

Cisco TelePresence Management Suite

Centralized Management and Scheduling of Your Cisco TelePresence Network

Product Overview

Telepresence conferences are most effective - and most often attended - when they can be set up easily. With Cisco TelePresence® Management Suite (TMS), you don't need to be concerned with the equipment being used or where people are located. To schedule a meeting, you tell Cisco TMS which rooms you want to use and how many people will be calling in. Cisco TMS will then automatically book the rooms and ports you need for your conference.

To help include the people you need in the meeting, Cisco TMS integrates and searches directories and external information sources. It also integrates with Microsoft Outlook so users can book Cisco TelePresence meetings. Since this is done automatically, your videoconferencing costs are lower and user satisfaction increases. Cisco TMS also follows up with reports so you can see what happened across the temporary network set up for the meeting.

Schedule, Control, and Manage Your Cisco TelePresence Conferences

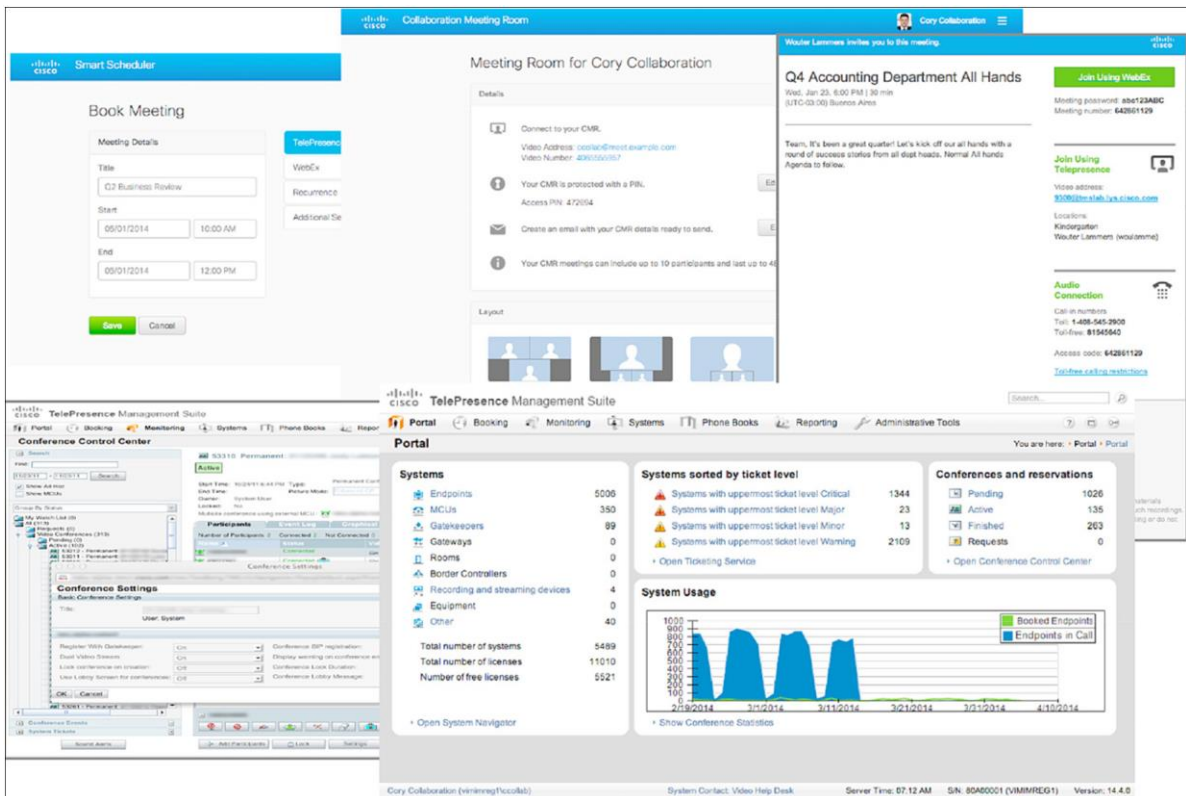
Cisco TMS provides you with scheduling, control, and management of Cisco TelePresence conferencing and media services infrastructure and endpoints, enabling you to improve productivity, reduce costs, and increase return on your Cisco TelePresence investments (Figure 1).

Figure 1. Cisco TelePresence Management Suite



Cisco TMS simplifies network administration through powerful scheduling, configuration, and provisioning capabilities, making Cisco TMS vital to any Cisco TelePresence deployment. It also delivers a comprehensive set of usage and activity reports for informed business decisions (Figure 2).

Figure 2. Cisco TelePresence Management Suite Applications



Features and Benefits

Benefits of Cisco TMS include:

- **Scalable provisioning:** Cisco TMS can support rapid, large-scale deployments of up to 100,000 Cisco TelePresence users, endpoints, and soft clients across disparate customer locations, including up to 5,000 direct-managed devices.
- **Centralized administration:** Cisco TMS automates and simplifies the management of Cisco Telepresence meetings and Cisco Telepresence infrastructure resources, reducing your total cost of ownership (TCO).
- **Flexible scheduling:** Cisco TMS makes scheduling Cisco Telepresence meetings more accessible with a range of tools including a simple and intuitive Smart Scheduler option, extensions for Microsoft Exchange integration, and advanced booking capabilities for experienced administrators.
- **Natural user experience:** Cisco TMS reduces complexity and makes it easy for users to start and join meetings on time with One Button to Push (OBTP) capability for select Cisco TelePresence systems and intuitive instructions for other participants, including one-click-to-join for people joining with WebEx® and in-meeting message notifications.

Features of Cisco TMS include:

- Centralized management of all conferences, impromptu and scheduled, in real time
- Flexible scheduling tools designed to meet the needs of basic users for quick conference creation, including integration with Microsoft Exchange for scheduling through Outlook clients, and to provide advanced conference booking options for sophisticated users
- Robust and flexible phone book management that supports synchronization with a wide range of directories, including external sources for easy contact management
- A selection of ready-to-use reports and support for the creation of fully customizable reports to answer specific business questions

Table 1 lists additional features and benefits of Cisco TMS.

Table 1. Features and Benefits

Product Feature	Benefits
Configuration Management	
Provisioning and device management	<ul style="list-style-type: none"> • Cisco TMS supports up to 5,000 direct-managed devices featuring distributed, redundant architecture. • Cisco TMS supports up to 100,000 Cisco Telepresence users, endpoints, and soft clients across disparate customer locations with the Cisco TelePresence Video Communication Server (VCS) clustering technology. • Cisco TMS Provisioning Extension (Cisco TMSPE) supports provisioning and management of a variety of Cisco TelePresence Systems.
Account management, security, and permissions	<ul style="list-style-type: none"> • Microsoft Active Directory integration allows the use of enterprise logins. • Synchronization with the enterprise directory provides for automatic user account creation and maintenance. • User groups for controlling permissions are customizable. • Cisco TMS supports automatic group membership using Microsoft Active Directory.
Directory Management	
Phone book and sources	<ul style="list-style-type: none"> • Cisco TMS supports centralized phone book and directory services for Cisco and select third-party H.323 and Session Initiation Protocol (SIP) endpoints. • Import of directory records and synchronization with many data sources, including Cisco Unified Communications Manager, Microsoft Active Directory, H.350 Lightweight Directory Access Protocol (LDAP), gatekeepers, and file-based imports is automatic. • Cisco TMS supports hierarchical phone book structures, enabling easy browsing of contacts on the endpoint user interface.
Conference Management	
Conference Control Center	<ul style="list-style-type: none"> • Conference Control Center manages scheduled and unscheduled conference activity. • Cisco TMS manages point-to-point, multipoint control unit (MCU)-hosted, and Cisco TelePresence Server hosted conferences. • Conference Control Center monitors conference events for connectivity status, alarms, and changes.
Diagnostics and alarms	<ul style="list-style-type: none"> • Intelligent diagnostics interrogate the configurations and status of managed devices, reporting errors.
Ticketing service	<ul style="list-style-type: none"> • Cisco TMS ticketing service provides a centralized view of status and configuration errors for direct-managed devices. • Cisco TMS offers proactive suggestions for resolving error conditions.
Event notification	<ul style="list-style-type: none"> • Cisco TMS provides email notification of select system events on a per-event, per-device, and per-user basis.

Product Feature	Benefits
Booking and Scheduling	
Scheduling Cisco TMS Extension products	<ul style="list-style-type: none"> • Cisco TMS Smart Scheduler interface, included with Cisco TMS Provisioning Extension (Cisco TMSPE), allows simple, intuitive booking of single-instance and recurrent Cisco Telepresence meetings. • Cisco TMS supports Microsoft Exchange Server 2007, 2010, 2013 and Office 365 calendar integration through the Cisco TelePresence Management Suite Extension for Microsoft Exchange (Cisco TMSXE). • Cisco TMS supports IBM Lotus Domino Server calendar integration through Cisco TelePresence Management Suite Extension. • Custom-built scheduling interfaces for other calendaring products are supported through the Cisco TelePresence Management Suite Extension Booking API (Cisco TMSBA).
Support for advanced Cisco Telepresence scheduling features	<ul style="list-style-type: none"> • Scheduling with Cisco TelePresence Servers and Cisco TelePresence MCUs is supported. • Scheduling with Cisco TelePresence Conductor is supported. • Scheduling and automation of point-to-point meetings using the embedded Cisco TelePresence MultiSite capability of select Cisco TelePresence endpoints is supported. • Essential scheduling of third-party, unmanaged bridges. (Requires Cisco TMS Network Integration Extension option key.) • Variable-length PIN access controls on Cisco TelePresence Servers and Cisco TelePresence MCUs, and participant access codes for CMR Hybrid are supported to secure meetings. • Scheduling can include both Cisco TelePresence and WebEx meetings, enabling organizations to extend their meetings. • Cisco TMS can be configured to allow participants to join scheduled meetings early. Furthermore, meetings can be extended with or without the need to reserve resources. Where an extension is not possible, Cisco TMS can display meeting notifications to participants.
Booking confirmation emails	<ul style="list-style-type: none"> • Customizable booking confirmations are automatically sent by email to the organizer with clear, simple joining instructions and clickable links for participants to join with Cisco Telepresence, WebEx, and audio-only applications.
Resource allocation	<ul style="list-style-type: none"> • Scheduling is provided across heterogeneous networks with mixed vendors and mixed protocols (H.323, H.320, SIP, and telephone). • Cisco TMS intelligently manages dial-plan and infrastructure resources to facilitate conference automation.
Infrastructure Management	
Asset management	<ul style="list-style-type: none"> • Cisco TMS has a single management console for all Cisco and select third-party telepresence devices, including endpoints, call-control servers, Cisco TelePresence Servers, Conductor, Cisco TelePresence MCUs, and other infrastructure. • Communications for all Cisco applications are secured using Secure HTTP (HTTPS) using X.509 certificate validation (user, device and server).
Configuration backup and restore	<ul style="list-style-type: none"> • With Cisco TMS you can retrieve and backup configurations of supported devices. • You can compare current and previous device configurations. • Cisco TMS supports single or bulk restoration of saved configurations to supported devices.
Software upgrades	<ul style="list-style-type: none"> • Automated software upgrade helps ensure the latest software updates and release key retrieval for supported devices with minimal administrative intervention. • Cisco TMS offers an administrator-defined schedule for bulk software upgrades of supported systems.
Customized Reporting and Analysis	
Auditing	<ul style="list-style-type: none"> • Integrated application audit logging to monitor system changes is supported.
Standard reports	<ul style="list-style-type: none"> • Asset management reports include ticket logs, device events, device alarms, and connectivity diagnostics. • Call-history reports for managed endpoints and infrastructure are provided. • Scheduling activity reports include user-based scheduling, interface used, conference event logs, and conference reports.
Business intelligence integration	<ul style="list-style-type: none"> • A Microsoft SQL Server Analysis Services (SSAS) Online Analytical Processing (OLAP)-based application programming interface (API) is available through the Cisco TelePresence Management Suite Analytics Extension (Cisco TMSAE). • Business Intelligence (BI) integration extends Cisco TMS Reporting to other Business Intelligence tools for fully customized reporting through Microsoft Excel, Crystal Reports, or other Microsoft SSAS-compatible products.

Product Specifications

Table 2 lists platform and language specifications of Cisco TMS.

Table 2. Platform and Language Specifications

Platform	
Application	<ul style="list-style-type: none"> • Cisco TMS is provided as software for installation on a customer-provided Microsoft Windows Server (Cisco recommends Cisco Unified Computing System™ [Cisco UCS®] servers). • The Cisco TMS user interface is a web browser-based application that uses Microsoft Internet Information Services (.NET framework).
Database server flexibility and resilience	<ul style="list-style-type: none"> • Cisco TMS supports a local database server, external standalone Microsoft SQL Server, or Microsoft SQL Server clustering. • Cisco TMS supports multiple application servers for high availability.
Localization and Internationalization Support	
Character set support	<ul style="list-style-type: none"> • Cisco TMS offers international name support (UTF-8) for direct-managed and provisioned devices, phone books and phone book sources. • It offers international name support (UTF-8) for phone books and phone book sources.
Language support for primary Cisco TMS interface	<ul style="list-style-type: none"> • Users can select one of the following supported languages: <ul style="list-style-type: none"> ◦ English ◦ French ◦ German ◦ Russian ◦ Japanese ◦ Chinese (Simplified) ◦ Korean
Language support for booking confirmation email templates	<ul style="list-style-type: none"> • You can select language preferences; languages supported include: <ul style="list-style-type: none"> ◦ English ◦ French ◦ German ◦ Russian ◦ Japanese ◦ Chinese (Simplified and Traditional) ◦ Korean ◦ Arabic ◦ Catalan ◦ Czech ◦ Danish ◦ Dutch ◦ Finnish ◦ Italian ◦ Norwegian (Bokmal) ◦ Polish ◦ Portuguese (Portugal and Brazil) ◦ Spanish (Spain and Latin America) ◦ Swedish ◦ Thai ◦ Turkish

System Requirements

Table 3 lists system requirements for Cisco TMS.

Table 3. System Requirements for Cisco TelePresence Management Suite

Cisco TelePresence Management Suite	
Product specifications	<ul style="list-style-type: none"> The base software product includes a license for up to 10 direct-managed devices. The base capacity may be extended through additional purchased licenses: <ul style="list-style-type: none"> Additional system licenses (up to 5,000 direct-managed devices and 100,000 Cisco TMS Provisioning Extension users) Base product functions may be extended through feature licenses or accessory products: <ul style="list-style-type: none"> Cisco TelePresence Management Suite Provisioning Extension (TMSPE) Cisco TelePresence Management Suite Extension for Microsoft Exchange (TMSXE) Cisco TelePresence Management Suite Extension Booking API (TMSBA) Cisco TelePresence Management Suite Analytics Extension (TMSAE) Cisco TelePresence Management Suite Network Integration Extension (NETINT) Cisco TelePresence Management Suite Application Integration Extension (APPINT)
Scheduling CMR Hybrid	<ul style="list-style-type: none"> For guidance on scheduling WebEx and Cisco TelePresence systems together, refer to the Cisco TMS Configuration Guides.
Application server requirements	<ul style="list-style-type: none"> Microsoft Windows Server 2012 R1 and R2, Windows Server 2008 SP2 or later (64 bit), or Windows Server 2008 R2 Standard 64-bit. Minimum dual-core 2.6-GHz processor (Intel or equivalent) recommended. Minimum 4 GB of RAM. Minimum 10 GB of disk space for application installation. Microsoft .NET Framework Full Version 4.5.0 is required.
Microsoft SQL Server requirements	<ul style="list-style-type: none"> One of the following is required: <ul style="list-style-type: none"> Microsoft SQL Server 2012 (all versions, 32- or 64-bit) Microsoft SQL Server 2008 R2 (all versions, 32- or 64-bit) Microsoft SQL Server 2008 (all versions, 32- or 64-bit) If an SQL database is not present on the server when installing Cisco TMS, you must install Microsoft SQL Server Express (2008 or 2012). Note that all Express editions of Microsoft SQL Server have certain technical restrictions. Large deployments with databases that can be expected to grow larger than 4 or 10 GB must therefore use the full edition. We recommend using Microsoft SQL Server 2008 R2 or later for new installations.
Client user requirements	<ul style="list-style-type: none"> Cisco TMS is tested with: <ul style="list-style-type: none"> Microsoft Internet Explorer Versions 9 and 10 Firefox Versions 21 and 22 Java Runtime Environment (JRE) required for Conference Control Center.

Ordering Information

For ordering information, refer to the [Cisco Ordering homepage](#) and Tables 4 and 5.

Table 4. Initial Ordering Options for the Cisco TelePresence Management Suite

Product Name	Part Number
Cisco TelePresence Management Suite	CTI-TMS-SW-K9
Cisco TMS - additional 25 systems	LIC-TMS-25
Cisco TMS - additional 100 systems	LIC-TMS-100
Cisco TMS Provisioning Extension - 25 additional active devices	LIC-TMS-PE-25
Cisco TMS Provisioning Extension - 100 additional active devices	LIC-TMS-PE-100
Cisco TMS Provisioning Extension - 500 additional active devices	LIC-TMS-PE-500
Cisco TMS Provisioning Extension - 2000 additional active devices	LIC-TMS-PE-2000
Cisco TMS Provisioning Extension - 10000 additional active devices	LIC-TMS-PE-10000
Cisco TMS Provisioning Extension - 100000 additional active devices	LIC-TMS-PE-100000

Product Name	Part Number
Cisco TMSAE - Analytics Extension	LIC-TMS-ANLYEXT
Cisco TMS Network Integration Extension (Polycom, MGC, Radvision VialP, Cisco 3540)	LIC-TMS-NETINT
Cisco TMSBA - Extension Booking API - per 25 system registrations	LIC-TMS-BAPI-25
Cisco TMSXE - Extension for Microsoft Exchange - per 25 system registrations	LIC-TMS-MSEX-25
Cisco TMS Application Integration Package - per server integrated	LIC-TMS-APPINT

Table 5. Ordering Options for Additional Device Licenses or Optional Features for Existing Installations

Product Name	Part Number
Electronic delivery license PAK for Cisco TelePresence Management Suite Installations	L-TMS-SW-PAK
Cisco TMS - additional 25 systems	L-TMS-25
Cisco TMS - additional 100 systems	L-TMS-100
Cisco TMS Provisioning Extension - 25 additional active devices	L-TMS-PE-25
Cisco TMS Provisioning Extension - 100 additional active devices	L-TMS-PE-100
Cisco TMS Provisioning Extension - 500 additional active devices	L-TMS-PE-500
Cisco TMS Provisioning Extension - 2000 additional active devices	L-TMS-PE-2000
Cisco TMS Provisioning Extension - 10000 additional active devices	L-TMS-PE-10000
Cisco TMS Provisioning Extension - 100000 additional active devices	L-TMS-PE-100000
Cisco TMSAE - Analytics Extension	L-TMS-ANLYEXT
Cisco TMS Network Integration Extension (Polycom, MGC, Radvision VialP, Cisco 3540)	L-TMS-NETINT
Cisco TMSBA - Extension Booking API - per 25 system registrations	L-TMS-BAPI-25
Cisco TMSXE - Extension for Microsoft Exchange - per 25 system registrations	L-TMS-MSEX-25
Cisco TMS Application Integration Package - per server integrated	L-TMS-APPINT

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For More Information

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