http://www.vyopta.com/support/documentation#collector>
  - a. You can download directly onto the Vyopta Data Collector machine using Remote Desktop (RDP)
  - b. Or download on your machine and copy to the Vyopta Data Collector machine.
2. Once the installer application is on the Vyopta Data Collector machine, open and run the installer there as a local administrator using RDP.
3. Follow the installer's instructions to complete the installation process.