

What You Make Possible



Troubleshooting Video

BRKEVT-3661

Cisco TMS Provisioning History

Legacy TMS Agent AKA Opens

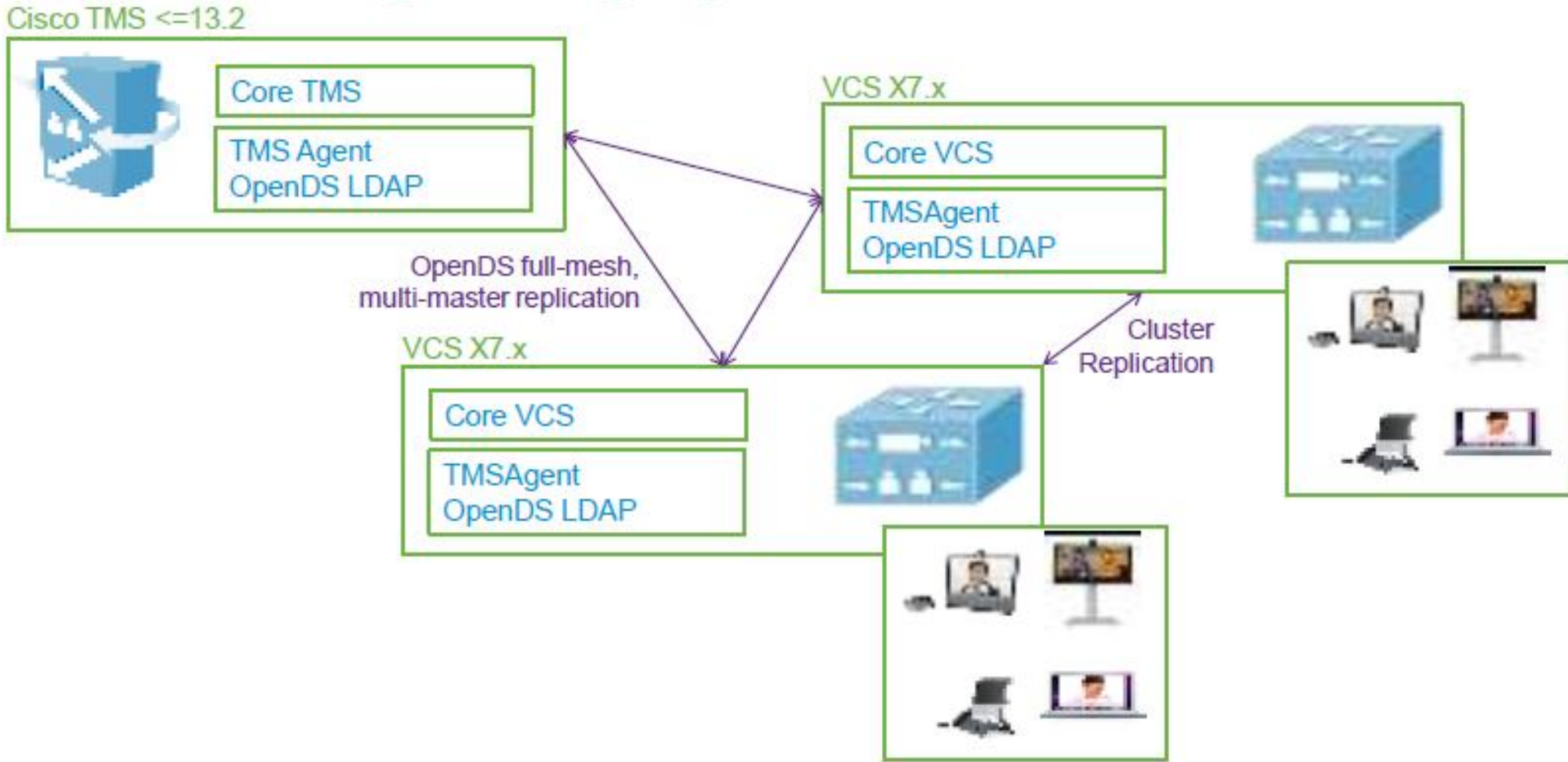
- Opens Ver 1.0 was introduced in TMS Ver 12.1 and corresponding version of VCS required was minimum X4.1 for replication.
- Opens Ver 2.0 was introduced in TMS Ver 12.5 and corresponding version of VCS required was minimum X5.1 for replication.
- Revised Ver of Opens 2.0 is still present with latest Version of TMS 13.2.2

Why Provisioning Extension (PE)

Cisco TMS Agent Legacy—the challenges

- Cisco TMS Agent Legacy was severely challenged when it came to scaling as well as becoming
- unstable and unpredictable in large networks. For example, some of the reasons for this instability were:
- Total number of replicating nodes.
- High latency or instability in the network between replicating nodes.
- OpenDS replication “collisions” which would create memory stress on the replicating nodes, in some cases requiring a restart of the OpenDS on some or all the replicating nodes, Cisco TMS or Cisco VCS.

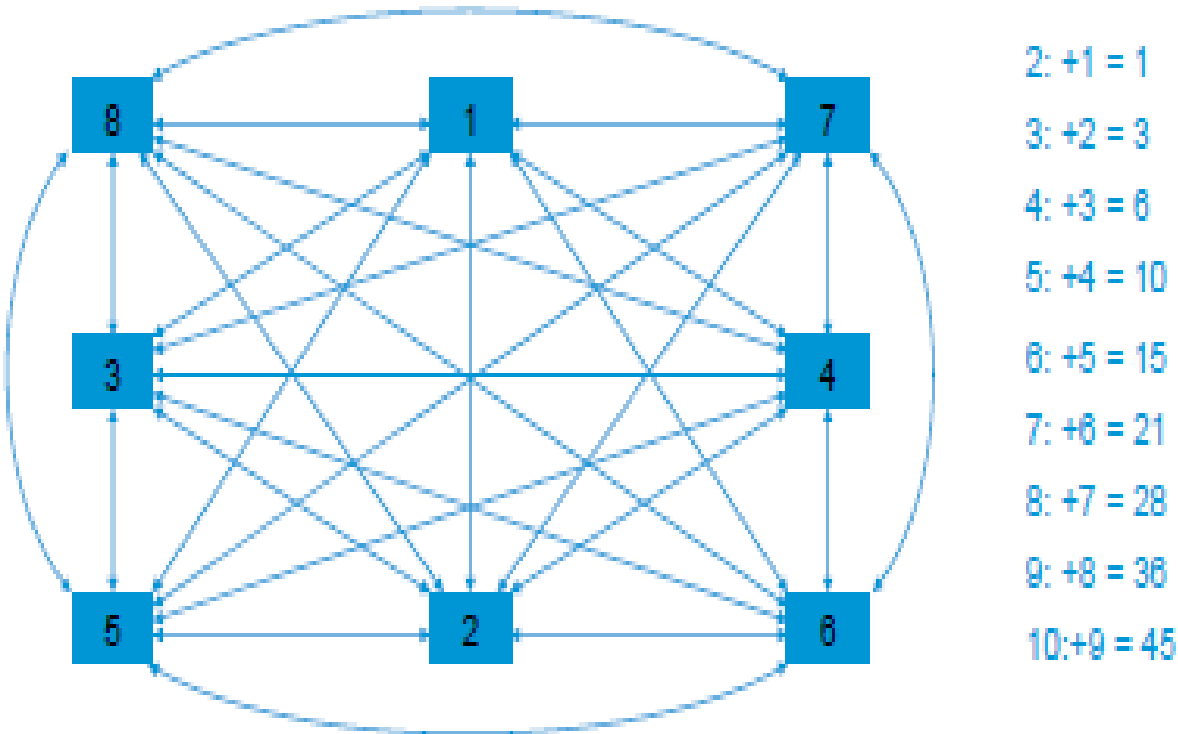
Cisco TMS Agent Legacy Model



Cisco TMS Agent Legacy - The Challenges

- But what does “fully meshed, multi-master replication model” really mean? To best illustrate this, see the slides below, where as you add more replicating nodes, in particular as you scale in this model, the number of connections that are required to take place between those nodes increases.

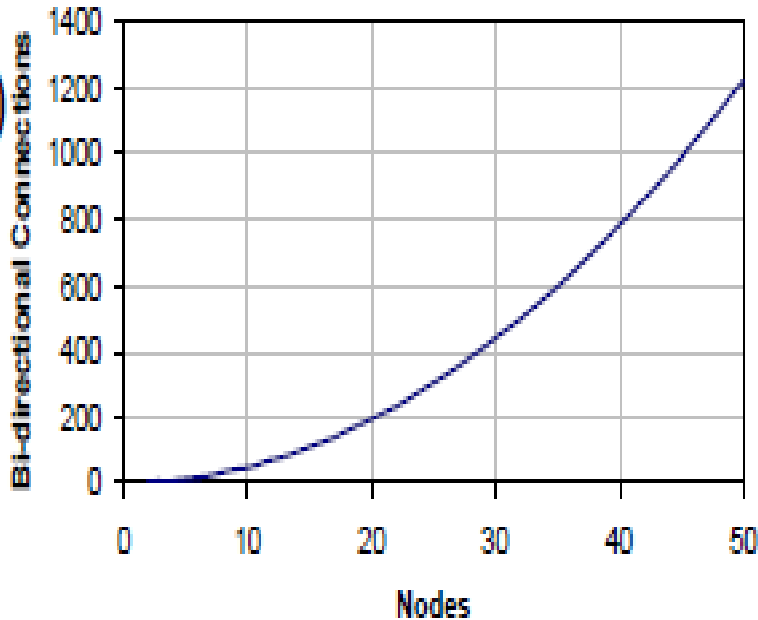
Marginal Connections per Additional Node



Connection Scaling

$$\text{Connections} = \frac{N}{2}(N-1)$$

$$\text{Connections} = \frac{N^2}{2} - \frac{N}{2}$$



Cisco TMS Agent Legacy - The Challenges

- Properly identifying and diagnosing problematic replicating nodes.
- Another challenge was that Cisco TMS Agent Legacy was embedded in the Cisco TMS core application, which meant that any problems with the agent on Cisco TMS would also disrupt regular Cisco TMS services, and Cisco VCS services when Cisco VCS servers were affected.

Cisco TMSPE - The Answer

Cisco TMSPE – The Features

Cisco TelePresence Management Suite Provisioning Extension 1.0 is an add-on replacement application for the Cisco TMS Agent Legacy on the Cisco TMS server with the following main features:

- Independent installer (only installed to the Cisco TMS server).
- SQL database on Cisco TMS server is the single configuration source for replication.
- Migration tool for Cisco TMS Agent Legacy to Cisco TMSPE (moving from OpenDS to SQL).
- Cisco VCS pulls data from Cisco TMSPE using APIs.
- Auto-created phone book includes all provisioning users. Tailored phone books based on groups and sub-groups of provisioning user can be created as desired.

Cisco TMSPE Model

Cisco TMS 13.2+



Cisco VCS X7.1+



HTTP(S) REST API

Cisco VCS X7.1+



Cluster Replication IPsec



Cisco TMSPE – The Features

- Any phone book/corporate directory from Cisco TMS can be provisioned to any supported device.
- Import users from Microsoft & generic LDAP sources (AD, LDAP, LDAPS).
- User personalisation and administrative device configuration control for devices supporting Cisco TMSPE (such as Jabber Video (Movi), E20, EX60, EX90, MX200, MX300) .
- Cisco TMSPE Diagnostics—health checks are run at regular intervals and can also be performed on demand.
- End-user FindMe™ portal on Cisco TMS using Microsoft Active Directory login, instead of Cisco VCS web UI.
- Increase scale from 10,000 to 100,000 users and devices..

Cisco TMSPE – The Features

Learning from the Legacy TMS Agent challenges, Cisco TMSPE becomes the next generation product in architecture, stability and scale when it comes to the large scale provisioning of users and endpoints through the Cisco TelePresence Video Communication Server (Cisco VCS). can be created as desired.

Product Documentation

The following documents can be found on our website and provide guidance on installation, initial configuration and operation of the product:

- [Cisco TelePresence Management Suite Provisioning Extension Software Release Notes](#)
- [Cisco TelePresence Management Suite Provisioning Extension Deployment Guide](#)
- [Cisco TelePresence FindMe User Guide](#)

Pre Requisites & Best Practice

New Install

- Cisco TMSPE must be installed on the same server as Cisco TMS
- Cisco TMS Version 13.2 or later.
- Java Version 6 (32-bit) Update 33 or higher.
- Cisco VCS Control must be version X7.1 or later.
- SMTP server requirements
- MS SQL *sysadmin* if the installer will create the database on the MS SQL server
- *db_owner* if using a manually created database on the MS SQL server. See Manually creating the database on the MS SQL server for further details.
- Hardware specifications : Minimum 4 GB RAM, 2 GHz dual-core processor

- **Cisco TelePresence Management Server**
- Cisco TMSPE may be installed on the now discontinued Cisco TelePresence Management Server, but note that system resources are limited to 2 GB RAM, which will reduce performance. We recommend using the server for small deployments only and ultimately migrating to hardware with more resources available.
- **No support for multiple network cards**
- Multiple network cards on the Cisco TMS server are not supported. Like Cisco TMS, Cisco TMSPE cannot use multiple network cards on a server and will only bind to the first available network interface.

Migrating from Opens

In addition to above points (New Install), For migration Local TMS Agent should be in healthy condition.



Local TMS Agent (TS-TMS-194)

Diagnostics

Diagnosis	Schedule (Last run)
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Verifies that the TMS Agent Diagnostics API is available and working properly.	Hourly (1/11/2013 9:13:41 AM)
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Verify that all OpenDS database indexes are installed.	Weekly (1/6/2013 12:14:25 AM)
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Verify that all OpenDS database indexes are in a consistent state.	Weekly (1/6/2013 12:16:48 AM)
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Verify that OpenDS is available.	Daily (1/11/2013 8:13:41 AM)
<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> Verify that OpenDS database indexes are not degraded.	Daily (1/11/2013 8:13:50 AM)

Check or Uncheck All

Best Practice

- **Upgrade endpoints to the latest software**
- **Delete unused templates If migrating from Cisco TMS Agent Legacy,**
- **Automate user creation and management with AD/LDAP**
- **Use secure communication**
- **Synchronise time in Cisco VCS and Cisco TMS**
- **Should have a service account created for PE installation**

License Keys

Licenses and Option Keys

Licenses

Total Client Solution Package Licenses:	0
Available Client Solution Package Licenses:	0
Total System Licenses:	125
Available System Licenses:	87
Total Provisioning Licenses:	25
Available Provisioning Licenses:	25
Used Provisioning Licenses:	0

Option Keys

- 113612A1-1-2CBD5A66 - Application Integration Package (1 servers)
- 113612M25-1-59114E7D - Cisco TMS Provisioning Extension (25 active clients/devices)
- 113612S25-2-C7473E42 - Systems (25 systems)
- 113612S100-1-65B2FAFC - Systems (100 systems)

PE Diagnostics

This pane displays a list of alarms raised by Cisco TMSPE

System Status

In this table, a coloured circle indicates which diagnostics run on which system. No coloured circle indicates that the test does not apply.

The circles can be:

Green: Status is OK.

Orange: The diagnostics task has not started yet.

Red: The system has a warning or a critical error.

Gray: The diagnostics task is idle or disabled.

Blue: The diagnostics task is in-progress.
















Provisioning Extension Diagnostics

 Run Health Check

Alarms

No alarms have been raised.

System Status

Service	Status	User Import	Device Import	Cleanup
User Repository				
Device Repository				
User Preference				
Phone Book				
FindMe				
Diagnostics				

Cisco VCS Communication

VCS IP Address	Cluster Name	Last Request
10.75.176.81	Unknown	01/14/2013 12:55:41 (Ind Time)

Provisioning Configuration

TMS PE service account created should be used for the configuration.

Summary Settings Registrations Active Calls Services Clustering **Provisioning** Connection Permissions Logs

Configuration

VCS Provisioning Mode: Provisioning Extension

TMS Connection Settings

Server Address: 10.75.176.67

Encryption: TLS

Certificate Verification Enabled: No

Certificate Hostname Checking Enabled: No

Username: **tmspeuser**

Password:

Base Group: TSG Escalation - APAC Lab

Services

Save Force Refresh Set Default Connection Settings Check for Updates Perform full Synchronization

Provisioning Configuration

Choose the respective polling interval and verify the status of the respective parameters.

Summary	Settings	Registrations	Active Calls	Services	Clustering	Provisioning	Connection	Permissions	Logs
Users									
Enable Service:		<input checked="" type="checkbox"/>							
Polling Interval (seconds):		2 minutes							
Status:		✓ OK (click for details)							
FindMe									
Enable Service:		<input checked="" type="checkbox"/>							
Polling Interval (seconds):		2 minutes							
Status:		✓ OK (click for details)							
Phone Books									
Enable Service:		<input checked="" type="checkbox"/>							
Polling Interval (seconds):		1 hour							
Status:		✓ OK (click for details)							
Devices									
Enable Service:		<input checked="" type="checkbox"/>							
Base Group:		root							
Status:		✓ OK (click for details)							
Save Force Refresh Set Default Connection Settings Check for Updates Perform full Synchronization									

PE Setting

Verify the username, it should be the service account.

If any parameter modified or re-configured on this page you should restart the PE service.

Provisioning Extension Settings

FindMe

Enable FindMe * Yes No

Provisioned Devices *

Cisco TMS Connection

HTTPS * Yes No

Connection Timeout * (seconds)

Receive Timeout * (seconds)

Username *

Password *

LDAP Connection

LDAP Connection Timeout * (milliseconds)

Follow Referrals * Yes No

Provisioning User configuration

Device Address Pattern and Video Address Pattern must be configured.

Users

Users and Groups

Search for users...

Add Group Add User Reload

- TSG Escalation - APAC Lab
 - APAC TSG TAC
 - PE_Test

TSG Escalation - APAC Lab

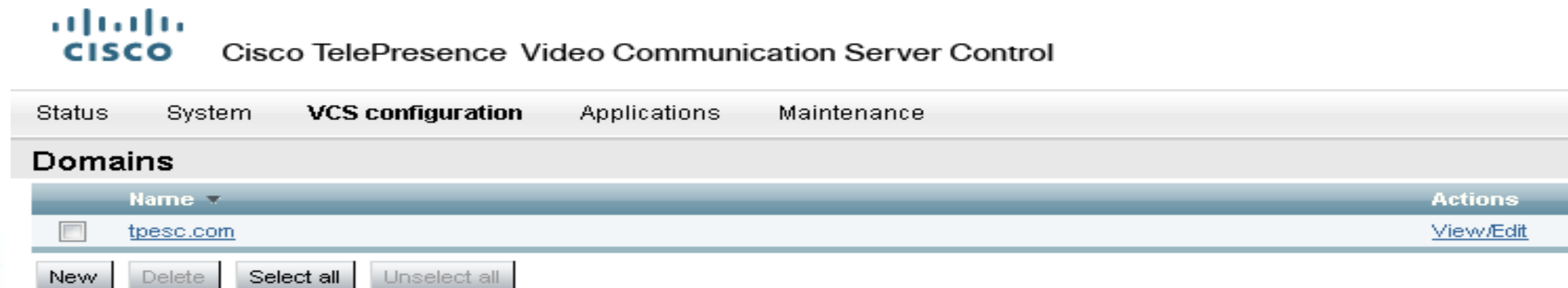
Rename Group... Send Account Information Toggle Details

User Settings

Name	Pattern
Video Address Pattern	{username}@tpesc.com
Caller ID Pattern	
Device Address Pattern	{username}.{device.model}@tpesc.com
Image URL Pattern	

Edit Reload

Provisioning User Configuration



The screenshot shows the Cisco TelePresence Video Communication Server Control interface. At the top left is the Cisco logo. The main title is "Cisco TelePresence Video Communication Server Control". Below this is a navigation menu with tabs: "Status", "System", "VCS configuration" (which is selected and highlighted), "Applications", and "Maintenance". Underneath the navigation menu is a section titled "Domains". This section contains a table with two columns: "Name" and "Actions". The "Name" column has a dropdown arrow and a checkbox next to the domain "tpesc.com". The "Actions" column has a link "View/Edit". Below the table are four buttons: "New", "Delete", "Select all", and "Unselect all".

Name	Actions
<input type="checkbox"/> tpesc.com	View/Edit

Respective SIP domains must be created on the VCS.

Provisioning User Configuration

Templates for all devices and versions in use should be added to TMS.

The screenshot displays the Cisco TelePresence Management Suite (TMS) interface. At the top, the Cisco logo and the text "TelePresence Management Suite" are visible. Below this, there are four navigation tabs: "Portal", "Booking", "Monitoring", and a user icon. The "Users" section is currently selected, showing a sub-menu with "Users and Groups" and "Configuration Templates". Under "Configuration Templates", there are two options: "Add Schema..." and "Add Template...". A tree view of configuration templates is shown below, with the "movi" folder selected. The tree view includes the following folders and sub-folders:

- ▼ e20
 - ▶ 2.1
- ▼ ex60
 - ▶ 5.0
- ▼ ex90
 - ▶ 5.0
- ▼ jabbertablet
 - ▶ 1.0
- ▼ **movi**
 - ▶ 3.1
 - ▶ 4.0
 - ▶ 4.2
 - ▶ 4.3
 - ▶ 4.4
 - ▶ 4.5


Provisioning User Configuration (Template)

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Cisco Jabber Video for TelePresence (Movi)


[Expand All](#) | [Collapse All](#)

File Information	Release Date	Size	
Maintenance release for Cisco Jabber Video - Mac OS X installer only JabberVideo4.5.dmg	12-OCT-2012	11.47 MB	Download Add to cart Publish
Maintenance release for Cisco Jabber Video - Windows installer only JabberVideoSetup4.5.exe	12-OCT-2012	13.92 MB	Download Add to cart Publish
Maintenance release for Cisco Jabber Video - complete package S85000MCX4_5_7_16762.zip	12-OCT-2012	49.17 MB	Download Add to cart Publish

The .zip package contains the xml template for Provisioning user configuration.

Provisioning User Configuration

Minimum configuration for template.



Template Jabber 4.5



Rename Template...



Delete Template



Copy Configurations...

Configurations

Name	Value
Phone Book Server URI	phonebook@tpesc.com
Presence Server URI	presence@tpesc.com
Public Phone Book Server URI	phonebook@tpesc.com
Public Presence Server URI	presence@tpesc.com
Public SIP Server Address	202.95.105.170
SIP Server Address	10.75.176.81



Edit Configurations...

Phonebook Configuration

Provisioning Source should be connected to the Provisioning Phone Book.

The screenshot shows the Cisco TelePresence Management Suite interface. The top navigation bar includes 'Portal', 'Booking', 'Monitoring', 'Systems', 'Phone Books', 'Reporting', and 'Administrative Tools'. The main title is 'Manage Phone Books'. The interface is split into two panes: 'Directory' and 'Workspace'. The 'Directory' pane shows a tree view of phone books: 'Phone books' (expanded), 'AD test', 'All Systems', 'APAC TSG TAC', 'Provisioning Phone Book', and 'SR'. The 'Workspace' pane shows the 'Provisioning Phone Book' selected, with a 'New' button and 'Edit', 'Delete', and 'Set On Systems' options. Below this are tabs for 'Sources', 'Access Control', and 'View Contacts'. The 'Sources' tab is active, showing a table of currently connected sources:

<input type="checkbox"/>	Name	Type
<input type="checkbox"/>	Provisioning Source	Cisco TMS Provisioning Directory

Buttons for 'Connect', 'Update', 'Disconnect', and 'Manage Phone Book Sources' are located at the bottom of the sources table.

Phonebook Configuration

Respective folder selected will receive the phonebook.

The screenshot shows the 'Provisioning Phone Book' configuration page in the CUCM workspace. The page title is 'Provisioning Phone Book'. Below the title, there are four action buttons: 'New', 'Edit', 'Delete', and 'Set On Systems'. There are three tabs: 'Sources', 'Access Control', and 'View Contacts'. The 'Access Control' tab is selected, and it contains two sub-sections: 'Provisioning Directory Groups' and 'TMS User Groups'. The 'Provisioning Directory Groups' section has a text box with the instruction: 'Select the provisioning directory groups that are to have access to this phonebook.' Below this, there is a tree view of 'Directory Groups'. The tree shows a 'Groups' folder expanded to show three sub-groups: 'TSG Escalation - APAC Lab', 'APAC TSG TAC', and 'PE_Test'. All three sub-groups have their checkboxes checked, indicating they are selected for access to the phonebook.

Phonebook Configuration

▼ TEST 2				Source: Provisioning Source
H323	test.2@tpesc.com	False		Auto
SIP	test.2@tpesc.com	False		Auto

Verify under view contact page each user should have two entries.

Phonebook Configuration

To provide registered system phonebook to JV users select the respective folder here.

The screenshot shows the Cisco TelePresence Management Suite interface. At the top, the navigation bar includes 'Portal', 'Booking', 'Monitoring', 'Systems', 'Phone Books', 'Reporting', and 'Administrative Tools'. The main title is 'Manage Phone Books'. The interface is split into two panes: 'Directory' and 'Workspace'. The 'Directory' pane shows a tree view of phonebook folders: 'Phone books' (expanded) containing 'AD test', 'All Systems', 'APAC TSG TAC', 'Provisioning Phone Book', and 'SR'. The 'Workspace' pane shows the selected 'All Systems' phonebook. Below the phonebook icon are buttons for 'New', 'Edit', 'Delete', and 'Set On Systems'. There are tabs for 'Sources', 'Access Control', and 'View Contacts'. The 'Access Control' tab is active, showing 'Provisioning Directory Groups' and 'TMS User Groups'. A text box says 'Select the provisioning directory groups that are to have access to this phonebook.' Below this is a 'Directory Groups' tree view with checkboxes: 'Groups' (expanded) containing 'TSG Escalation - APAC Lab' (expanded) containing 'APAC TSG TAC' and 'PE_Test'. At the bottom, there is a checkbox 'Apply settings to "All Systems" and all underlying phone books.' and 'Save' and 'Cancel' buttons.

User's FindMe Configuration

On behalf of Firstname Lastname

My Locations Add Location

- Home**
 - Initial devices to ring: Jabber Video (firstname.lastname.jabber@example.co...)
 - If no answer on initial devices, ring: Mobile
- Office**
 - Initial devices to ring: Cisco IP Video Phone E20 (firstname.lastname.e20@example.com), Jabber Video (firstname.lastname.jabber@example.co...)
 - If busy on initial devices, ring: (empty)
 - If no answer on initial devices, ring: Mobile

TMSPE Troubleshooting

TMS Provisioning Extension – New Mode

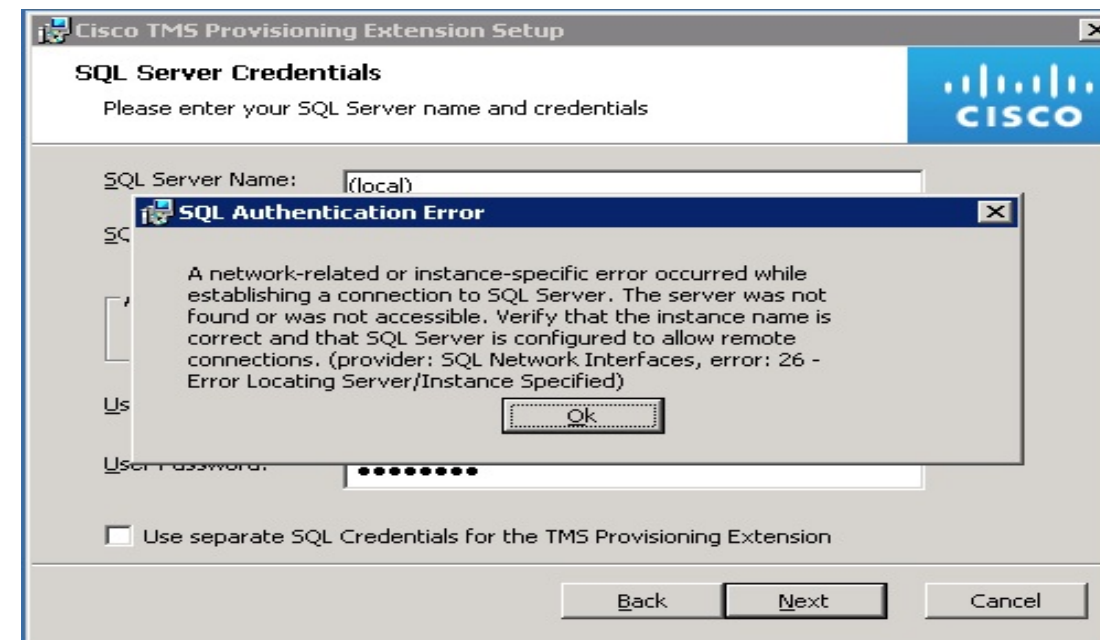
➤ Log Location

- **Migration log:** C:\Program Files (x86)\TANDBERG\TMS\TMSProvisioningExtension\app\logs\migration.log
- **TMSPE log:** C:\Program Files (x86)\TANDBERG\TMS\TMSProvisioningExtension\app\logs\tmsprovisioningextension.log
- **TMSPE install log:** C:\Program Files (x86)\TANDBERG\TMS\TMSProvisioningExtension\app\logs\tmsprovisioningextensioninstall.log

TMSPE Installation Issue

Problem Description

- TMSPE installation has failed.
- Error Msg: SQL Authentication Error.



Resolution:

This issue is caused by the SQL Browser Services not running on SQL server. If TMS is using built-in SQL server, this service should be running on TMS server and must be started. If there is external SQL server, this service needs to be started on SQL server.

TMSPE Migration Issue

Problem Description

- Migration has failed
- Error Msg: WARN - Invalid caller id pattern for group TSG Escalation - APAC Lab could not be migrated: {OfficePhone}. Legal replacement values are {mobile_phone} and {office_phone}.

Resolution:

Don't use {OfficePhone}

TMSPE Migration Issue

Problem Description

- Migration has failed- Error is related to Kerberos Authentication setting under TMS User Directory > External Source Configuration

- Error Message below:

Failed to post user import settings for group : {port=[389], mapping_last_name=[sn], mapping_external_user_id=[objectGUID], mapping_first_name=[givenName], group_id=[3c75bba2-706d-46a0-8c47-ffab493a54ea], hostname=[dc.psttandberg.com], distribution_center=[dc.psttandberg.com], mapping_mobile_phone=[mobile], user_import_type=[AD_KERBEROS], username=[psttandberg\administrator], mapping_department=[department], mapping_office_phone=[telephoneNumber], mapping_display_name=[displayName], search_filter=[(memberOf=CN=APACTAC,CN=Users,DC=psttandberg,DC=com)], realm=[PSTTANDBERG.COM], mapping_company=[company], mapping_title=[title], mapping_email=[mail], mapping_username=[sAMAccountName], base_dn=[DC=psttandberg, DC=com], distribution_center_timeout=[20000], skip_host_validation=[true]} URL: /groups/id/1b86b6a8-4947-4d4a-a730-97b317e281d2/user_import/settings The exception returned from API was One or more user import setting is invalid Status: UserImportSettingsValidationException Status Code: 2001.The exception message is: POST http://localhost:8788/ur/groups/id/1b86b6a8-4947-4d4a-a730-97b317e281d2/user_import/settings returned a response status of 400 Bad Request“

Resolution:

Remove the Kerberos Authentication setting from TMS, then re-run migration tool and the migration should be completed successfully.

TMSPE Migration Issue

Problem Description

- Migration has failed
- Sample Error Msg:

Failed to create account for {first_name=[Lars], display_name=[Psykologpartners Lars Stenbakken], username=[psykologpartners.lars.stenbakken.movi], title=[MEs kund], video_uri_generated=[true], email=[olof.johansson@officemanagement.se], company=[Psykologpartners TBA AB], last_name=[Andersson]} URL: /groups/id/2fa9d2c6-16dd-4177-9b5e-747a05bd2f9d/users/ The exception returned from API was Validation failed with the following messages: [**Password length must be shorter than 30 characters**] and the following invalid values: [psykologpartners.lars.stenbakken.movi] Status: BeanValidation Status Code: 1010.The exception message is: POST http://localhost:8788/ur/groups/id/2fa9d2c6-16dd-4177-9b5e-747a05bd2f9d/users/ returned a response status of 400 Bad Request"

Resolution:

Go into TMS provisioning directory, locate this specific user and change the password.

TMSPE Migration Issue

Problem Description

- Migration has failed
- Uppercase in device url is used (i.e. {Username}.movi@cisco.com)
- Error Msg: ERROR:

Failed to create group for {display_name=[Knightec], device_uri_pattern=[{ame}@omvideo.se], device_uri_pattern_inherited=[false]} URL: /groups/id/b9c16e9a-d5a5-43b9-bb56-ddb7c105bcb0/groups The exception returned from API was The argument device_uri_pattern={ame}@omvideo.se is invalid Status: InvalidArgument Status Code: 1005.The exception message is: POST http://localhost:8788/ur/groups/id/b9c16e9a-d5a5-43b9-bb56-ddb7c105bcb0/groups returned a response status of 400 Bad Request“

Resolution:

Go into TMS provisioning directory, locate this device URI and change any uppercase to lowercase.

TMSPE Migration Issue

Problem Description

- Migration fails without any error message nothing in migration log, however if you look into TMS provisioning extension logs you will find:

```
[C:\Program Files\TANDBERG\TMS\TMSProvisioningExtension\app\up-temp\webapp\WEB-INF\classes\com\cisco\ts\mgmt\up\api\impl\GroupsResourceImpl.class]: Unsatisfied dependency expressed through constructor argument with index 2 of type [com.cisco.ts.mgmt.up.service.TemplateService]: : Error creating bean with name 'templateService' defined in file [F:\Program Files\TANDBERG\TMS\TMSProvisioningExtension\app\up-temp\webapp\WEB-INF\classes\com\cisco\ts\mgmt\up\service\impl\TemplateServiceImpl.class]: Unsatisfied dependency expressed through constructor argument with index 5 of type.
```

Resolution:

The issue is addressed in Bug# CSCuc76436 and details are as below:

Symptom: TMSPE service is unable to start completely. The Java process will stop loading at about 308 MB. Errors in the TMSPE logs will show that JAXB 2.2 API is required and that JAXB 2.1 API was loaded.

Conditions: The Java 6 build installed is lower than update 4.

Workaround: Install Java 6 build 4 or higher.

TMSPE General Issue

Problem Description

- Changed provisioning mode to PE.
- Activity status displays that every 2min phonebook sync event has failed. (Error: cannot contact remote server)
- License information are missing under General Settings page.

Resolution:

Reboot TMS server. License information available after the TMS is rebooted and the issue should be fixed.

TMSPE General Issue

Symptoms :TMSPE: Unable to view provisioning Users page when imported 10000+ users from AD

Cause / Problem Description :Unable to view provisioning Users page when imported 10000+ users from AD

Conditions / Environment :TMS 13.2.2, TMSPE 1.0, Windows AD.

Resolution

1. Perform backup of the TMS SQL database[TMSNG folder].
2. Uninstall TMSPE and delete the TMSPE database in SQL server.
3. Uninstall TMS
4. Uninstall .NET 4 framework
5. Disable IIS role.
6. Restart the TMS server.
7. Download the .Net 4 framework and install the same.
8. Restart the TMS server.
9. Install TMS 13.2.2 and allow to reconfigure the IIS.
10. Install TMSPE and switch to TMSPE mode in TMS and access the provisioning > users page before continuing with configuration.

Troubleshooting TMS Agent (Local)

Problem Description

- Local TMS Agent diagnostics show errors

Resolution:

Manually Rebuild the Indexes for the local TMS Agent database

This process is to be used if you are running TMS version 13.1 or later and are receiving index errors while running the local TMS Agent diagnostics after you have clicked the “Fix” button.

1. RDP into the TMS
2. Go to start run and type: %OPENDS_HOME%\bat
3. Open the file control-panel.bat and log in with the LDAP Configuration Password (Default is TANDBERG) It should look like below:
4. Click Verify Indexes

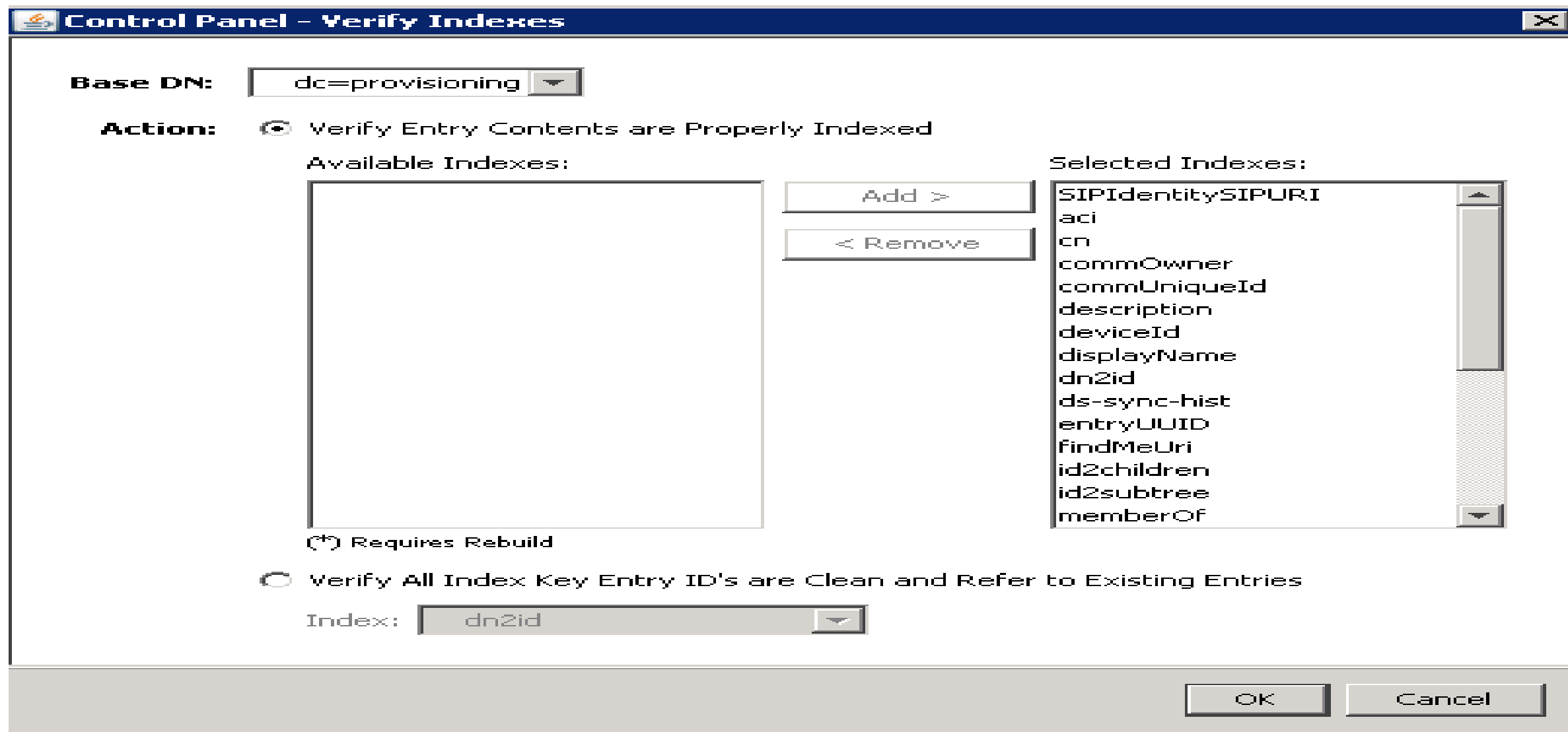
Opens Control Panel

The screenshot shows the OpensDS Control Panel window. The left sidebar contains a tree view with the following items: Directory Data (expanded), Manage Entries, New Base DN..., Import LDIF..., Export LDIF..., Backup..., Restore..., Schema, Indexes (expanded), Manage Indexes, Verify Indexes... (highlighted), Rebuild Indexes..., Monitoring, and Runtime Options. The main content area is divided into several sections:

- Server Status:** Shows the server is 'started' with buttons for 'Stop' and 'Restart'. It also indicates 'Open Connections: 7'.
- Server Details:** Lists the following information:
 - Host Name: VDTMS1
 - Administrative Users: cn=Directory Manager
 - Installation Path: C:\Program Files (x86)\TANDBERG\TMS\Provisioning\OpenDS-2.0
 - Version: OpenDS Directory Server 2.0.0
 - Java Version: 1.6.0_05
 - Administration Connector: Port 4444 (LDAPS)
- Connection Handlers:** A table showing the status of various connection handlers.
- Data Sources:** A table showing the status of data sources.

5. This will bring up a screen like below:

6. Select all Available Indexes and click the Add > button.



7. After this finishes, do the same thing again, but select rebuild indexes on the OpenDS control panel page.

If the above does not solve the issue or the TMS is on 12.X version steps below needs to be followed

- Disable TMS Agent replication under TMS > Navigator > VCS control > TMS Agent, if not disabled.
- Stop Opens services from windows services.
- Uninstall TMS application (keep the sa password handy)(skip reboot)
- Goto TMS server C:\Program Files\TANDBERG\TMS\Provisioning\OpenDS-2.0 and run uninstall.bat
- Delete the provisioning folder under C:\Program Files\TANDBERG\TMS.
- Verify windows services there should be no opens service (refresh page before confirming)(reboot the server).
- If you see any opens service on cmd execute command “sc delete opens”
- Re- install TMS (reboot required)
- Verify under windows services there should be only one opens service.
- Verify under TMS agent diagnostics you should have all five green ticks.

Q & A



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