

Cisco Prime Collaboration Manager 1.0

Product Overview

Cisco Prime™ Collaboration Manager (CM) provides a powerful web-based user experience for managing and quickly troubleshooting end-to-end video collaboration over a borderless network.¹ Troubleshooting, managing, and helping to ensure video quality in point-to-point and multipoint video sessions can be challenging. Collaboration Manager takes the guesswork out of video collaboration management by providing service and network operators with a real-time unified view of all Cisco TelePresence® sessions in progress and immediate visibility into each session's associated media paths, quickly isolating the source of problems. When Medianet-capable devices are deployed in the network, Collaboration Manager provides even deeper network path visibility, down to the granularity of video flow statistics.

Collaboration Manager helps to ensure a superior end-user experience by:

- Supporting timely end-to-end visibility and isolation of video-related issues for sessions, endpoints, and the network
- Reducing time to troubleshoot and recover from service-affecting problems
- Providing detailed analysis of the media path with critical fault and performance statistics that support quick isolation of network devices causing service degradation
- Efficiently validating large-scale deployments through comprehensive inventory, health, and status of Cisco TelePresence endpoints as well as service and network infrastructure devices
- Delivering reports that allow operators to track usage and problem history

About Cisco Prime

Cisco Prime Collaboration Manager is a product of the Cisco Prime network management portfolio.

The Cisco Prime portfolio of enterprise and service provider management offerings supports integrated lifecycle management of Cisco architectures and technologies based on a service-centric framework. Built on an intuitive workflow-oriented user experience, Cisco Prime products help increase IT productivity and reduce operations costs through innovative management solutions for the network services, infrastructure, and endpoints.

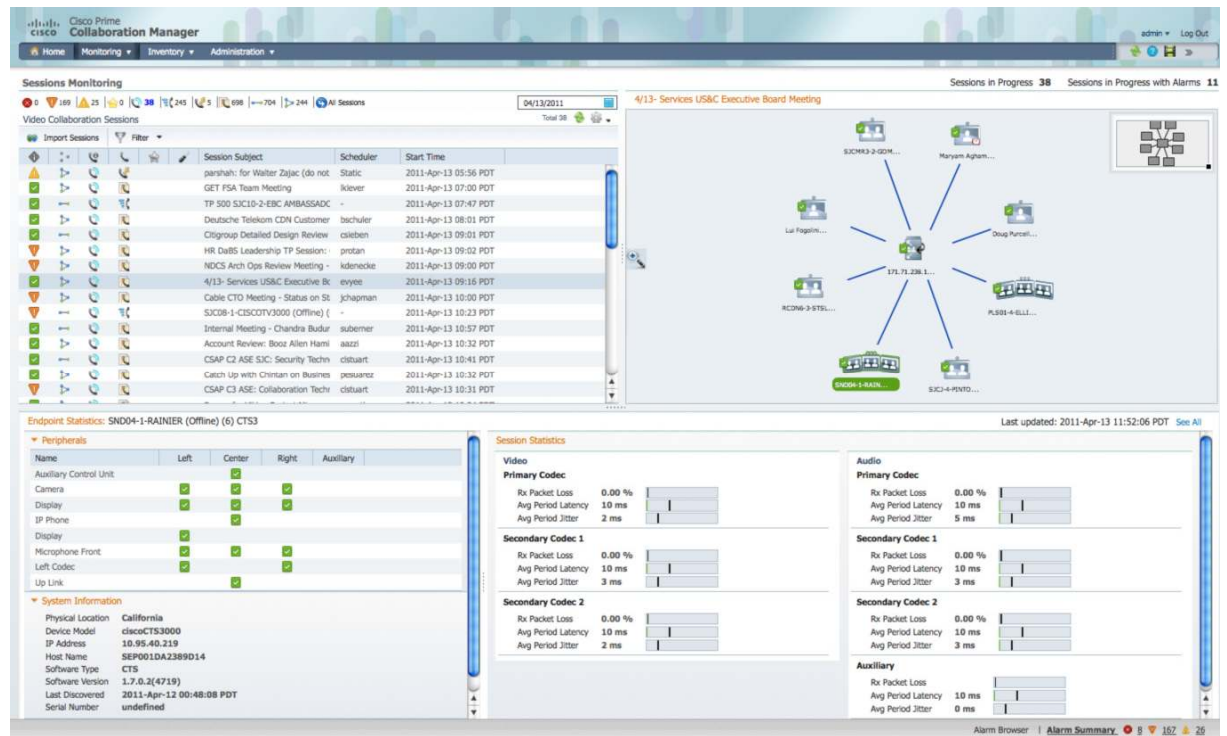
Simplified Management of Cisco TelePresence

Improve operational efficiencies with rapid problem resolution

Cisco TelePresence service operators need to manage large service deployments and monitor many concurrent sessions. Cisco Prime Collaboration Manager provides operators with the ability to visualize the service status and topology of all sessions currently in progress. Operators can quickly pinpoint critical sessions as well as locate and address sessions with problems (Figure 1). This built-in visibility helps operators optimize video delivery and reduce operational costs across the organization.

¹ Phase 1 is to include support for Cisco TelePresence. Support for additional video collaboration endpoints will be added in subsequent releases.

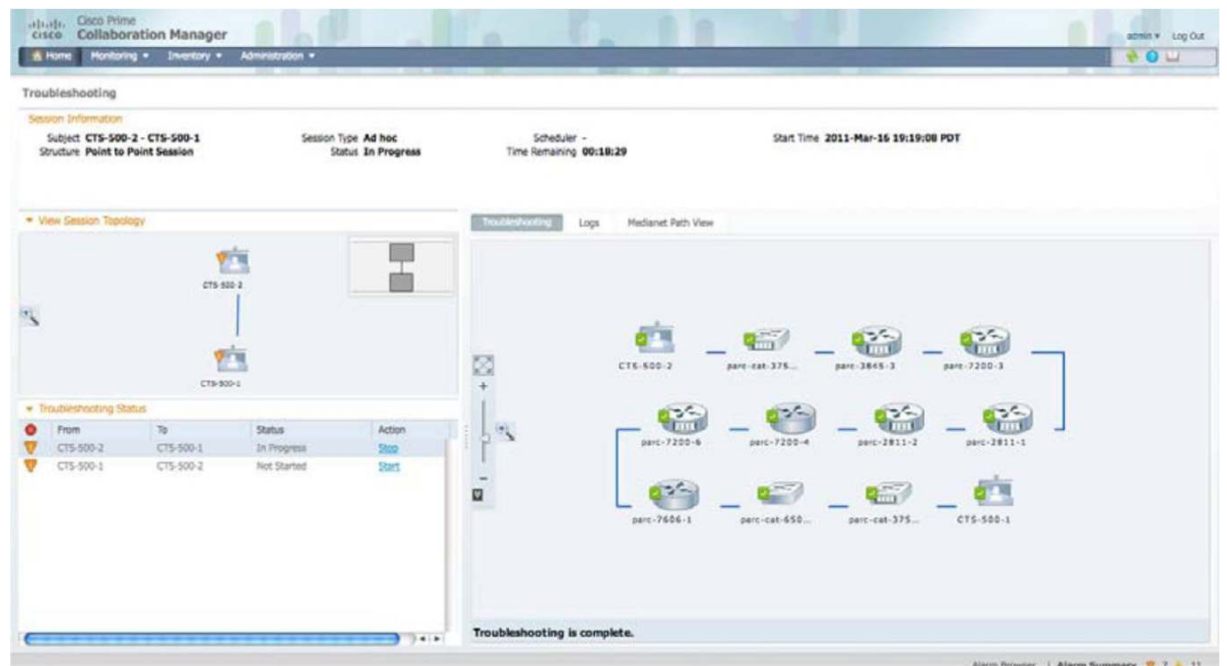
Figure 1. Session Monitoring Dashboard



End-to-end visibility and fault isolation for improved troubleshooting

Cisco TelePresence service operators need to quickly isolate the source of any service degradation in the network for all point-to-point and multipoint video sessions in an enterprise. Cisco Prime Collaboration Manager provides a detailed analysis of the end-to-end media path, including specifics about endpoint, service infrastructure, and network-related issues. Its ability to provide detailed visibility into the media path and critical fault and performance statistics facilitates faster isolation and resolution of video problems (Figure 2).

Figure 2. Media Path Visualization



Integrated troubleshooting with Cisco Medianet

In conjunction with Cisco Medianet, Cisco Prime Collaboration Manager delivers richer end-to-end information that helps operators more easily identify and isolate video issues. Collaboration Manager uses Cisco Medianet to provide enhanced path computation, statistics collection, and synthetic traffic generation.

When network devices are Medianet-enabled, Collaboration Manager provides

- Deeper, flow-related information along the video path using Mediatrace (Figure 3)
- The ability to use synthetic video traffic from network devices to assess video performance on a network. This uses Medianet IP service-level agreement (IP SLA) video operations

For more information about general Medianet features, visit the [Cisco Enterprise Medianet Homepage](#). For more information about specific Medianet features utilized by Collaboration Manager, visit the [Mediatrace](#) and [IP SLA Video Operations](#) feature pages.

Figure 3. Network Flow-Based Information Using Mediatrace

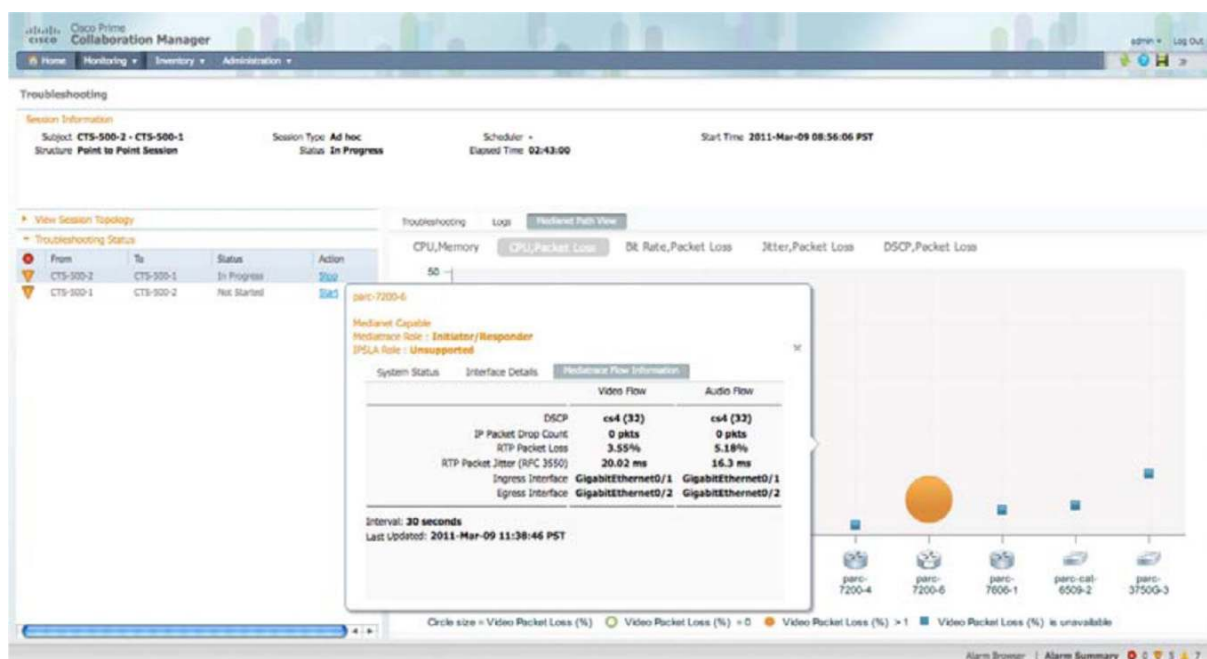


Table 1. Features, Functions, and Benefits

Feature	Function	Benefit
Video Collaboration Summary Dashboard	<ul style="list-style-type: none"> • Dynamic dashboard provides current status of sessions, endpoint inventory, and service infrastructure device health and status 	<ul style="list-style-type: none"> • Substantially decreases time and effort required to obtain a complete overview of any problems affecting sessions in progress, endpoints, and service infrastructure devices
Session monitoring	<ul style="list-style-type: none"> • Visualizes the topology and status of all sessions - in progress, recently completed, and scheduled • Provides critical fault and performance metrics for Cisco TelePresence sessions (scheduled, ad hoc, and static) and endpoints 	<ul style="list-style-type: none"> • Significantly reduces operational costs of session monitoring and troubleshooting • Easily pinpoints very important sessions and sessions with the most critical issues • Rapidly determines whether the issues are in endpoints or in the network
Endpoint and network diagnostics	<ul style="list-style-type: none"> • Media path visualization produces unique end-to-end views including details of endpoint, infrastructure, and network nodes, and highlights where impairments may exist • Acquire even deeper network path visibility, down to the granularity of video flow statistics, wherever Medianet capable devices are deployed in the network 	<ul style="list-style-type: none"> • Simplifies troubleshooting, reducing time to identify root causes impacting video quality of experience • Reduces mean-time-to-repair video related issues

Feature	Function	Benefit
Endpoint Dashboard	<ul style="list-style-type: none"> Track alarms, health statistics and scheduling status of Cisco TelePresence endpoints, whether the endpoints are currently in a session or not 	<ul style="list-style-type: none"> Reduces time needed to assess which endpoints have the most critical problems to address Endpoint scheduling status helps service operators prioritize issues to resolve before they affect upcoming sessions
Inventory	<ul style="list-style-type: none"> Discover and inventory all deployed Cisco TelePresence endpoints, as well as pertinent service and network infrastructure devices Identify software versions and status of all devices 	<ul style="list-style-type: none"> Reduces operations team resources needed to verify software upgrades quickly and accurately Provides immediate manageability and comprehensive inventory details for large-scale video collaboration deployments
Reporting	<ul style="list-style-type: none"> Produce reports on endpoint and network diagnostics during troubleshooting Export detailed endpoint utilization as well as problem history data through comma-separated value (CSV) files for creating customized reports 	<ul style="list-style-type: none"> Helps to analyze detailed data and corresponding trends to prevent future disruptions Enables improved planning for deploying new endpoints based on detailed assessment of endpoint usage history

Service and Network Infrastructure Device Support Requirements

Table 2. Service and Network Infrastructure Device Support Requirements

	Device Type	Devices	Software Version
Service infrastructure	Cisco TelePresence endpoints	CTS 500 Series CTS 1000 CTS 1100 CTS 1300 Series CTS 3000 Series CTS 3200 Series	1.6.4 or later
	Call processors	Cisco Unified CM	System version: 7.1.3.11001-7 or later
	Application managers	CTS Manager	1.6.4 or later
	Multipoint switches	CTMS	1.6.3 or later
Network infrastructure	Routers	1800, 2800, 3800 1900, 2900, 3900 ASR 1K 7200, 7400, 7600	IOS 12.2 or later IOS 12.2 or later IOS 12.4 or later IOS 12.4 or later
	Switches	Cat 2K Cat 3K Cat 4K Cat 6K	IOS 12.2 or later IOS 12.2 or later IOS 12.2 or later IOS 12.2 or later

System Requirements

Cisco Prime Collaboration Manager 1.0 is available as a virtual appliance. A single downloadable open virtual appliance (OVA) image, which contains the Collaboration Manager virtual machine (VM), is provided for installation onto a VMware server with a virtual machine environment matching or exceeding the virtual machine template described below.

A virtual machine template defines the configuration of the virtual machine that includes CPU, memory, disk, and network resources. The configuration of a Collaboration Manager virtual machine must match or exceed the supported virtual machine template defined in Table 3.

Table 3. Virtual Machine Templates

VM Template	vCPU	Memory	vDisk	vNIC
Recommended	2	8 GB	90 GB	1 GB NIC

Table 4 outlines the minimum system requirements for the VMware server onto which the Collaboration Manager OVA image will be installed.

Table 4. System Requirements: Server

Description	Specifications
Hardware	All the hardware components such as servers, CPU, storage, and Storage Area Network (SAN) models should be compatible with the VMware comprehensive compatibility guides posted at http://www.vmware.com . Cisco Unified Computing System (UCS) is recommended, but other servers can also be used.
Software	VMware ESXi 4.0 or later

Table 5 outlines the minimum system requirements for client systems.

Table 5. System Requirements: Client

Description	Specifications
Browser	Mozilla Firefox 3.6.x
Flash Plug-in	Adobe Flash Player 10.0 or later
Resolution	1024 x 768 minimum

Licensing and Ordering Information

Cisco Prime Collaboration Manager licensing is based on the scale of Cisco TelePresence deployment and allows customers to add incremental codec² licenses as they grow their video deployment. For specific details, contact your local Cisco account representative.

Table 6 presents the specifications for each license type based on the variables described below.

Table 6. Licensing

License Type	Network Devices Supported	Codecs Supported
Base License	Up to 10,000	10
Incremental Codec License Pack	N/A	25 per pack

Cisco Prime Collaboration Manager 1.0 is available for purchase through regular Cisco sales and distribution channels worldwide. To download software, visit the [Cisco Software Center](#). Table 7 presents ordering information. To order the software license, visit the [Cisco Ordering Homepage](#). The license will be available by eDelivery only.

To purchase physical media of the software, an evaluation copy is available at [Cisco Marketplace](#). Note: Installing a downloaded base license file on an evaluation system will overwrite the evaluation status and enable the full feature set of Collaboration Manager 1.0.

Table 7. Ordering Information

Product Name	Part Number (SKU)
Cisco Prime CM Base License, includes 10 codecs	L-PCM-1.0-LG-K9=
Cisco Prime CM Incremental Codec License, 25-codec pack	L-PCM-1.0-LIC-25=

² A codec is the “brain” of the CTS. The primary codec connects with the network and Cisco Unified Communications Manager to perform call management functions for the system. The secondary codec performs processing for the system elements that are attached to them. The optional presentation codec supports the document camera (if present), auxiliary displays, and works with an auxiliary control unit and audio extension unit for additional audio/video applications. The number and type of codecs your system uses depends on which CTS device you are using.

The above definition of a codec can be found in the Cisco TelePresence System User Guide:

http://www.cisco.com/en/US/docs/telepresence/cts_admin/1_7/userguide/cts_ug_glos.html.

Note: For example, a CTS-3000 includes 4 codecs - left panel, center panel, right panel, presentation - while a CTS-500 includes only 1 codec.

Services from Cisco and Our Partners

Organizations can realize the full business value of their technology investments with smart, personalized services from Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, Cisco Services enable organizations to successfully plan, build, and run their network as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, Cisco has a service that can help you.

Warranty Coverage and Technical Service Options

Cisco Prime Collaboration Manager comes with the Cisco 90-day software warranty. Purchasing an application support service provides benefits not available with warranty including access to maintenance and minor updates, online resources, and Technical Assistance Center (TAC) support services. Table 8 shows the technical services available for Collaboration Manager 1.0.

For more information about Cisco warranties, go to <http://www.cisco.com/go/warranty>.

For information about Cisco Technical Services, go to <http://www.cisco.com/go/ts>.

Table 8. Cisco Technical Services for Collaboration Manager

Technical Services
Cisco Software Application Support (SAS) <ul style="list-style-type: none"> • Application software maintenance and minor updates • Around-the-clock, global access to Cisco TAC engineers with specialized application software expertise • Unrestricted access to the extensive Cisco.com resources, communities, and tools

For More Information

For more information about the Cisco Prime Collaboration Manager, visit <http://www.cisco.com/go/cpcm>, contact your local account representative, or send an email to the product marketing group at ask-collaboration-manager@cisco.com.



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