

What You Make Possible



Video Communications Management and Scheduling

BRKEVT-2664

Agenda

- Introduction
- Endpoint Management
- Infrastructure Management
- Directories & Phone books
- Conference Monitoring
- Booking & Scheduling
- Reporting and Analysis
- Ordering/Licenses

Introduction



History

The screenshot shows a web browser window titled "TANDBERG Management Suite Demo -(TANDBERG Administrator Demo)". The address bar shows the URL: <http://web.archive.org/web/20010303220804/http://www.tandberg.net/produkter/gpp/tn>. The browser's search bar contains "Google".

The main content area has a black header with the following navigation links: [Configuration](#), [Server Directory](#), [Software Utility](#), and [Templates](#). There are also several help icons (question marks in boxes) scattered across the interface.

The main content area is titled "TANDBERG Administrator" and contains the following information:

- Version 2.1**
- Release date: 2001-02-12**
- This version is for 1500 systems.
You can add another 1493 systems to the TANDBERG Administrator!
- Configuration:**
 - Telnet Timeout (in seconds):
 - SNMP Timeout (in seconds):
 - Software Directory:
 - Software Timeout (in seconds):
 - Text Timeout (in seconds):
 - FTP Timeout (in seconds):
 - Boot Wait (in seconds):
 - Boot Retry:
 - Level Refresh (in seconds):

On the left side of the interface, there is a sidebar with the following links:

- TANDBERG Administrator**
- [List Systems:](#)
- [In Call](#)
- [Not Reachable](#)
- [Unregistered](#)
- [System Statistics](#)
- Folders:**
- [Root](#)
- [New York](#)

At the bottom of the main content area, there is a section titled "TANDBERG Watchdog".

History



Platform

- ASP.NET Application
- Windows Server 2008 or 2003
- MS SQL Database
 - SQL Express on same server as TMS for < 100 systems
 - External database
- Configured via web interface
- VM capable
- Previously sold an appliance version

TelePresence Management Story

- Rebranded during TANDBERG acquisition
 - “Cisco TelePresence Management Suite” or “Cisco TMS”
- Go forward TelePresence Management application
 - Direction is to move CTS-Manager customers to Cisco TMS

Releases

- Currently on version 13.2
 - Release date: 2012-05-09
- Historically 2 major revisions a year
 - Minor bug fixes throughout the year

Extensions

- TelePresence Management Suite Provisioning Extensions
- TelePresence Management Suite Analytics Extensions
- TelePresence Management Suite Scheduling Extensions

Cisco TelePresence Management Suite

Unified Service Orchestration And Control



Cisco TelePresence Management Suite

TMS > Portal > Portal

http://tsbu-alpha-tms1.cisco.com/tms/

Search...

Portal Booking Monitoring Systems Phone Books Reporting Administrative Tools

You are here: Portal > Portal

TMS has 1 open ticket(s). Go to [TMS Tickets](#) for more information.

Systems

Endpoints	595
MCUs	13
Gatekeepers	7
Gateways	0
Rooms	3
Border Controllers	0
Recording and streaming devices	1
Equipment	0
Other	3

Total number of systems: 622
Total number of licences: 2046
Number of free licences: 1424

Systems sorted by ticket level

Systems with uppermost ticket level Critical	290
Systems with uppermost ticket level Major	0
Systems with uppermost ticket level Minor	14
Systems with uppermost ticket level Warning	277

[Open Ticketing Service](#)

Conferences and reservations

Pending	0
Active	13
Finished	149
Requests	0

[Open Conference Control Center](#)

System Usage

[Show Conference Statistics](#)

Andrew Bell (cisco\andrebel) System Contact: TSBU Alpha Network Server Time: 12:36 PM S/N: 80A01263 Version: 13.2.1 Beta 3

Endpoint Configuration



Endpoint Configuration

- Two different ways of configuring endpoints
 - Direct Management
 - Provisioning
- TMS is not the SIP/H323 registration point
 - CUCM, VCS, or 3rd Party Gatekeeper/Registrar
- Infrastructure Management is ‘Direct Management’

Endpoint Configuration

Direct Endpoint Management

The screenshot shows a web browser window titled "CISCO Codec: untitled codec" with the address bar displaying "161.44.210.84/wsgi/". The page features the Cisco logo and a navigation menu with tabs for "Diagnostics", "Configuration", "Call Control", and "Maintenance". The user is logged in as "admin".

System Information

General		H323	
System name:		Number:	7782376305
Software version:	TC5.1.2.289652	ID:	andrebel.h323@sjc.cisco.com
Product:	TANDBERG EX90	Gatekeeper:	10.35.209.92
Serial number:	A1AR20D00368	Status:	Registered
IP address:	161.44.210.84	SIP	
MAC address:	00:50:60:05:48:1A	URI:	andrebel.office.ex90@sjc.cisco.com
Valid release key:	Yes	Proxy:	128.107.201.136
Installed options:	MultiSite, PremiumResolution, DualDisplay	Status:	Registered

Sign In Information

Last successful sign in:	Wed Aug 22 05:54:20 2012	Unsuccessful authorization attempts since last sign in:	0
Password expires in:	Never		

Endpoint Configuration

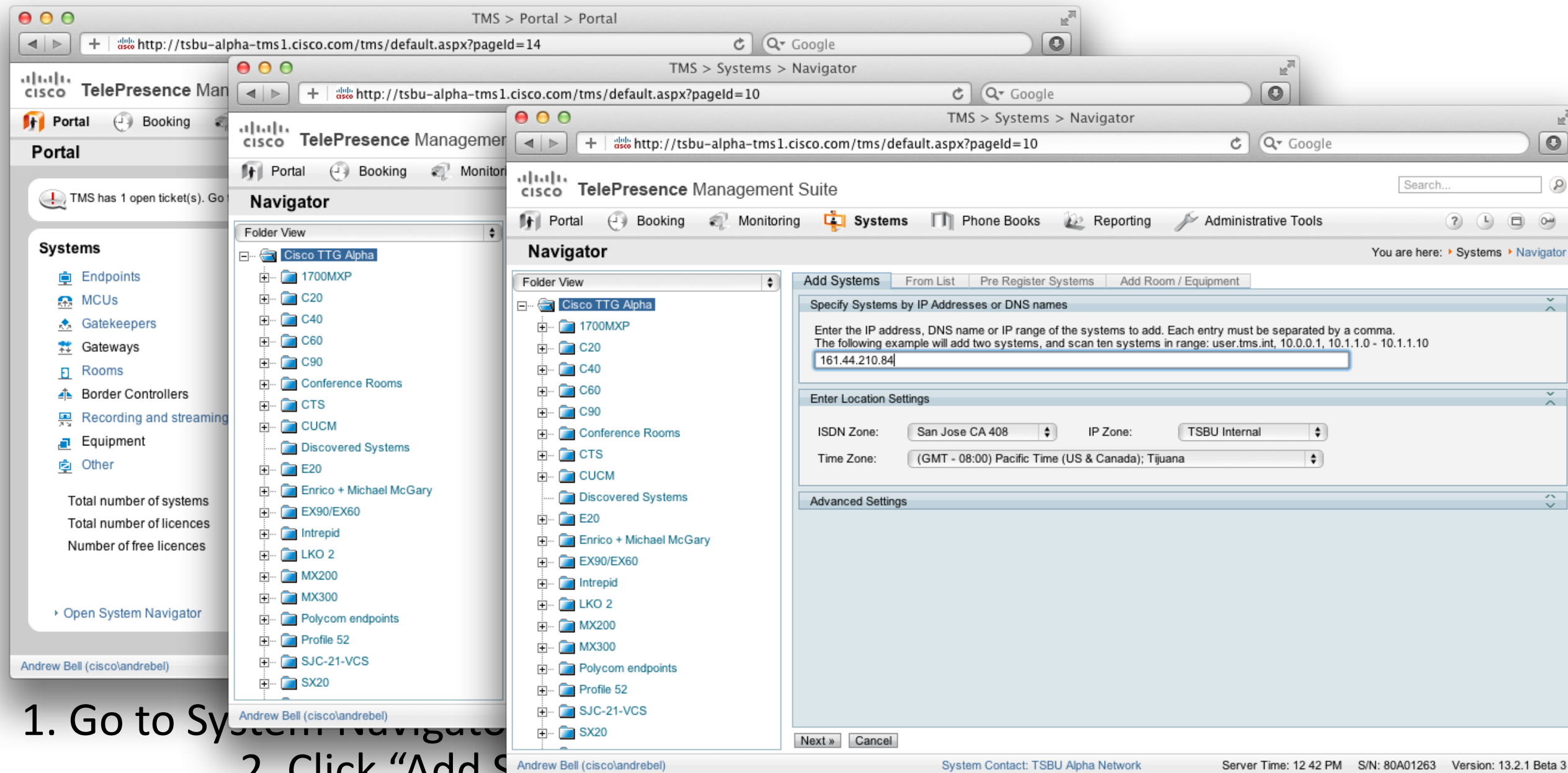
Direct Endpoint Management

- Traditional method of endpoint management
- Configurable under 'System Navigator'
- +100 Configurable settings (Call, Registration, System Settings)
- TMS talks directly to the endpoints via HTTP, SNMP
- Uses standard APIs available on endpoint
- 3rd Party Support
- Option 242



Endpoint Configuration

Direct Endpoint Management



1. Go to System Navigator
2. Click "Add Systems"
3. Enter IP Address of Systems

Endpoint Configuration

Direct Endpoint Management - CUCM

TMS > Systems > Navigator

http://tsbu-alpha-tms1.cisco.com/tms/default.aspx?pagelid=10

Search...

Portal Booking Monitoring **Systems** Phone Books Reporting Administrative Tools

You are here: Systems > Navigator

Folder View

- Cisco TTG Alpha
 - 1700MXP
 - C20
 - C40
 - C60
 - C90
 - Conference Rooms
 - CTS
 - CUCM
 - 10.35.200.20
 - 10.35.201.20
 - 10.35.203.8
 - Discovered Systems
 - E20
 - Enrico + Michael McGary
 - EX90/EX60
 - Intrepid
 - LKO 2
 - MX200
 - MX300
 - Polycom endpoints

10.35.200.20

System Type: Cisco Unified Communications Manager System status: Alive Network Address: 10.35.200.20
Connectivity: Reachable on LAN

Summary Settings **Managed Systems** Connection Permissions Logs

System Name	Type	Network Address
CTS3000-MAL2-2-TELECASTER ALPHA 3000-89022324 (SEP0019AA043651) (System not in TMS)	Cisco TelePresence 3000	10.87.91.
CTS1000-Mahal Mohan (mohan2) WK-89027801 (SEP0019AA045463) (System not in TMS)	Cisco TelePresence 1000	10.22.74.
CTS1000-ATL-7-OUTPOST 89027813 (SEP0019AA045A60) (System not in TMS)	Cisco TelePresence 1000	10.90.2.
CTS500-Susan Hayes 27851 (SEP0019AA045C40) (System not in TMS)	Cisco TelePresence 500-37	10.16.1.
CTS3000-SJCK-1-Room for TAC Training 89027844 (SEP0019AA045E11) (System not in TMS)	Cisco TelePresence 3000	171.68.
CTS1000-Thousand Island Bldg I 89027805 (SEP001D4526E2E0) (System not in TMS)	Cisco TelePresence 1000	10.17.14.
CTS1000 - Jim Dodd 27814 (SEP001D4526E2FE) (System not in TMS)	Cisco TelePresence 1000	10.88.51.
CTS500-Vivian Tseng 89027889 (SEP001D4526E62E) (System not in TMS)	Cisco TelePresence 500-37	10.35.21.
CTS500-Joe Friel 89022331 (SEP001D4526E64F) (System not in TMS)	Cisco TelePresence 500-37	10.87.1.
CTS500-Michael Hubenthal (mikehub) WK 89027874 (SEP001DA2389957) (System not in TMS)	Cisco TelePresence 500-37	10.22.74.
CTS1100-SJC21-3-Shad-89027803 (SEP001DA2389FD2) (System not in TMS)	Cisco TelePresence 1100	10.35.21.
CTS3000-RCDN4-2-PALO DURO ALPHA CTS-89022318 (SEP001DA2389FFF) (System not in TMS)	Cisco TelePresence 3000	10.88.21.
CTS500-Chuck Stucki (cstucki) WK 89022303 (SEP001DA238A182) (System not in TMS)	Cisco TelePresence 500-37	10.16.9.
CTS500-Bill Mauchly 89022319 (SEP001DA238AA25) (System not in TMS)	Cisco TelePresence 500-37	10.87.1.
CTS500-Scott Westlake (swestlak) WK 89022308 (SEP001DA238AC20) (System not in TMS)	Cisco TelePresence 500-37	10.35.21.

Andrew Bell (cisco\andrebel) System Contact: TSBU Alpha Network Server Time: 02:44 PM S/N: 80A01263 Version: 13.2.1 Beta 3

Endpoint Configuration

Direct Managed Endpoint Features

- Granular System Configuration
- Scheduling
- OBTP
- Upgrades
- Reporting
- Phonebooks
- Conference Management

Endpoint Configuration

Direct Managed – “Room Systems”

- Logical representation of a 3rd party system
- Used when TMS doesn't natively support a device
- Creates a TMS system ID
- Can be scheduled and called
- Use cases
 - Unsupported 3rd Party
 - Endpoints in a different TMS
 - Partner endpoints
 - “User Scheduling” TMSPE, Jabber, Movi, Lync

Endpoint Configuration

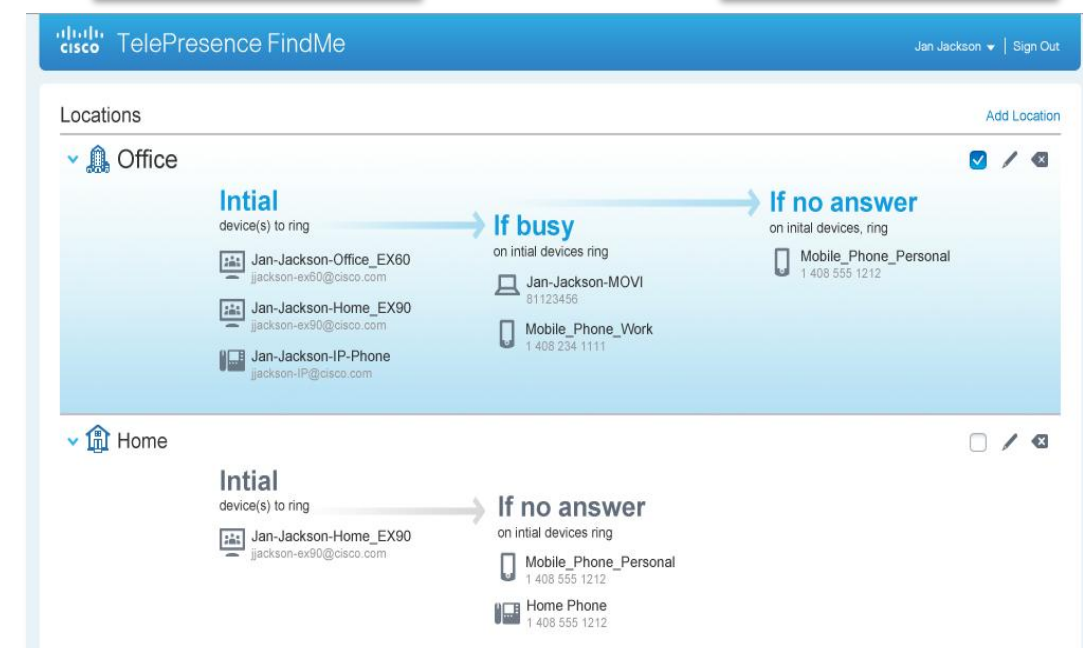
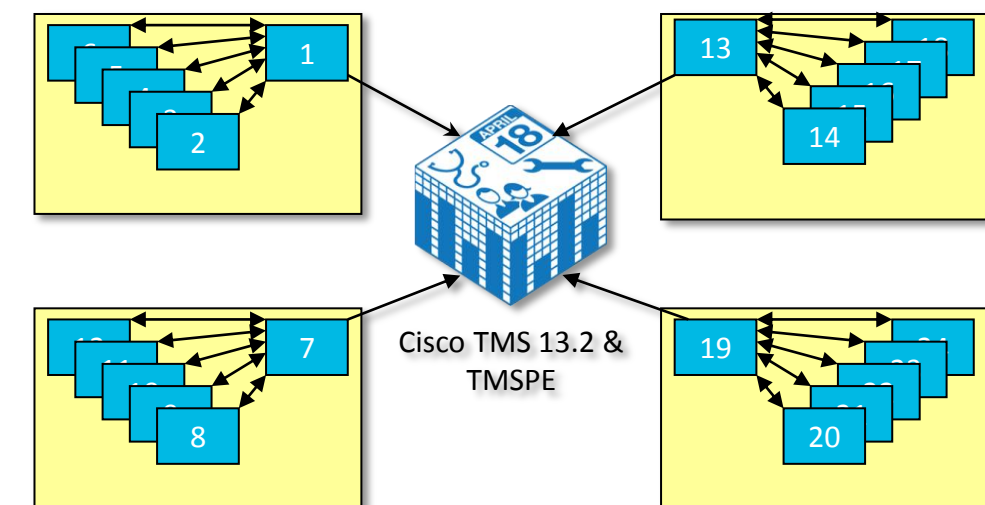
Cisco TMS Provisioning Extension v1.0

■ Key features

- Import users from Microsoft & generic LDAP sources
- 100,000 users and devices
- User personalisation and administrative device configuration control for supported devices (e.g. Jabber Video (Movi), Jabber iPad, E20, EX60, EX90, MX200, MX300)
- End-user FindMe™ portal on TMS using AD login, instead of Cisco VCS Web UI
- Sold per Jabber Video (Movi) or endpoint actively provisioned

■ Customer benefits

- Automated provisioning on and off network
- Provide phone books to authenticated endpoints even outside the network



Endpoint Configuration

Provisioning

The screenshot displays the Cisco TelePresence Management Suite (TMS) provisioning interface. The browser address bar shows the URL: `http://tsbu-alpha-tms1.cisco.com/tms/default.aspx?pagelid=216`. The page title is "Cisco - EX90 5.1". The interface includes a navigation menu with options like Portal, Booking, Monitoring, Systems, Phone Books, Reporting, and Administrative Tools. The main content area is divided into two sections: "Users and Groups" and "Configurations".

Users and Groups

- Configuration Templates
 - Add Schema... Add Template...
 - CiscoMX200
 - 5.0
 - Cisco - CiscoMX200 5.0
 - Test Template
 - CiscoMX300
 - 5.0
 - Cisco - CiscoMX300 5.0
 - e20
 - 4.0
 - Cisco - E20 4.0
 - 4.1
 - Cisco - E20 4.1
 - ex60
 - 4.2
 - Cisco - EX60 4.2
 - 5.0
 - Cisco - EX60 5.0
 - ex90

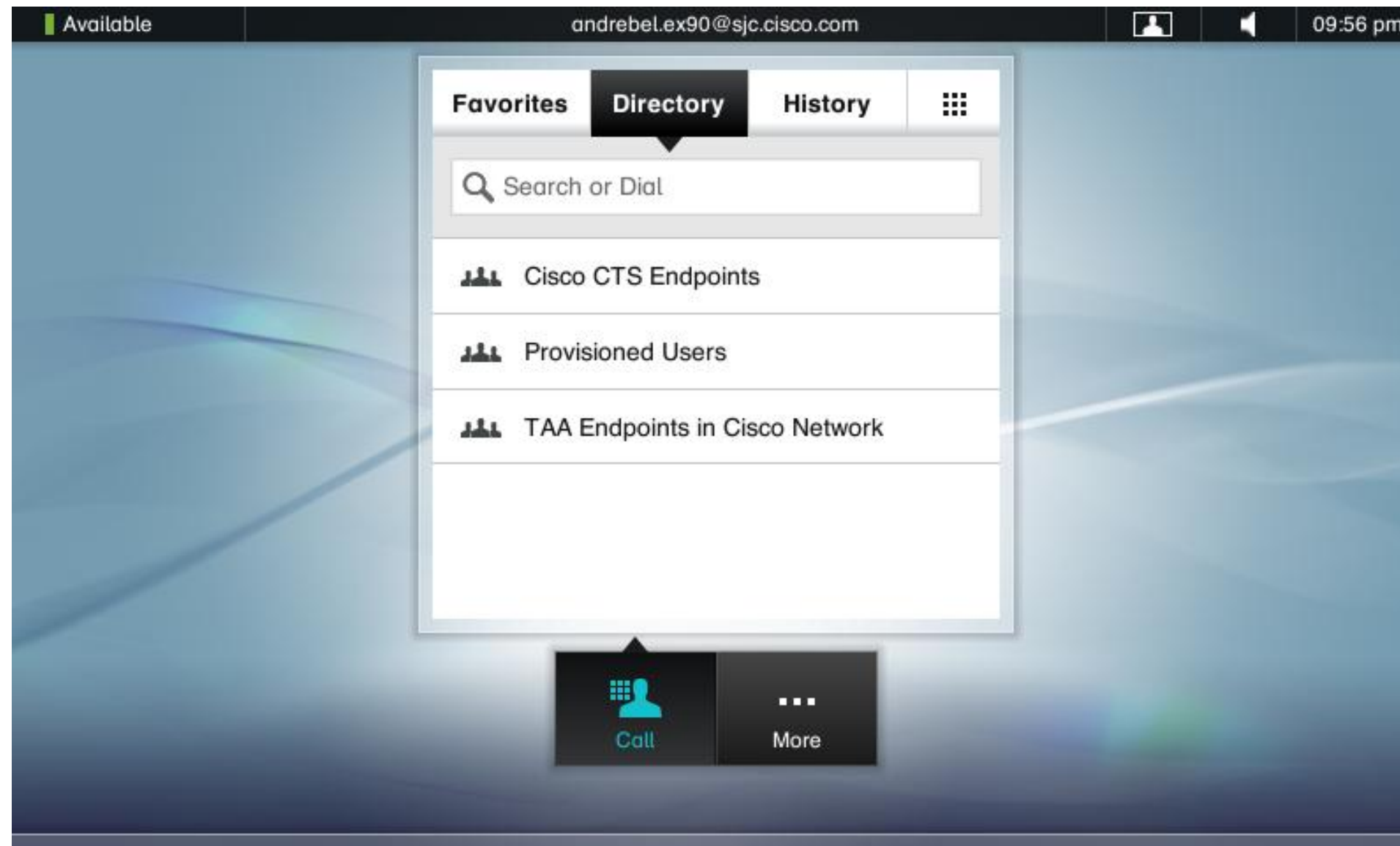
Configurations

Name	Value
Cameras Camera FrameRate	60Hz
Conference Encryption Mode	BestEffort
H323 Profile H323Alias ID	{username}.ex90@sjc.cisco.com
NetworkServices NTP Address	us.pool.ntp.org
NetworkServices NTP Mode	Auto
Phonebook Server Type	VCS
Phonebook Server URL	phonebook@cisco.com
Public SIP Server Address	ttg-sjc-vcsecluster.cisco.com
SIP Server Address	tsbu-alpha-vcsl.cisco.com
SystemUnit Type	Personal
Time DateFormat	MM_DD_YY

System Contact: TSBU Alpha Network Server Time: 04:11 PM S/N: 80A01263 Version: 13.2.1 Beta 3

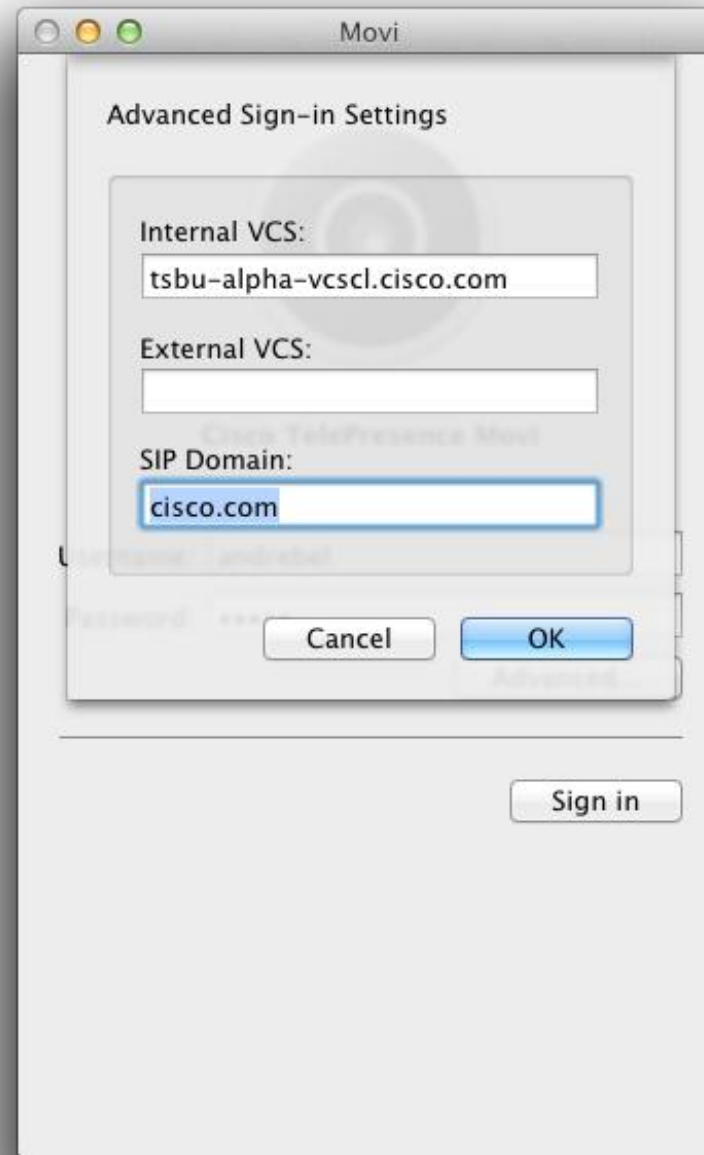
Endpoint Configuration

Provisioning



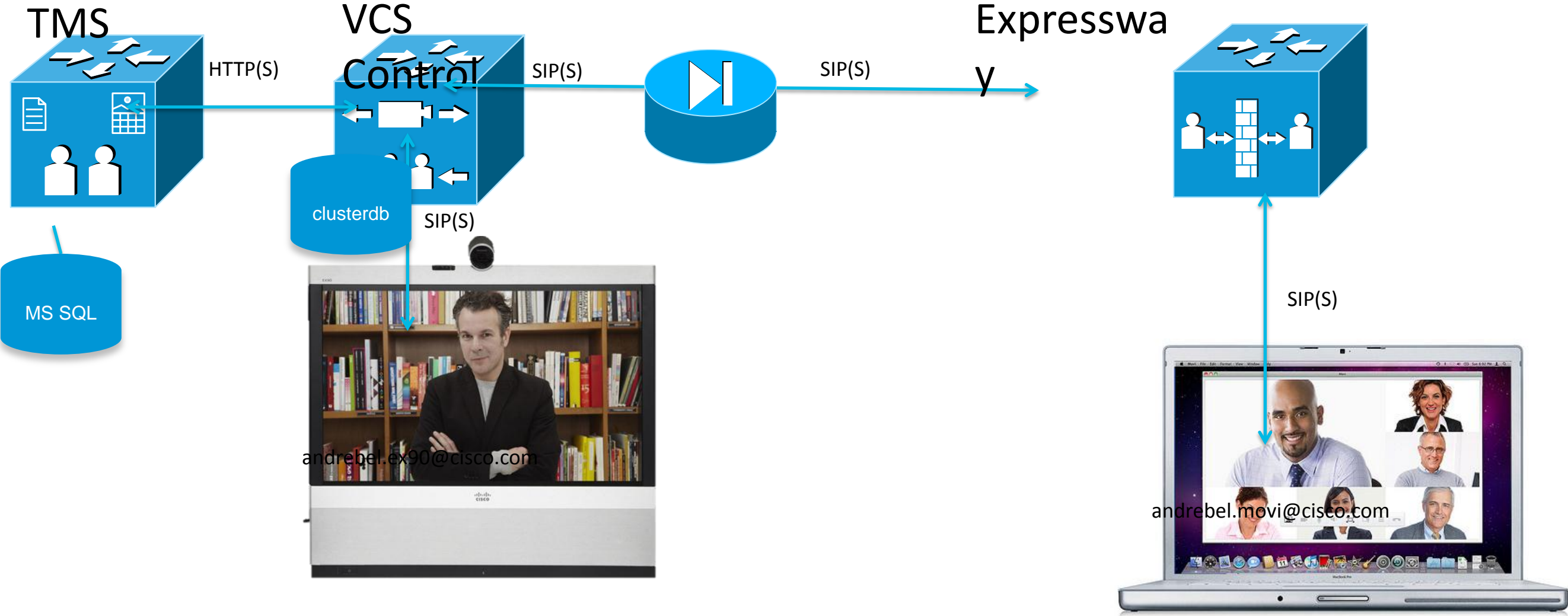
Endpoint Configuration

Provisioning



Endpoint Configuration

Provisioning



Infrastructure Management



Infrastructure Management

- MCUs
- VCS
- TCS

Directories and Phonebooks



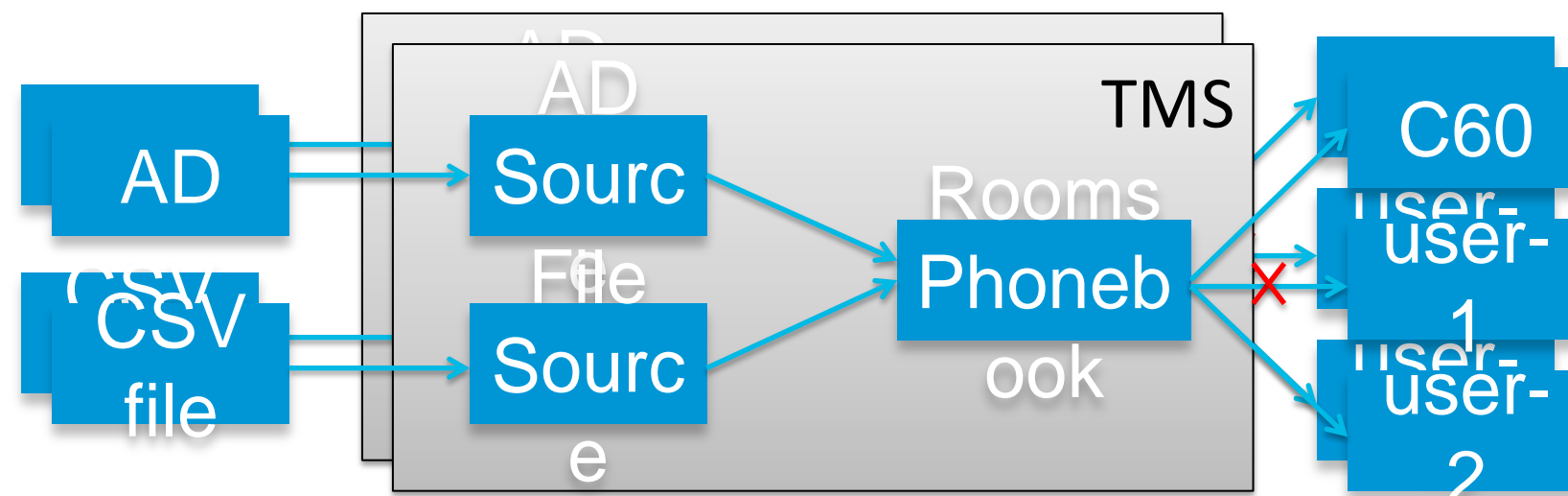
Directories & Phone books

- Creation
 - Phonebooks & Phonebook Sources
- Distribution
 - Direct Managed Endpoints
 - Legacy & 3rd Party Endpoints
 - Provisioned Endpoints

Phonebooks & Phonebook Sources

Creation

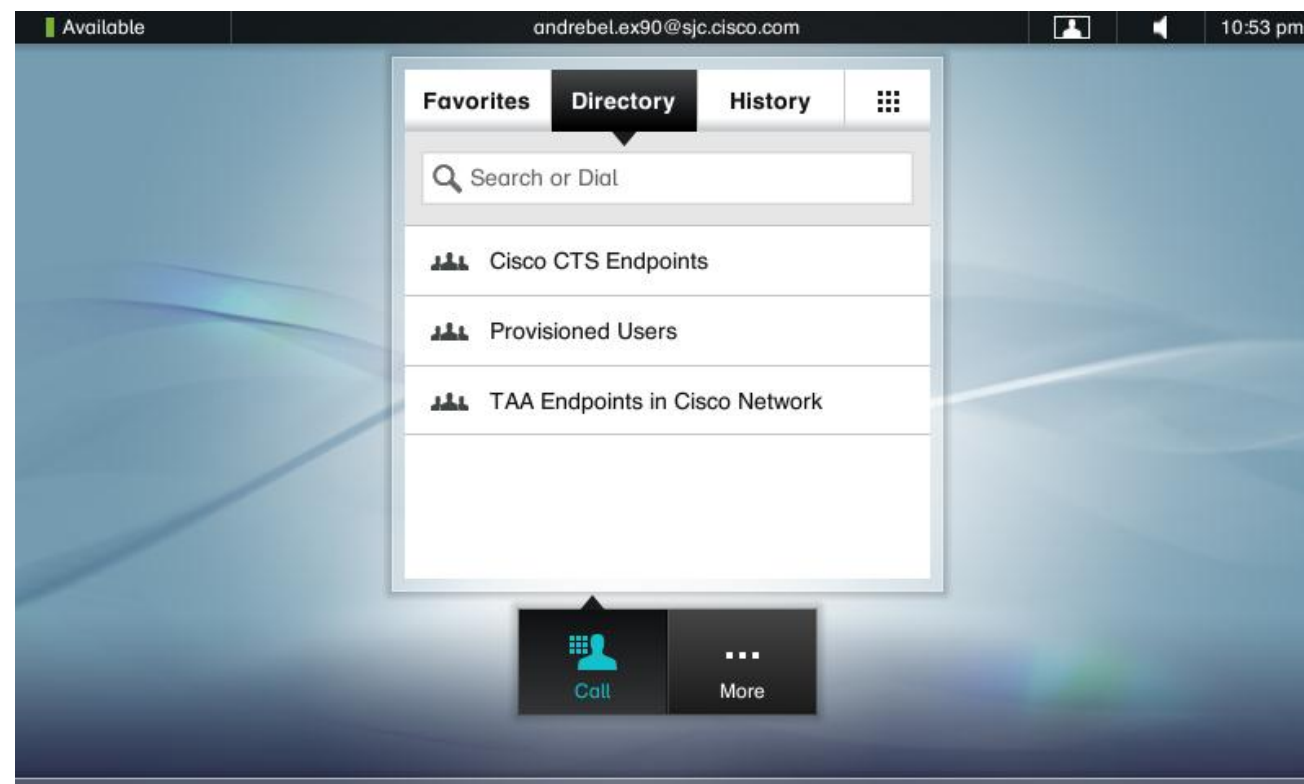
- Phonebook & Phonebook Source Abstraction
- Phonebook Sources can come from a number of different places
 - Managed systems, manual list, AD, H.350, TMS phonebooks, file based, etc
- Phonebooks are a collection of phonebook sources
- Phonebook permissions assigned to TMS directly managed systems or TMSPE user groups



Phonebooks & Phonebook Sources

Distribution – Direct Managed

- **Corporate Directory:** an XML service on the Cisco TMS server. The endpoint accesses a searchable directory directly from the server every time the phone book button is pressed. It allows for a hierarchy of phonebooks and multiple phone numbers on every contact.



Phonebooks & Phonebook Sources

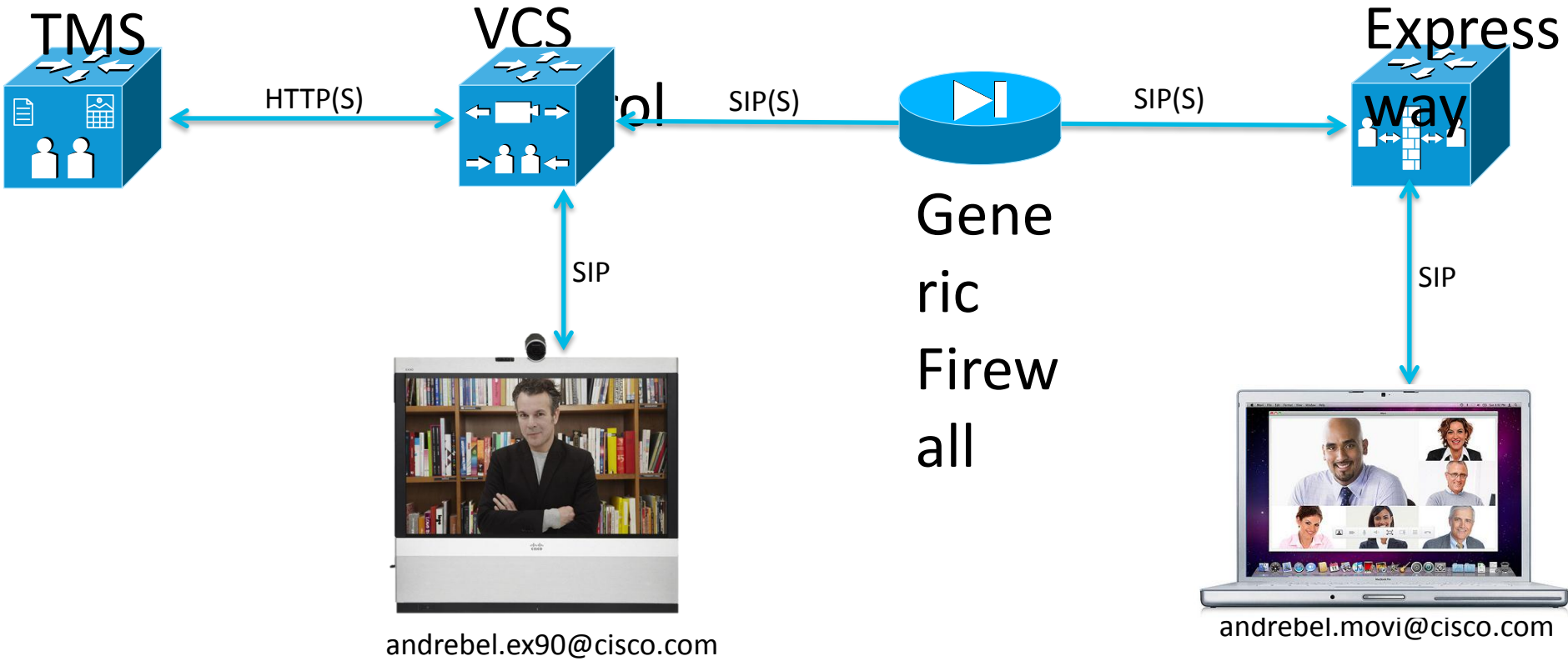
Distribution – Provisioned

- Through SIP
 - SIP-INFO
- Movi only searches
 - Every time a user types a character in the search field of the Movi client, Movi queries the Provisioning Database on the VCS, and the VCS answers with matching results.
 - When a search result is selected, Movi will also query the VCS for the presence status of that contact.
- TC Endpoints allow browse



Phonebooks & Phonebook Sources

Distribution – Provisioned



Phonebooks & Phonebook Sources

CUCM

- CUCM can be a phonebook source in TMS
- Currently CUCM registered endpoints cannot consume TMS phonebooks

Conference Monitoring



Conference Monitoring

- Conference Control Centre
- Scheduled or Ad-hoc Conferences
- Abstraction of endpoint/MCU web interface
 - Add/remove participants
 - Mute
 - Snapshots
- Alerts
 - Conference Events
 - System Tickets
- Graphical and Map Monitor Available
- Prime Collaboration Manager is different

Conference Monitoring

Conference Control Centre (CCC)

TMS > Monitoring > Conference Control Center

tsbu-alpha-tms1.cisco.com/tms/default.aspx?pagelid=59

Search...

Portal Booking **Monitoring** Systems Phone Books Reporting Administrative Tools

Conference Control Center You are here: Monitoring > Conference Control Center

Search

Find:

9/19/12 - 9/19/12 Search

Show Ad Hoc
 Show MCUs

Group By Status

- My Watch List (0)
- All (977)
 - Requests (0)
 - Video Conferences (977)
 - Pending (1)
 - Active (4)
 - 90054 - Permanent: 81
 - 90035 - Permanent: 81
 - 90030 - Permanent: 81
 - 125124 - Permanent: 8
 - Idle (607)
 - Finished (365)
 - Reservations (0)
 - Rejected (0)

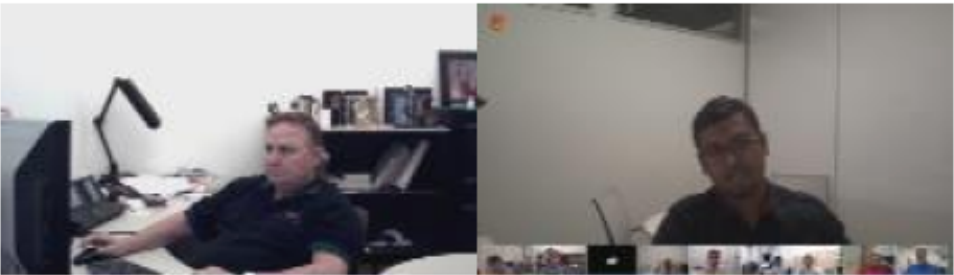
Conference Events
System Tickets

Sound Alerts

125124 Permanent: 81123447 - Vivek Kakkar

Active

Start Time: 9/4/12 9:42 PM Type: Permanent Conference
End Time: Picture Mode: Enhanced CP
Owner: System User
Locked: No
Multisite conference using external MCU: tsbu-alpha-codian3



Participants Event Log Graphical View

Number of Participants 7 Connected 7 Not Connected 0

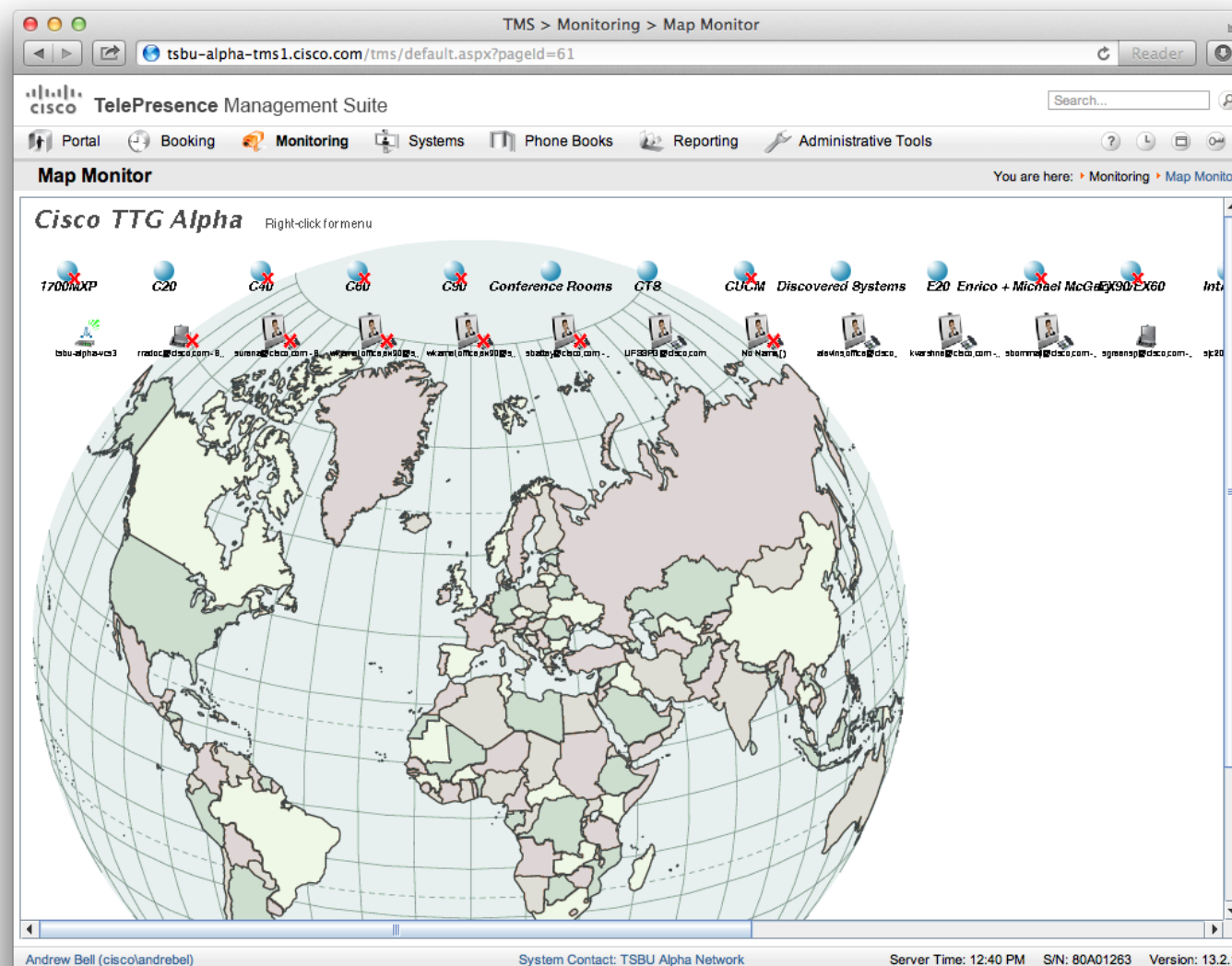
Name	Status	Video	Audio	Details	Connection	Number	Remote
+19194762275	Connected			Ad hoc	SIP		tsbu-alpha-co...
+19194762811	Connected			Ad hoc	SIP		tsbu-alpha-co...
+19728134928	Connected			Ad hoc	SIP		tsbu-alpha-co...
+19728135015	Connected			Ad hoc	SIP		tsbu-alpha-co...
+19728135254	Connected			Ad hoc	SIP		tsbu-alpha-co...
81121049	Connected			Ad hoc	SIP		tsbu-alpha-co...
81121184	Connected			Ad hoc	SIP		tsbu-alpha-co...

Add Participants Lock Settings

Andrew Bell (cisco\andrebel) System Contact: TSBU Alpha Network Server Time: 11:55 AM S/N: 80A01263 Version: 13.2.1

Conference Monitoring

Map Monitor



Booking and Scheduling



Booking & Scheduling

- Participant Types
- Methods
 - Booking Page
 - Booking API
 - Microsoft Exchange Integration
- Routing
- Conference Connection Types
 - OBTP, Auto Connect, Manual Connect, No Connect Reservation
- Billing codes

Booking & Scheduling

Participant Types

The screenshot displays the 'Add Participants' window in the Cisco TelePresence Management Suite. The window is titled 'Add Participants' and has a 'Conference Time' dropdown. Below this, there are tabs for 'Endpoints and Rooms', 'Users', 'MCUs', 'Phone Books', 'External', 'Templates', and 'Equipment'. The 'Endpoints and Rooms' tab is active, showing a search bar and a folder dropdown set to 'Cisco TTG Alpha'. A list of participants is shown with columns for Name, Actions, and a calendar grid. The calendar grid has columns for days 04 through 06 and rows for times 11am and 12pm. A vertical line is drawn at 12pm on the 04th. To the right of the list is a 'Selected Participants' list with three entries: aawebb@cisco.com - 81124661, aboyle@cisco.com - 81123316@ci., and aglowack@cisco.com - 81123163. At the bottom of the dialog, there are buttons for 'OK', 'Cancel', and 'Add My Primary System', along with page information: 'Page Size: 18', 'Page: 1 of 34', and checkboxes for 'Show Availability' and 'Always Add My Primary System'.

Booking & Scheduling

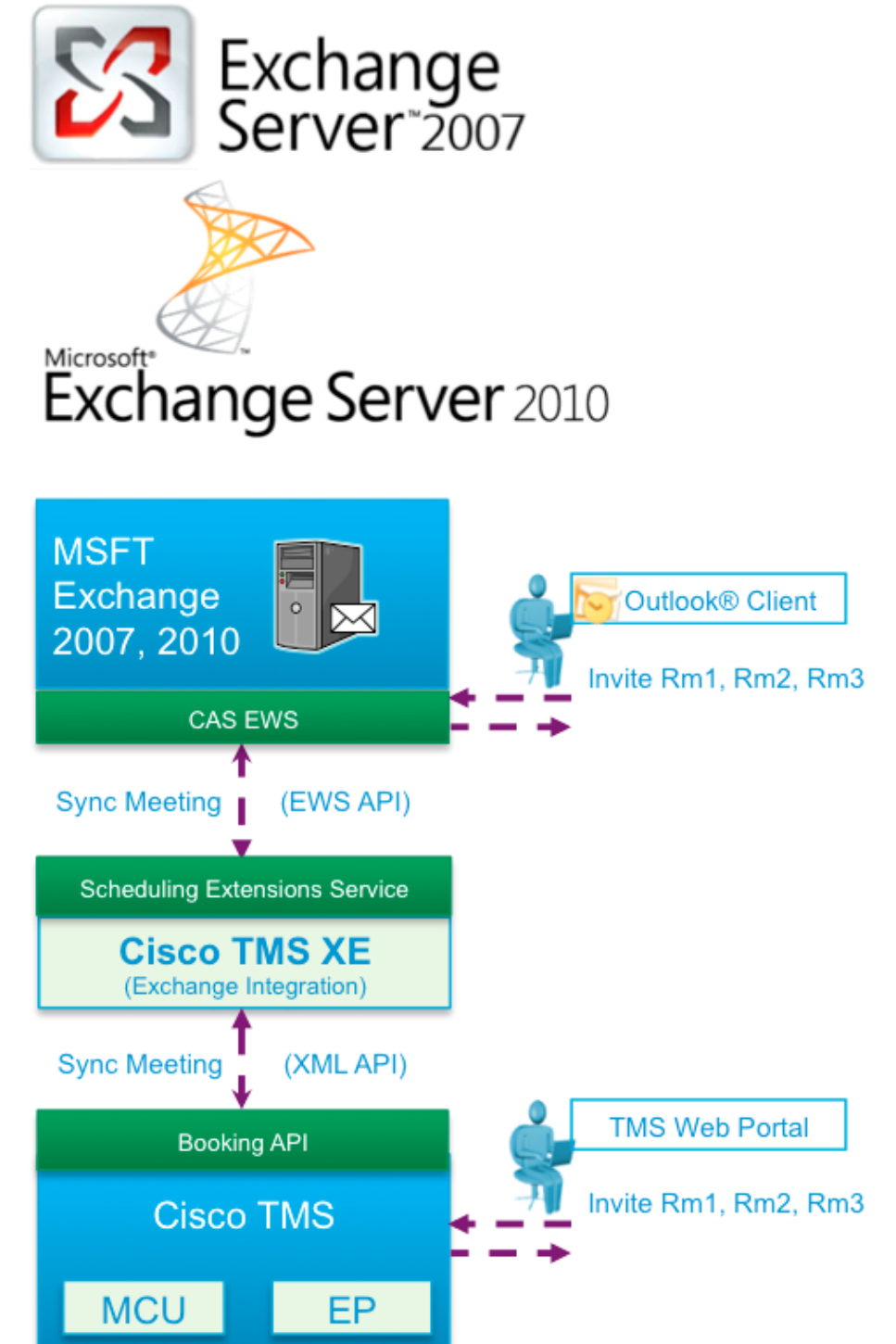
Booking API

- Used to integrate 3rd party applications with TMS
- Listing, availability and scheduling of systems that are in TMS
- ***Direct Managed and External systems only***
- SOAP API
- One of the following licenses must be available to schedule
 - LIC-TMS-APPINT for each server using the API. Unlimited systems
 - LIC-TMS-MSEX-25 per 25 registered systems. Unlimited servers
- Used by TMSXE and TMSXN

Booking & Scheduling

Exchange Integration

- Key features
- Microsoft Exchange 2007 & 2010 through Exchange Web Services (EWS) API
- Supports all Cisco TelePresence endpoints and supported 3rd party endpoints
- Customisable confirmation emails
- Auto-replication of TMS scheduled meetings to and from Microsoft Exchange
- Simple installation wizard and configuration tool
- Customer benefits
- Schedule TelePresence and video conference meetings from Microsoft Outlook®
- Familiar Microsoft Outlook® interface increases TelePresence adoption
- Simplified installation, deployment and migration of existing TCX and TMSXE deployments



Booking & Scheduling

TMSXE Basic Configuration

- PowerShell Commands

- Permissions

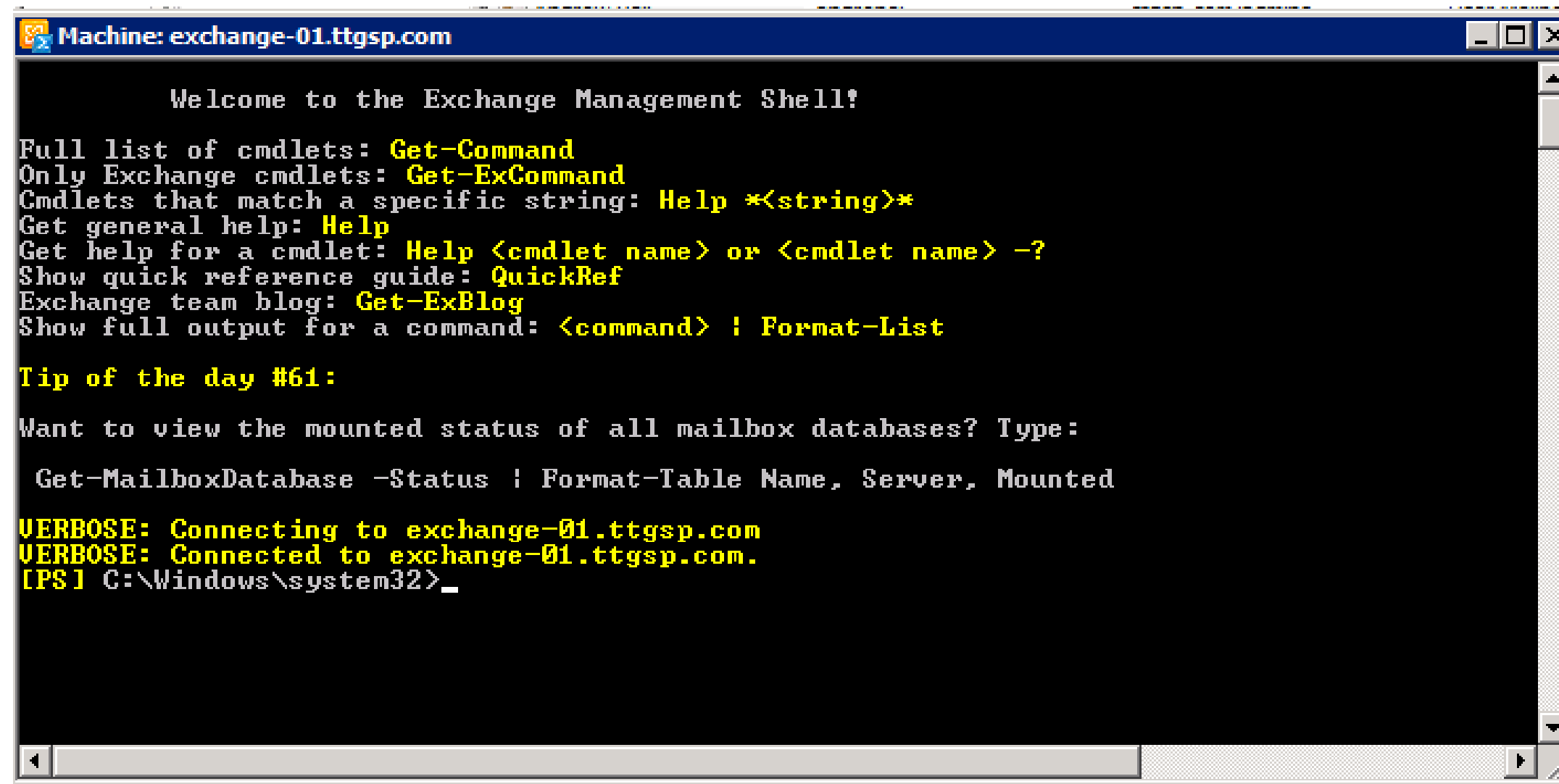
- Throttle Policy

- Modify Mailbox Properties

1. Add-MailboxPermission [mailbox] -User "[service user]" -AccessRights FullAccess
2. Set-MailboxCalendarSettings -id [mailbox] -AutomateProcessing AutoAccept
3. Set-MailboxCalendarSettings -id [mailbox] -RemovePrivateProperty \$True
4. Set-MailboxCalendarSettings [mailbox] -DeleteSubject:\$false
5. Set-MailboxCalendarSettings -id [mailbox] -AddOrganizerToSubject \$False
6. Get-MailboxCalendarSettings -id [mailbox]|fl

Booking & Scheduling

Exchange PowerShell Commands

A screenshot of a Windows console window titled "Machine: exchange-01.ttgsp.com". The window displays the Exchange Management Shell interface. It shows a welcome message, a list of cmdlets and their usage, a tip of the day, and connection status messages. The prompt is currently at "C:\Windows\system32>".

```
Machine: exchange-01.ttgsp.com

Welcome to the Exchange Management Shell!

Full list of cmdlets: Get-Command
Only Exchange cmdlets: Get-ExCommand
Cmdlets that match a specific string: Help *<string>*
Get general help: Help
Get help for a cmdlet: Help <cmdlet name> or <cmdlet name> -?
Show quick reference guide: QuickRef
Exchange team blog: Get-ExBlog
Show full output for a command: <command> ! Format-List

Tip of the day #61:

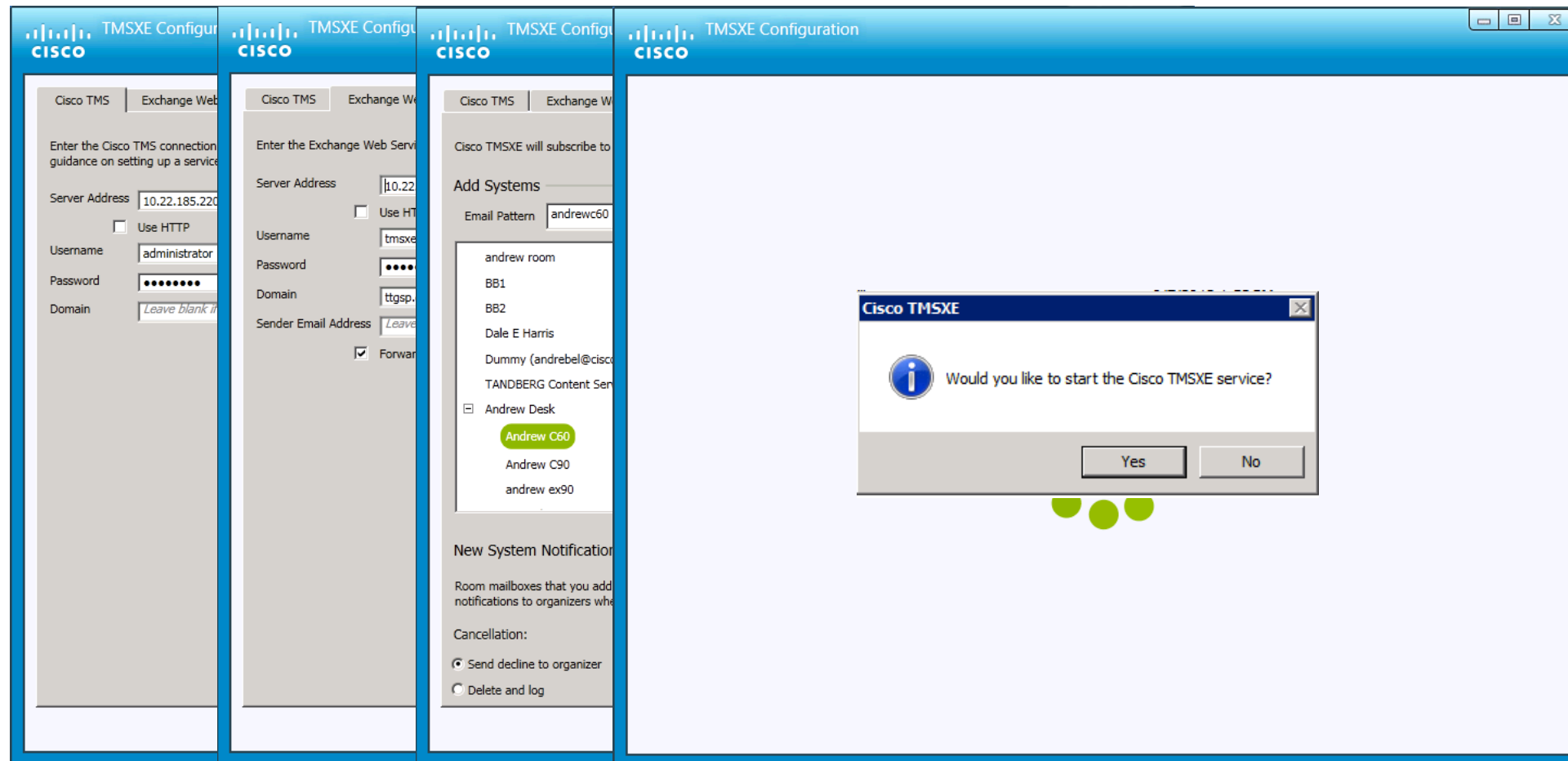
Want to view the mounted status of all mailbox databases? Type:

    Get-MailboxDatabase -Status | Format-Table Name, Server, Mounted

VERBOSE: Connecting to exchange-01.ttgsp.com
VERBOSE: Connected to exchange-01.ttgsp.com.
[PS] C:\Windows\system32>_
```

Booking & Scheduling

TMSXE Basic Configuration



1. Configure Cisco TMSXE to Exchange Room Connection Information
2. Configure Cisco TMSXE to Exchange Room Reservations

Booking & Scheduling

Call Routing / MCU Selection

- TMS will determine which MCU to use if you don't select one
- Based on a number of different factors
 - External MCU Usage in Routing Setting
 - Preferred MCU Setting
 - Bandwidth and Protocol Capabilities
 - MCU Size
 - IP/ISDN Zones
 - Order added to TMS

Booking & Scheduling

Conference Connection Types

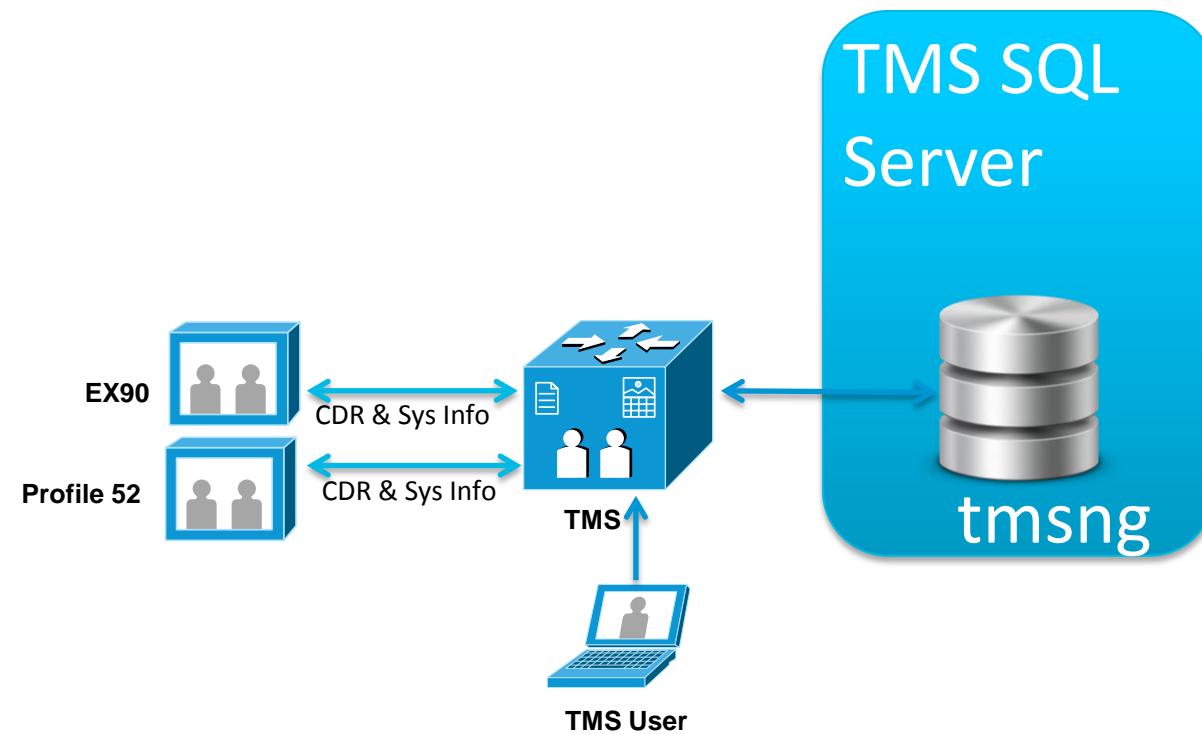
- Automatic Connect
- One Button to Push
- Manual Connect
- No Connect
- Reservation

Reporting and Analysis



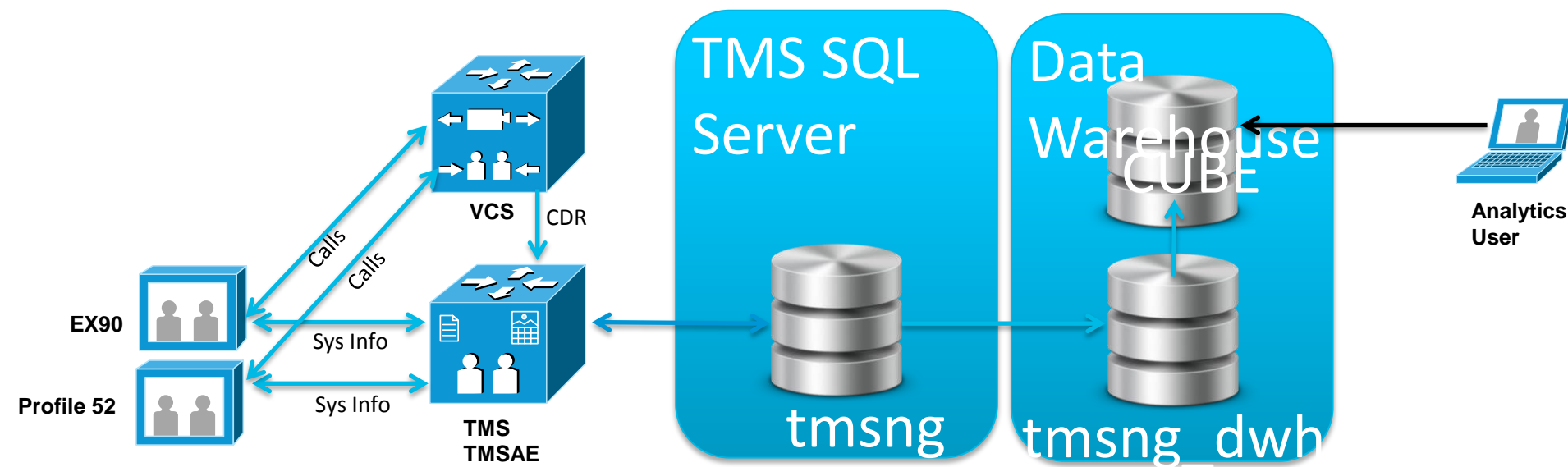
Reporting and Analysis

Traditional TMS Reporting



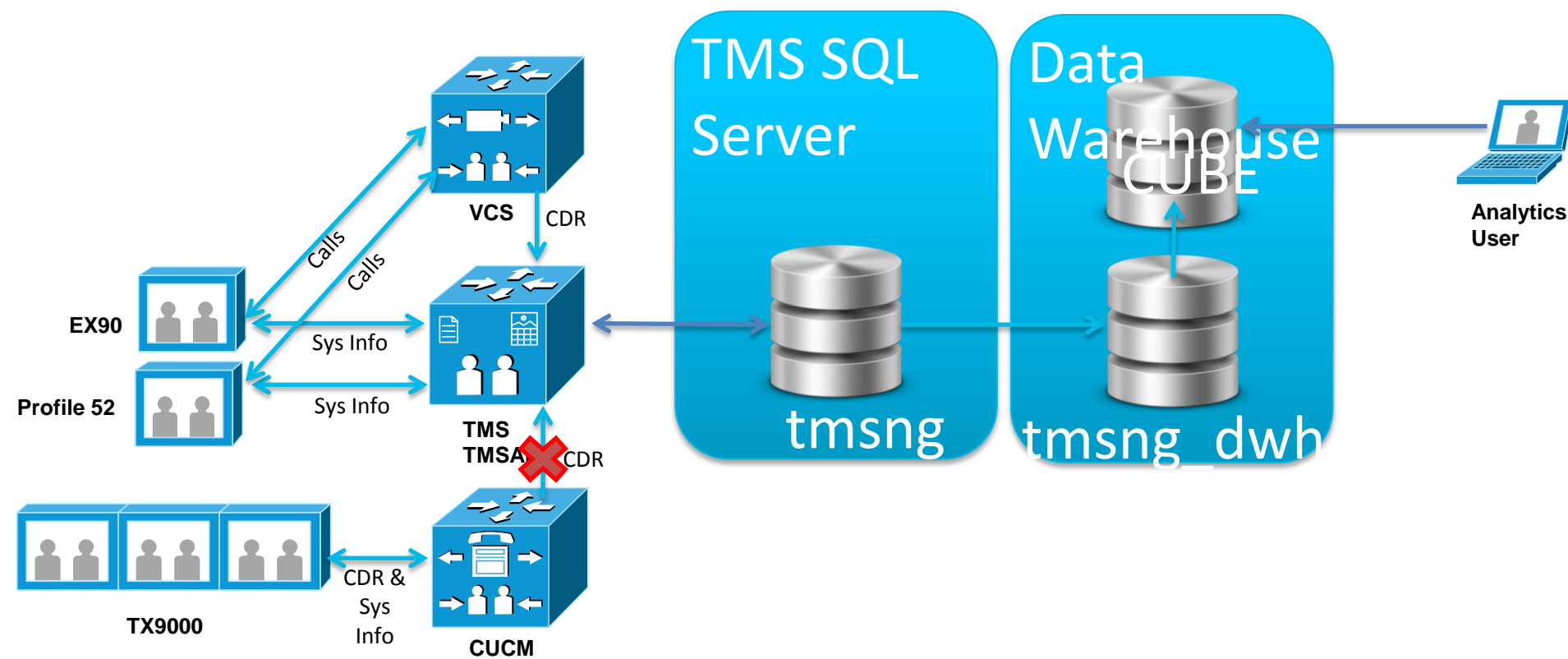
Reporting and Analysis

TMS Analytics Extension (TMSAE) Reporting



Reporting and Analysis

TMS Analytics Extension (TMSAE) Reporting



Ordering & Licensing



Ordering & Licensing

- Release Key - Base Application
- Option Keys
 - Capacity
 - Direct Managed Systems - LIC-TMS-25
 - Provisioned Systems - LIC-JAB-MOB-25, LIC-MOVI-25, LIC-TMS-PE-25
 - Booking API per server- LIC-TMS-APPINT
 - Booking API per 25 systems - LIC-TMS-BAPI-25,
 - Lotus Notes Integration per 25 systems - LIC-TMS-LOTUS-25
 - Exchange Integration per 25 systems - LIC-TMS-MSEX-25
 - 3rd Party Infrastructure - LIC-TMS-NETINT
 - Analytics Extension - LIC-TMS-ANLYEXT

WebEx OneTouch

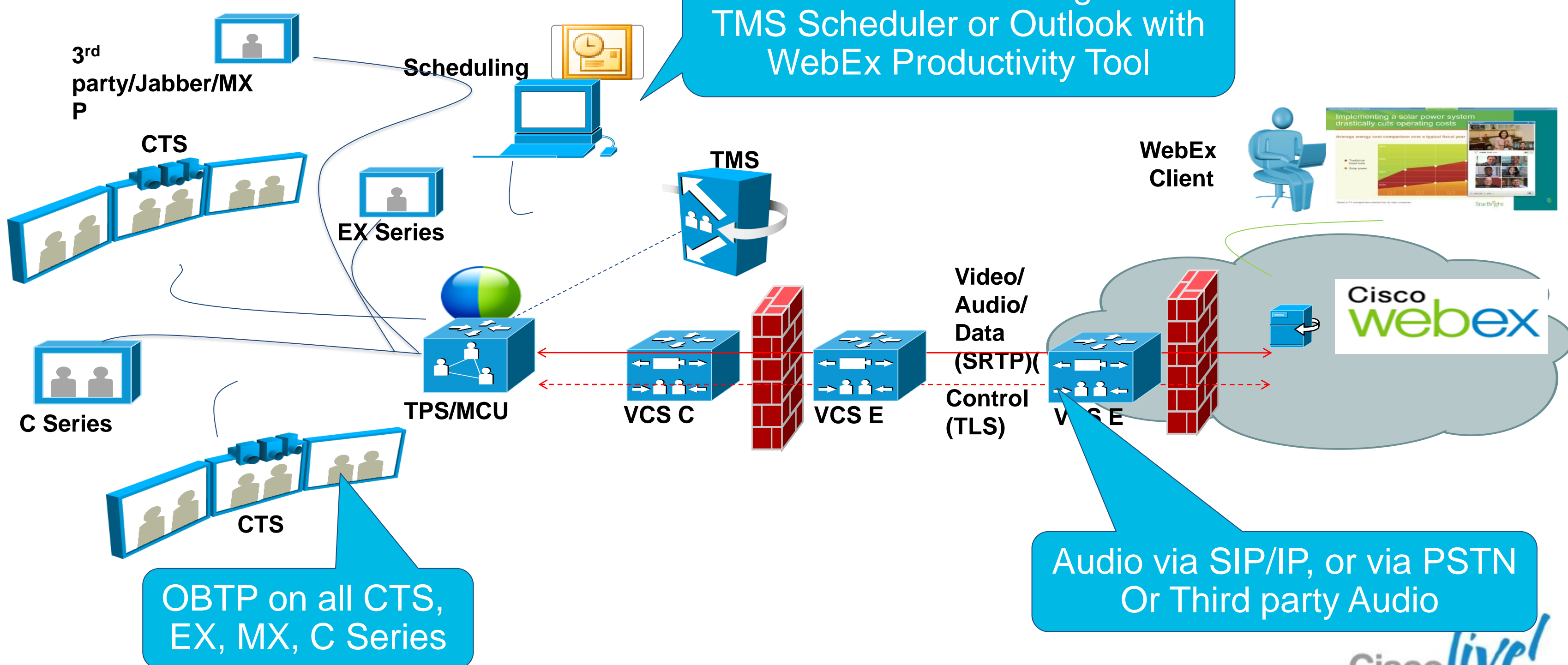


WebEx OneTouch



Planned for 2HCY12 with TelePresence MCU, Server and TMS for Scheduling

OneTouch Scheduling from TMS Scheduler or Outlook with WebEx Productivity Tool



Q & A



Complete Your Online Session Evaluation

Give us your feedback and receive a Cisco Live 2013 Polo Shirt!

Complete your Overall Event Survey and 5 Session Evaluations.

- Directly from your mobile device on the Cisco Live Mobile App
- By visiting the Cisco Live Mobile Site www.ciscoliveaustralia.com/mobile
- Visit any Cisco Live Internet Station located throughout the venue

Polo Shirts can be collected in the World of Solutions on Friday 8 March 12:00pm-2:00pm



Cisco *live!* 365

Don't forget to activate your Cisco Live 365 account for access to all session material,

communities, and on-demand and live activities throughout the year. Log into your Cisco Live portal and click the "Enter Cisco Live 365" button.

www.ciscoliveaustralia.com/portal/login.wv

Cisco *live!*

