



Vyopta Collaboration Performance Management Analytics and Monitoring Pre-Kickoff Checklist



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Table of Contents

| | | |
|------------|---|-----------|
| 1 | <i>Getting Started - Preparing Your Environment</i> | 4 |
| 1.1 | Overview | 4 |
| 1.1.1 | Pre-Kickoff Checklist | 4 |
| 1.2 | Provision a Vyopta Data Collector Virtual Machine / Server | 4 |
| 1.3 | Enable access for the Vyopta Data Collector | 5 |
| 1.3.1 | Enable Access from the Vyopta Data Collector to the Vyopta Cloud Platform | 6 |
| 1.3.2 | Enable Access from your UC Environment to the Vyopta Data Collector | 7 |
| 1.4 | Sign Up for a Vyopta User Account | 11 |
| 1.5 | Use the Admin Portal to complete your Configuration | 12 |
| 1.5.1 | Verify the checklist | 12 |
| 1.5.2 | Accept the license terms | 13 |
| 1.5.3 | Create your service account | 14 |
| 1.5.4 | Generate your configuration file | 15 |
| 1.5.5 | Download and Install the Vyopta Data Collector on the VM or Server | 16 |



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.

1.1.1 Pre-Kickoff Checklist

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

1.2 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:

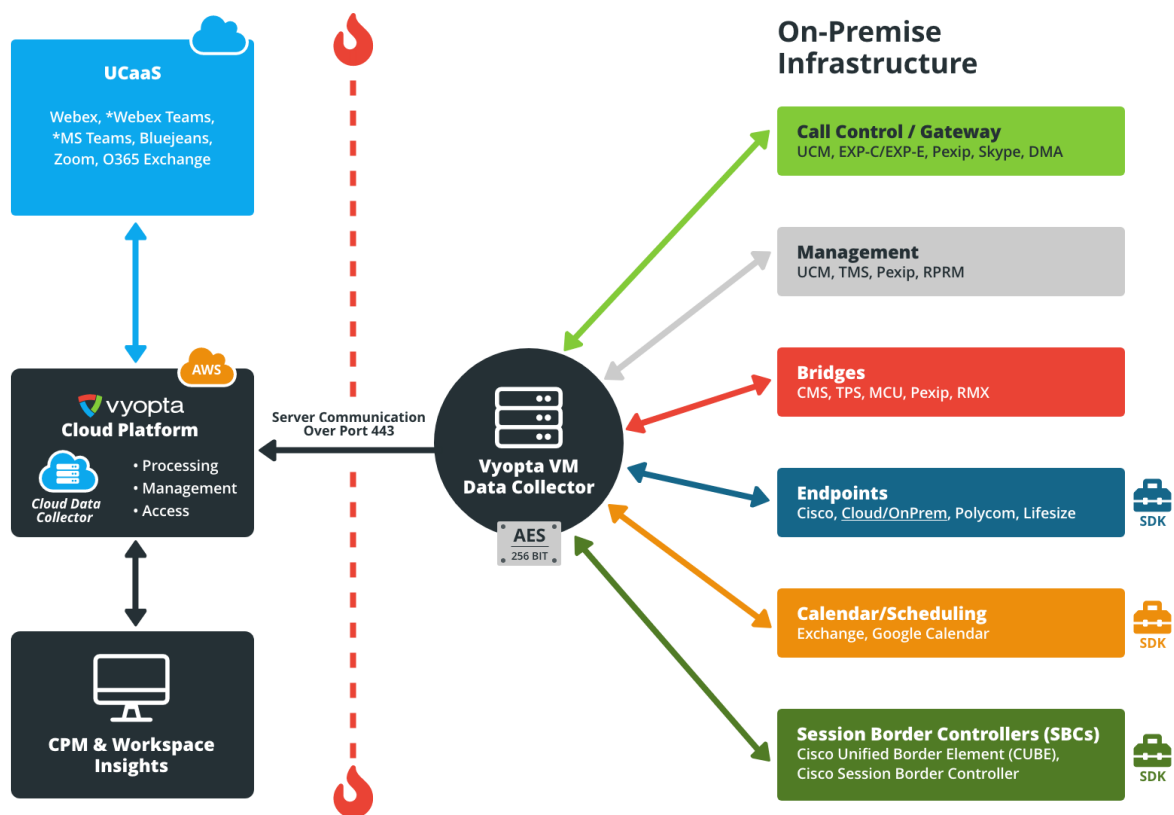
| | |
|-------------------------|---|
| CPU | Dual CPUs |
| Memory | 8GB RAM |
| Disk Space | 80 GB (OS and Data) |
| Network | 1 Gbps NIC |
| Operating System | Windows Server (2012 R2, 2016, 2019) or CentOS 7/6+ or |

| | |
|------------------------|----------------------------------|
| | RHEL 7/6+ |
| System Software | Java 11 (bundled with installer) |

1.3 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.

As a reminder, you must verify access at the Network level and at OS level on the VM/Server.



1.3.1 Enable Access from the Vyopta Data Collector to the Vyopta Cloud Platform

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:

| Test | Expected Result |
|---|---|
| Navigate to https://login.vyopta.com/ | Confirm that you see an API response - <i>{"message":"no Route matched with those values"}</i> |
| Navigate to https://my.vyopta.com/ | Confirm that you see the login screen |
| Navigate to https://my.vyopta.com/admin | Confirm that you see the login screen |
| Navigate to https://api.vyopta.com/ | Confirm that you see an API response - <i>{"message":"no Route matched with those values"}</i> |
| 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://galaxy-admin-mq.vyopta.com/ | Confirm that you see an API response - <i>HTTP 400 Error with No clientID header specified</i> |



1.3.2 Enable Access from your UC Environment to the Vyopta Data Collector

1.3.2.1 Vyopta Cloud Account & Port Requirements

| Server | Account Type | Account Requirements | Port Number | Transport Layer | Traffic Origin | Traffic Destination | Allow Return Traffic | Notes |
|---------------------------------------|---|---|-------------|-----------------|----------------------------|--|----------------------|---|
| Vyopta Cloud Infrastructure | | | | | | | | |
| 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/ my.vyopta.com/admin | 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. |

1.3.2.2 Infrastructure Account & Port Requirements

| Infrastructure Type | Account Type | Account Requirements | Port Number | Transport Layer | Traffic Origin | Traffic Destination | Allow Return Traffic | Device Notes |
|---|--------------|--|------------------------------|-----------------|------------------|---------------------|----------------------|---|
| Local Video Infrastructure | | | | | | | | |
| 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 | 22180 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 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 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 | TCP | CUCM - Publisher | Data Collector | Yes | *FTP requires that passive FTP be open. If SFTP is selected, then only port 22 must be open. |

*2748 is used for CTI and 2749 is used for TLS connection to CTI as referenced in this doc

- https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/port/9_0_1/CUCM_BK_T98E8963_00_tcp-port-usage-guide-90/CUCM_BK_T98E8963_00_tcp-port-usage-guide-90_chapter_01.html

| Infrastructure Type | Account Type | Account Requirements | Port Number | Transport Layer | Traffic Origin | Traffic Destination | Allow Return Traffic | Device Notes |
|---|--------------|--|----------------|-----------------|--------------------|---------------------|----------------------|--|
| Local Video Infrastructure (cont.) | | | | | | | | |
| Cisco Meeting Server (CMS) - API | LOCAL | User Account with API access | 443* | TCP | Data Collector | CMS 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 22180 | TCP | CMS 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 SSH | LOCAL | Admin Account | 22 | TCP | Data Collector | CUBE | Yes | |
| 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. |
| Microsoft Skype for Business | N/A | N/A | 22180 22280 | TCP | Skype for Business | Data Collector | | Skype for Business SDN manager pushes realtime SDN messages to Vyopta Data collector on TCP port 22180 |
| 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 | |

1.3.2.3 Endpoint Account & Port Requirements

| Infrastructure Type | Account Type | Account Requirements | Port Number | Transport Layer | Traffic Origin | Traffic Destination | Allow Return Traffic | Device Notes |
|--------------------------|--------------|--------------------------------|---------------------|-----------------|-----------------|---------------------|----------------------|------------------------|
| Video Endpoints | | | | | | | | |
| Cisco Endpoints | LOCAL | Endpoint Admin account | 22, 80, 443 | TCP | Data Collector | Cisco Endpoints | Yes | |
| Cisco Endpoints Feedback | N/A | N/A | 22180 | 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 | |
| LifeSize | LOCAL | Endpoint Admin account | 22,80 | TCP | Data Collector | LifeSize Endpoints | Yes | |
| Dolby | LOCAL | Endpoint Admin account | 443 | TCP | Data Collector | Dolby Endpoints | Yes | |

1.3.2.4 Cloud Provider Account & Port Requirements

| Infrastructure Type | Account Type | Account Requirements | Port Number | Transport Layer | Traffic Origin | Traffic Destination | Allow Return Traffic | Device Notes |
|------------------------------|--------------|--|-------------|-----------------|----------------|---------------------|----------------------|--------------|
| Cloud Video Providers | | | | | | | | |
| BlueJeans | BlueJeans | Admin account with full Administrator privileges (necessary to generate API key and shared secret) | 443 | TCP | Data Collector | BlueJeans API | Yes | |

1.3.2.5 Cloud to Cloud Video Providers

Please note - The following collections are maintained by Vyopta Cloud Collectors. If you are only collecting from the below infrastructure types, a local data collector is not required, unless you are monitoring high value endpoints.

NA - Not Applicable

| Infrastructure Type | Account Type | Account Requirements | Traffic Destination | Device Notes |
|------------------------------|----------------------------|--|---------------------------------|------------------------------|
| Cloud Video Providers | | | | |
| MS Teams | MS Teams Admin Account | Admin account should be able to grant OAuth access to Vyopta | MS Teams API | No local collector required |
| Microsoft365 | Microsoft365 Admin Account | Admin account should be able to grant OAuth access to Vyopta | MS Graph API for Meetings (WSI) | No local collector required |
| WebEx Control Hub | Control Hub Admin Account | Admin account should be able to grant OAuth access to Vyopta | Control Hub API | No local collector required. |
| Zoom (and Zoom Phone) | Zoom Admin Account | Admin account should be able to grant OAuth access to Vyopta | Zoom API | No local collector required. |




1.4 Sign Up for a Vyopta User Account

Create a Vyopta user account in the Vyopta Admin Portal. To log into the Admin Portal:


1. Open a web browser and navigate to the Vyopta Admin Portal website (<https://my.vyopta.com/admin/>).
2. Select Create an Account and enter your company email address. *Note: your email must be tied to the domain of your organization.*



Sign in to setup/configure your Vyopta account



Username/Email



Password

SIGN IN

Need a Vyopta account? [Create an account](#)

3. 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 Admin Portal, you only have access to the Profile menu, you do not have

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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.

1.5 Use the Admin Portal to complete your Configuration

4. Open a web browser and navigate to the Vyopta Admin Portal website (<https://my.vyopta.com/admin/>). Select the getting started menu item.

1 Checklist — 2 License — 3 Service Account — 4 Configuration — 5 Download

Preparing your environment checklist

Before you begin setting up, please review the checklist to ensure you've already prepared your environment for the installation.

- ✓ 1. Prepare a Vyopta Data Collector server instance >
- ✓ 2. Test the connection to the Vyopta Cloud >
- ✓ 3. Reviewed the recommended specs >

☐ I have prepared my environment

CONTINUE

You'll see the previous steps in the checklist. You can expand the description by clicking on the ">".

1.5.1 Verify the checklist

Verify that you have completed the checklist up to this point.

☒ I have prepared my environment

CONTINUE

1.5.2 *Accept the license terms*

1 Checklist — 2 **License** — 3 Service Account — 4 Configuration — 5 Download

License

Accept Vyopta and OpenJDK 11 (GPLv2) License

(Please note that VyoptaCollector uses OpenJDK for Java 11 runtime platform, which is covered under [GPLv2 license agreement and related licenses](#))

You must accept the [License Agreement](#) to continue.

☐ I Accept the OpenJDK and Vyopta License Agreements

BACK

CONTINUE



1.5.3 Create your service account

1 Checklist — 2 License — 3 Service Account — 4 Configuration — 5 Download

Service Account

The data collector requires to login to the Vyopta Cloud with a service account.

☐ Use an existing service account

Create Service Account

| | |
|---|--|
| Name | Login |
| <input type="text" value="Service Account - Vyopta Inc"/> | <input type="text" value="vyopta_svc@vyopta.com"/> |
| <input type="password" value=""/> | <input type="password" value=""/> |

SAVE

BACK

CONTINUE

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, record the password you assigned so it can be used later and click the Continue button.

1.5.4 *Generate your configuration file*

1 Checklist — 2 License — 3 Service Account — 4 **Configuration** — 5 Download

Configuration

The data collector requires a configuration file to be present alongside the collector.

☐ Use an existing vyoptacollector.xml configuration file

Generate Config File

Enter Service Account Credentials:

 Service Account 

 Password

Collection Options:

☐ All (Endpoints and Infrastructure)

☒ Endpoints Only

☐ Infrastructure Only

Proxy Details:

Is there a proxy server that the collector must use to reach infrastructure, endpoints and the Vyopta Cloud?

No Proxy 

GET CONFIG FILE

BACK

CONTINUE



1.5.5 Download and Install the Vyopta Data Collector on the VM or Server

Finally, you will download and install the Vyopta Data Collector. You can download directly onto the Vyopta Data Collector machine using Remote Desktop (RDP) or download on a local machine and copy to the Vyopta Data Collector location.

Download

Download the Vyopta data collector

Windows: [VYOPTACOLLECTOR.EXE \(GA 4.4.0\)](#)

Linux: [VYOPTACOLLECTOR.SH \(GA 4.4.0\)](#)

Place `vyoptacollector.exe` (or `.sh`) in the desired folder along with `vyoptacollector.xml`, then run this command:

on windows:

```
vyoptacollector.exe -install
```

on linux:

```
chmod 755 vyoptacollector.sh
sudo ./vyoptacollector.sh -install
```

Note: This will run the collector as the `vyoptacollector.sh` file's owner user.

To run the service under specific user credentials, run the following command:

on windows:

```
vyoptacollector.exe -install -username <username> -password <password>
```

on linux:

```
chmod 755 vyoptacollector.sh
sudo ./vyoptacollector.sh -install -username <username> -password <password>
```

(To run the program without installing as a service, run `vyoptacollector.exe` or `./vyoptacollector.sh`)

BACK

DONE

Follow the installer's instructions to complete the installation process.