General Information about the Cisco TelePresence Manager

Contents

Overview of the CTS-Manager Administration Guide

Table 1-1 give a brief description of the contents of each chapter in the Administration Guide.

Table 1-1   Administration Guide Chapter Descriptions

Chapter Title	Description
Chapter 1 General Information About the Cisco TelePresence Manager	This chapter provides a general description of hardware and software components used within the Cisco TelePresence Manager system. It includes overviews of Point-to-Point calls, meeting scheduling, multipoint calls, Interoperability with legacy endpoints, and Intercompany Cisco TelePresence calls and administration roles.
Chapter 2 Pre-Install Set Up for CTS-Manager	This chapter describes the pre-setup and installation features for CTS-Manager.
Chapter 3 Configuring Microsoft Exchange	This chapter covers the steps needed to configure either Microsoft Exchange 2003 or 2007and Active Directory.
Chapter 4 Configuring IBM Domino and Domino Server	This document covers the steps needed to configure IBM Domino and Domino Directory Server for the CTS Manager system.
Chapter 5 Configuring CUCM for CTS Manager	This chapter describes adding parameters to Cisco Unified Communications Manager and gathering information from the current installation of Cisco Unified Communications Manager that will be used to configure the Cisco TelePresence Manager during installation.
Chapter 6 Installing and Configuring PreQualification Assistant Tool	This chapter explains how to install and run the Cisco TelePresence Manager PreQualification Assistant tool. It is important to install and run the pre-qualification assistant to ensure that the pre-installation set up is performed correctly.
Chapter 7 Installing or Upgrading CTS Manager	Describes how to install or upgrade CTS Manager.
Chapter 8 Initializing CTS Manager	The final process is initializing Cisco TelePresence Manager to enable access to information sources such as Microsoft Exchange Server for meeting requests from Microsoft Outlook, Active Directory for accessing user and conference room information, and Cisco Unified Communications Manager for conference room availability and telephone support.
Chapter 9 Installing Additional Configurations for CTS Manager	Describes the configuration features available when you log into CTS-Manager using an Administrator role.
Chapter 10 Monitoring CTS Manager	Describes the monitoring and support features available when you log into CTS-Manager using a Concierge role.

Table 1-1   Administration Guide Chapter Descriptions

Chapter Title	Description
Chapter 11 CTS-MAN Emails and End-User Web UI	Describes the different email notifications and meeting details window available to Meeting Organizers.
Chapter 12 Supported MIBs for CTS Manager	Provides the MIBs used by the CTS Manager.
Chapter 13 Troubleshooting	Provides troubleshooting information for CTS-Manager Administrators.
Appendix A - removed CTS-Manager Pre-Qualifying Tool	This section has been moved to Chapter 6.
CTS-Manager CLI Command Set (formerly Chapter 7) - removed	This chapter has been removed and is now a separate CLI book set.

Terminology

The following terms are used in this guide:

- **Audio call**: An audio call refers to a call placed to or from an audio-only telephone for the purpose of conferencing the audio call into a Cisco TelePresence meeting.

    Note   Audio calls are placed or answered with the CTS phone's handset on-hook.

- **Cisco TelePresence call**: A Cisco TelePresence call is placed between two or more CTS endpoints.
- **Cisco TelePresence meeting**: A Cisco TelePresence meeting refers to two or more endpoints connected by a Cisco TelePresence call.
- **Conference**: A conference refers to a Cisco TelePresence meeting that includes an audio call.
- **CUVC** - Cisco Unified Video Conferencing
- **Endpoint**: An endpoint, or 'CTS endpoint' refers to the combination of hardware and software that comprise a Cisco TelePresence System. Examples of a CTS endpoint are the CTS 3200 and the CTS 500. CTS endpoints are also referred to as Cisco TelePresence rooms, in the case of a CTS 3000 or CTS 3200 endpoint.
- **LDAP** - Lightweight Directory Access Protocol
- **MCU** - Multipoint Conference Unit

Introduction to the Cisco TelePresence System

The Cisco TelePresence System is composed of several hardware and software components. The Cisco TelePresence System also gets information and services with peripheral components such as Cisco Unified Communications Manager (Unified CM), and calendar services such as Microsoft Exchange or IBM Domino. Together all the peripheral and CTS components offer the features and services needed to schedule, place, and manage Cisco TelePresence calls and maintain all the Cisco TelePresence System components.

The following sections provide a general overview of the components that make up the Cisco TelePresence System.

Making Point-to-Point Cisco TelePresence calls

Placing a call between two CTS endpoints is similar to making a simple audio call. If you know the phone number of the endpoint you can dial it directly using the CTS IP phone.

CTS Endpoints

There are five CTS endpoint models supported by Cisco Unified CM.

- **CTS 500** - For data sheets and other product literature refer to the product page. For hardware installation information refer to the Cisco TelePresence System 500 Assembly, Use & Care, and Field-replaceable Unit Guide.

- **CTS 1100** - For data sheets and other product literature refer to the product page. For hardware installation information refer to the Cisco TelePresence System 1100 Assembly, Use & Care, and Field-replaceable Unit Guide.

- **CTS 1300** - For data sheets and other product literature refer to the product page. For hardware installation information refer to the Cisco TelePresence System 1300 Assembly, Use & Care, and Field-replaceable Unit Guide.

- **CTS 3000** - For data sheets and other product literature refer to the product page. For hardware installation information refer to the Cisco TelePresence System 3000 Assembly, Use & Care, and Field-replaceable Unit Guide.

- **CTS 3200** - For data sheets and other product literature refer to the product page. For hardware installation information refer to the Cisco TelePresence System 3200 Assembly, Use & Care, and Field-replaceable Unit Guide.

Each endpoint is configured and maintained through Unified CM and the CTS Administration software. The CTS Administration software is installed on each endpoint and is accessible by browser. All Cisco TelePresence Administration software supports Internet Explorer 6.0. For information about installing, configuring, and maintaining CTS endpoints refer to the CTS Administrator's Guide.

Components of the Cisco TelePresence System

In order to schedule meetings in advance you need to include CTS Manager in your Cisco TelePresence system. CTS Manager works with Microsoft Exchange or IBM Domino servers to schedule Cisco TelePresence meeting rooms and enable One -Button -To -Push meeting access.

CTS Manager communicates with the following components:

- **CTS endpoints** - CTS-Manager polls endpoints and reports errors to your CTS-Manager Administrator. CTS-Manager also pushes an endpoint's meeting schedule to the endpoint, then pushes to the IP phone.

- **Cisco Unified CM** - CTS-Manager works with Cisco Unified CM to maintain current configurations for each endpoint, and to discover new endpoints as they are added to your Cisco TelePresence system.

- **Calendar server (Exchange or Domino)** - Each CTS endpoint has a corresponding mailbox on a calendar server to support scheduling through Outlook or Lotus Notes. CTS-Manager monitors endpoint calendars and reports errors. CTS-Manager also uses the scheduling information to push meeting schedules to each CTS endpoint and then pushes to the IP phone.

- **Active Directory** - Each CTS endpoint's room ID is stored in Active Directory. CTS-Manager is the conduit between Active Directory and an endpoint.

- **Cisco TelePresence Multipoint Switch (CTMS)** - A CTMS provides the resources for multipoint (three or more endpoints) calls. CTS-Manager reports errors with a CTMS and specifies which CTMS is used for each Cisco TelePresence meeting. Cisco TelePresence supports the ability to conference existing standards-based video conference sessions into a Cisco TelePresence meeting by integrating the Cisco TelePresence Multipoint Switch (CTMS) with Cisco Unified Video conferencing Systems (CUVC). This provides interoperability with virtually all standards-based video conferencing systems installed today.

- For data sheets and other product literature refer to the product page. For hardware installation and CTMS maintenance refer to the Cisco TelePresence Multipoint Switch administration guide.

Cisco TelePresence Manager Product Specifications

Table 1-2 gives product specifications and Table 1-3 provides system requirements of the Cisco TelePresence Manager. Table 1-4 provides the flow of tasks you need follow to install the CTS_MAN system.

Note   CTS-Manager is supported only in an enterprise intranet environment. NAT deployment is not supported.

Table 1-2   Product Specifications

Specifications	Description
Product compatibility	Cisco MCS 7845-H2 and MCS 7845-I2 Media Convergence Servers
Software compatibility	Microsoft Internet Explorer 6.0 **Note** CTS Manager Release 1.5 does not support Microsoft Internet Explorer 7.x.
Protocols	HTTP, HTTPS, Administrative XML (AXL)/SOAP, Simple Network Management Protocol (SNMP), and CTI
Connectivity	IP
Reliability and availability	High availability through Cisco 7845 Media Convergence Server platform

Table 1-3   ***System Requirements***

Specifications	Description
Groupware connectivity	• Microsoft Exchange Server: – 2003 SP2 (Windows Server 2003 Enterprise Edition SP2) – 2007 SP1 and 2007 SP2 (on Windows 2003 Enterprise Edition SP2 [64 bit] – 2007 SP1 and 2007 SP2 (on Windows 2008 Enterprise Edition [64 bit] – supported versions: [8.0.685.25, 08.00.0685.018, 08.00.10685, 08.01.0, 08.1.240.5, 08.1.240.6, 08.01.10240, 08.02.0176.002, 6.5.6944, 6.5.7226, 6.5.7638] • Microsoft Outlook Client: 2003 and 2007 • IBM Domino Server: 8.5, 8.2, 8.0.x and 7.0.x (Operating System: Windows Server 2003 Enterprise Edition SP2) – The Resource Reservation database must be initially created using the Resource Reservation Template 7 or later. Reservation templates prior to version 7 cannot be upgraded. • IBM Notes Client: 8.0.x, 7.0.x, and 6.5.x
Cisco Unified Communications Manager	Cisco Unified CM 6.1.3 or later
Lightweight Directory Access Protocol (LDAP) connectivity	Active Directory 2003 SP2, 2008 (Operating System: Windows 2008 and 2008 SP2 only) **Note** Windows 2008 R2 is not supported. Domino Directory, versions: 7.0.x, 8.0.x
Ethernet Cable	Connect to NIC Port 1
Web browser supported	Microsoft Internet Explorer 6.0

Installation Procedures Guideline

The flow of tasks you need to perform in order to configure the Cisco TelePresence network and install and configure the CTS-MAN are provided in the following table:

Table 1-4   ***Install and Configuration Procedures Guidelines for setting up CTS-MAN System***

Set-Up and Installation Procedures Guidelines	Description	Location
Pre-Install Procedures	Provides Cisco TelePresence Manager with the contact and access information it requires to connect to and talk with your network.	Chapter 2, "Pre-Install System Setup for Cisco TelePresence Manager"
Configure Microsoft Exchange for CTS-MAN	This chapter covers the steps needed to configure Microsoft Exchange and Active Directory for the CTS-MAN system.	Chapter 3, "Configuring Microsoft Exchange for Cisco TelePresence Manager"
Configure IBM Domino for CTS-MAN	This chapter covers the steps needed to configure IBM Domino and Domino server for the CTS-MAN system.	Chapter 4, "Configuring IBM Domino Server for Cisco TelePresence Manager"
Configuring Cisco Unified CM for CTS-MAN	Before installation, you must verify that Cisco Unified Communications Manager is configured for the CTS-MAN system.	Chapter 5, "Configuring Cisco Unified CM for Cisco TelePresence Manager"
Install and Configure PreQualification Assistant	Install and configure the PreQualification Assistant to ensure that your pre-installation set up is performed correctly. The data you enter into the Tool Test Configuration forms are used to verify connections to the servers and retrieve data from them to be used to configure CTS manager	Chapter 7, "Installing and Configuring Cisco PreQualification Assistant"
Installing or Upgrading CTS-MAN software	Installing the CTS Manager software. In addition, the installation requires information about your network and the rules for finding and exchanging information.	Chapter 7, "Installing or Upgrading Cisco TelePresence Manager"

Set-Up and Installation Procedures Guidelines	Description	Location
Initializing CTS-MAN	After installing the CTS-MAN software, the next process is initializing Cisco TelePresence Manager to enable access to information sources such as Microsoft Exchange Server for meeting requests from Microsoft Outlook, Active Directory for accessing user and conference room information, and Cisco Unified Communications Manager for conference room availability and telephone support	Chapter 8, "Initializing Cisco TelePresence Manager"
Additional Installation Procedures for CTS-MAN	The administrator makes use of the configuration windows to perform system configuration tasks such as as synchronizing system databases, managing security, and reconfigure system settings	Chapter 9, "Additional Installation Configurations for Cisco TelePresence Manager"
Monitoring CTS-MAN	Monitoring and updating meeting schedules and monitoring the status of rooms and system services	Chapter 10, "Monitoring Cisco TelePresence Manager"
Email notifications and End User Web UI	The Calendar service (either Microsoft Exchange or IBM Domino) sends an acceptance email to the meeting organizer, with the notice that the rooms have been reserved and placed on the calendar. CTS-Manager also sends either a Confirmation email or an Action Required email to the meeting organizer when a meeting is scheduled	Chapter 11, "CTS-Manager Emails and End-User Web UI"