# EMS PLATFORM SERVICES Installation & Configuration Guides

**V44.1**

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# CHAPTER 1: Integration to Polycom

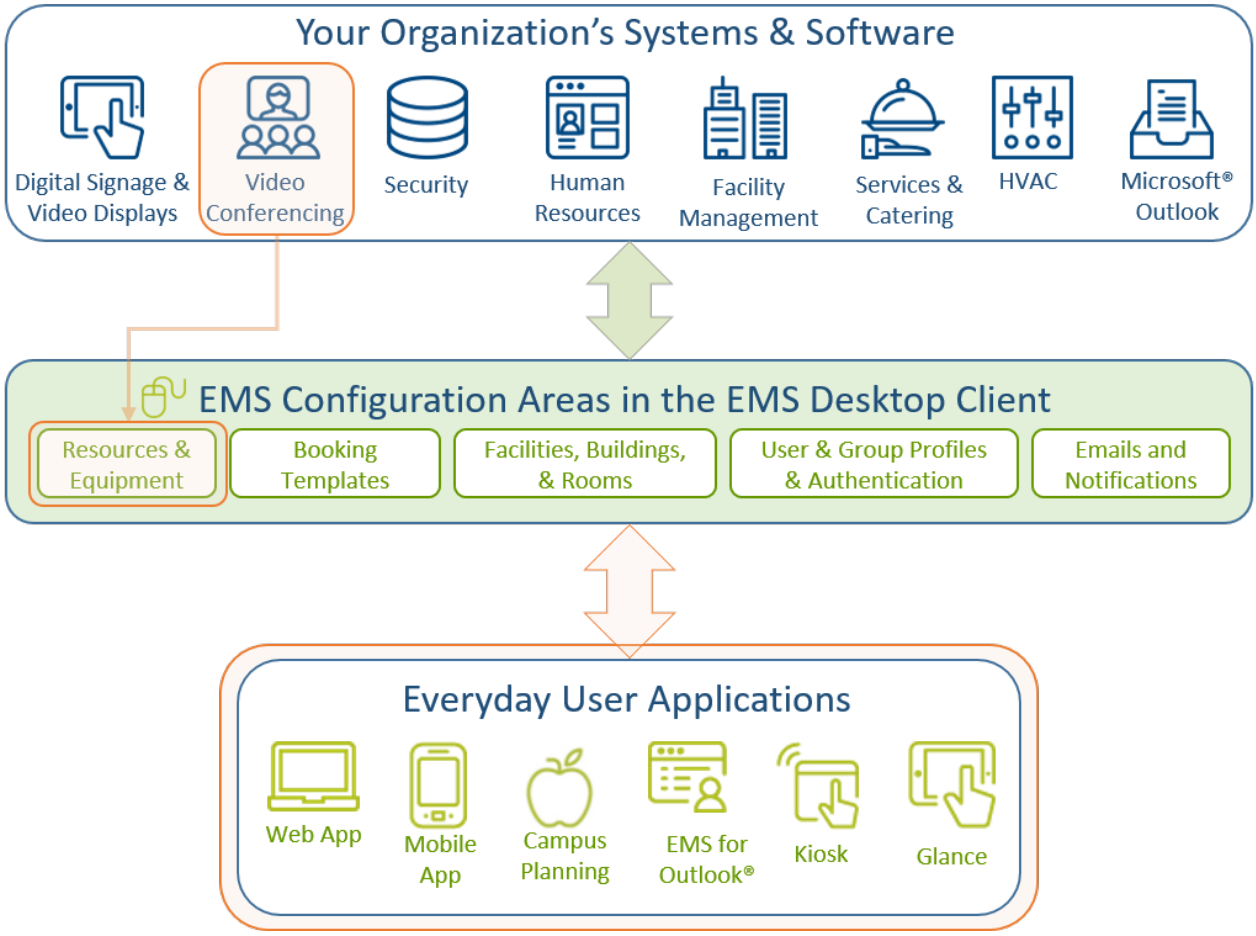
For EMS customers who use the Polycom RealPresence Resource Manager to manage their video communication systems, this interface enables integration between EMS and Polycom. Polycom provides a Third Party Booking API that exposes Polycom RealPresence Resource Manager booking functionality to external scheduling systems like EMS.

This Integration to Polycom Guide provides information on the following topics:

# CHAPTER 2: Introduction

For EMS customers who use the Polycom RealPresence Resource Manager to manage their video communication systems, this interface enables integration between EMS and Polycom. Polycom provides a 3rd Party Booking API that exposes Polycom RealPresence Resource Manager booking functionality to external scheduling systems like EMS. The Polycom Interface Installation Guide takes you through the steps to install and configure the EMS interface with Polycom.

# POLYCOM INTEGRATION DIAGRAM




# HOW IT WORKS

Polycom provides a 3rd Party Booking API that exposes Polycom RealPresence Resource Manager booking functionality to external scheduling systems like EMS.

While video conferencing system management software controls the delivery of audio and video content, the scheduling component within the software is typically designed to be used by the person responsible for all technical aspects of the session. However, technicians may be unavailable when video conferences need to be scheduled or changes need to be made. There is a solution to this problem - integration between your videoconferencing system management software and EMS. This simplifies the process and allows the host to focus on other details of the meeting.

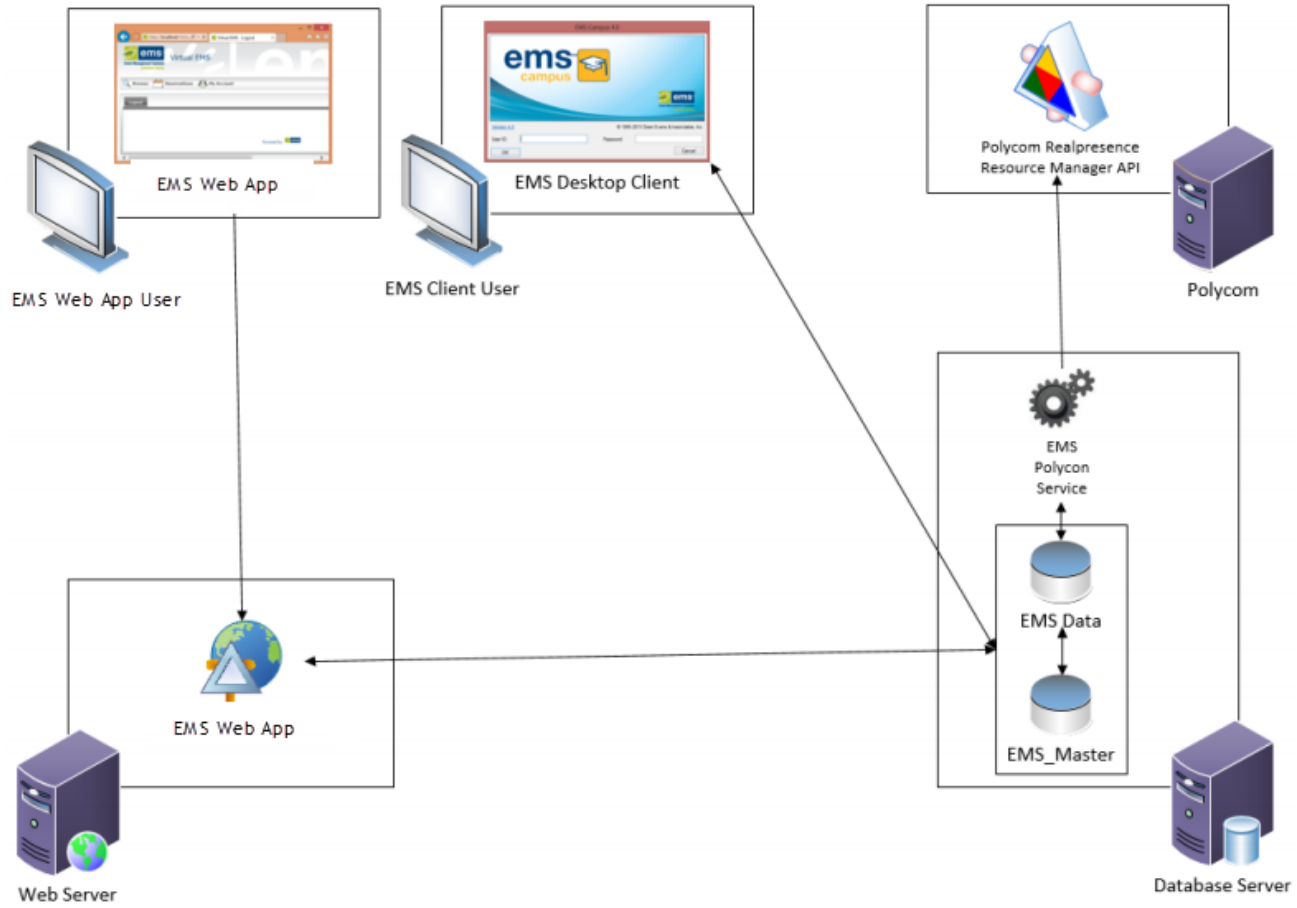
EMS - Polycom integration provides a cohesive and powerful way to book and manage video conferences. With the integration, you can coordinate all aspects of your video conference efforts, from booking the room and reserving the equipment to ensuring that break services have been scheduled and attendees are aware of the event. Even if your organization is using EMS' standard functionality for video conference scheduling, this is another way to take your video conference scheduling to the next level. The integration requires the purchase of the Polycom RealPresence Resource Manager API directly from Polycom.

# TECHNICAL ARCHITECTURE

The EMS Polycom Interface is comprised of two components:

1. **EMS Polycom Service:** Windows service responsible for pushing video conference bookings from EMS to the Polycom Realpresence Resource Manager API at timed intervals.
2. **Polycom Activity DLL:** Custom Polycom DLL provided by EMS that will display all EMS Polycom Interface activity within the EMS application, including errors and successfully scheduled video conferences. The Polycom Activity DLL also contains an area that allows EMS Administrators to configure various EMS Polycom Interface settings.

New video conferences booked in EMS are pushed to the Polycom Realpresence Resource Manager API based on various settings defined within EMS (see EMS Polycom Interface Configuration Settings) Subsequent critical booking changes (i.e. date, time or location changes) and/or cancellations are also relayed to the API. The EMS Polycom Interface is a one-way interface and changes made in Polycom will not be reflected in EMS.




See Also: Advanced EMS Polycom Interface Configuration to learn about how data is transferred from EMS to the Polycom Realpresence Resource Manager API.

# HOW RESOURCES ARE MAPPED BETWEEN EMS AND POLYCOM

By default, the following booking information is transferred from EMS to the Polycom Realpresence Resource Manager API:

| FIELD DESCRIPTION | EMS TABLE.COLUMN | POLCOM OBJECT PROPERTY | DIRECTION |
|---|---|---|---|
| Reservation Event Name | tblReservation.EventName | reservation:name | EMS > Polycom |
| Booking Event Start Time | tblBooking.GMTTimeEventStart | reservation:start-time | EMS > Polycom |
| Booking Event End Time | tblBooking.GMTTimeEventEnd | reservation:end-time | EMS > Polycom |
| Room(s) and/or Resource(s) | tblRoom.ExternalReference and/or tblResource.ExternalReference | plcm-reservedparticipant (s) | EMS > Polycom |
| Polycom Reference ID | tblPolycomActivity.PolycomReferenceID | Location\|Etag | Polycom > EMS |
| Polycom Error Information | tblPolycomActivity.Activity | Web Service Exception | Polycom > EMS |

# HOW DO I INSTALL IT?

To integrate EMS with your Cisco - TMS system, you will:

1. Obtain the Installation Files (from EMS Professional Services)
2. Install the Database
3. Install the EMS - Polycom Service
4. Install the DLL on User's Desktops
5. Configure the EMS - Polycom Interface to Map VC Resources Between EMS and Polycom

# SYSTEM REQUIREMENTS

In addition to .NET Framework 3.5, the latest version of EMS (EMS Desktop Client V44.1) must be installed.

# CHAPTER 3: Application Architecture

The EMS Polycom Interface is comprised of two components:

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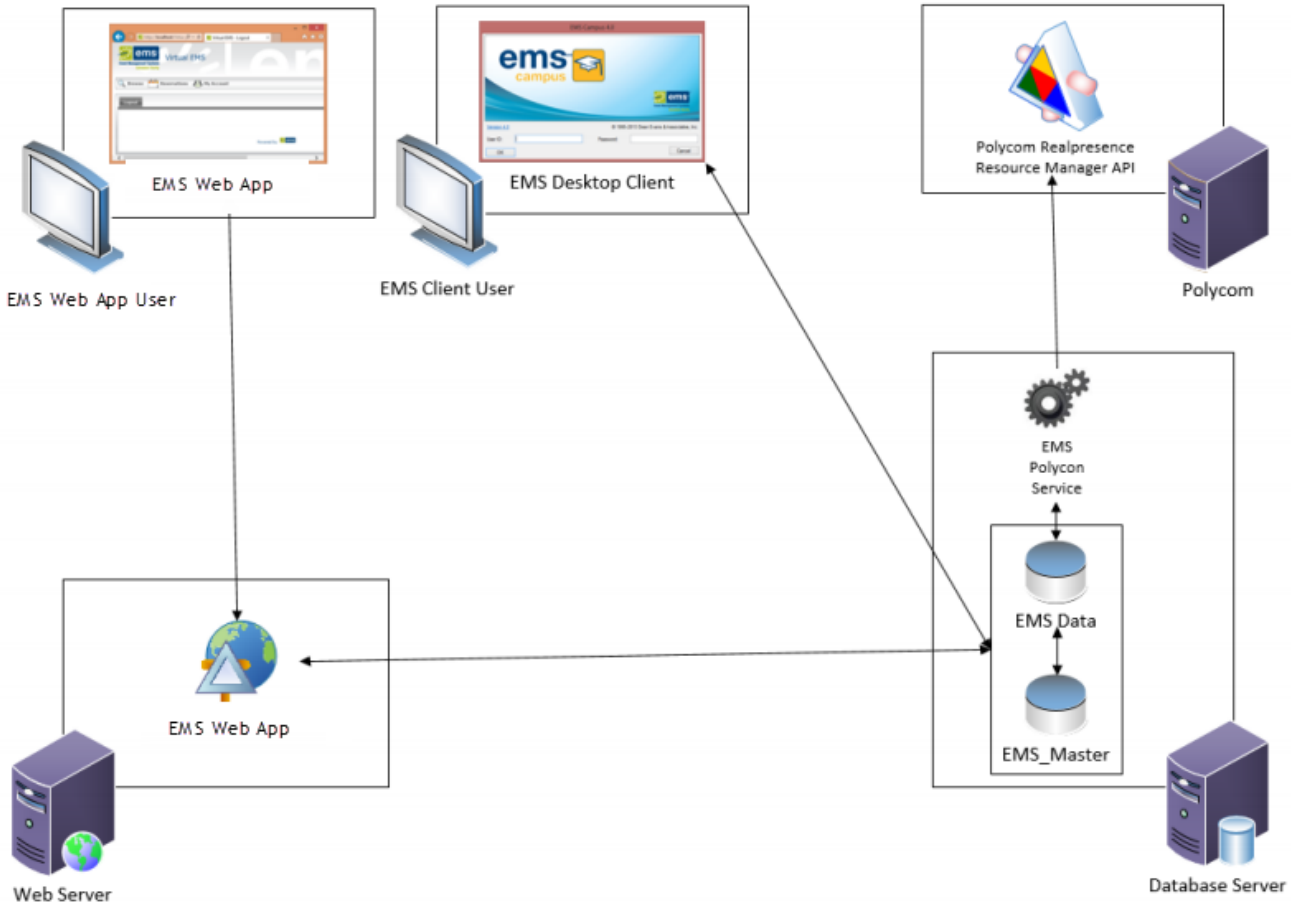
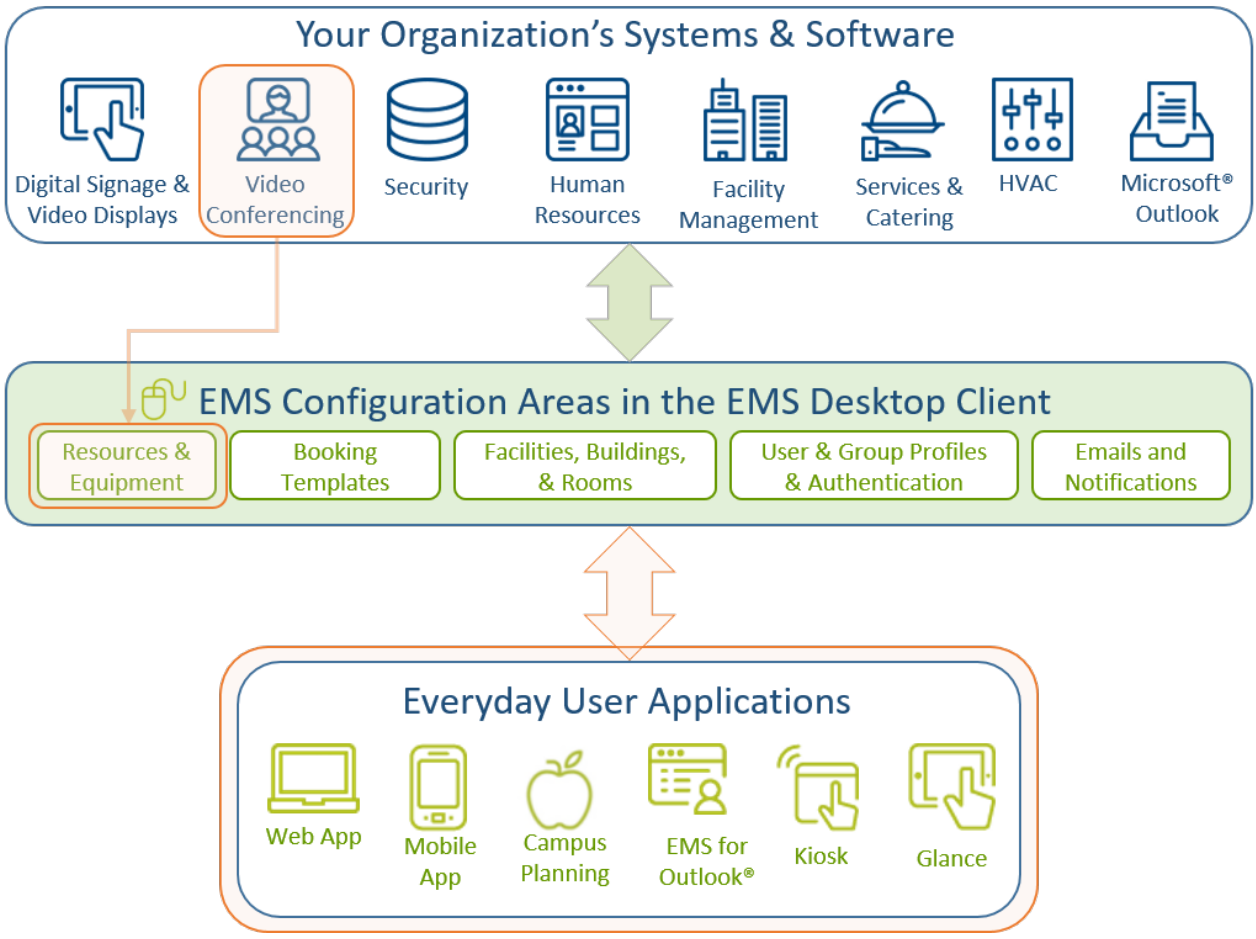



See Also: Advanced EMS Polycom Interface Configuration to learn about how data is transferred from EMS to the Polycom Realpresence Resource Manager API.

# CHAPTER 4: Requirements

In addition to .NET Framework 3.5, the latest version of EMS (EMS Desktop Client V44.1) must be installed.

# CHAPTER 5: Polycom Integration Diagram



# CHAPTER 6: Obtain the Installation Files

In addition to the EMS license key (available from the EMS Customer Portal), please contact Customer Support (or a member of the Professional Services group if you are working with one) to obtain the following components:

- **PolycomOverlay.sql:** SQL script that will need to be executed against your EMS database. This will create EMS Polycom Interface-specific objects (tables and stored procedures).
- **PolycomSetup.msi:** Service responsible for pushing video conference bookings from EMS to the Polycom Realpresence Resource Manager API at timed intervals.
- **EMS.Polycom.dll:** Custom Polycom DLL that will display all EMS Polycom Interface activity within the EMS application including errors and successfully scheduled video conferences. The Polycom Activity DLL also contains an area that allows EMS Administrators to configure various EMS Polycom Interface settings.

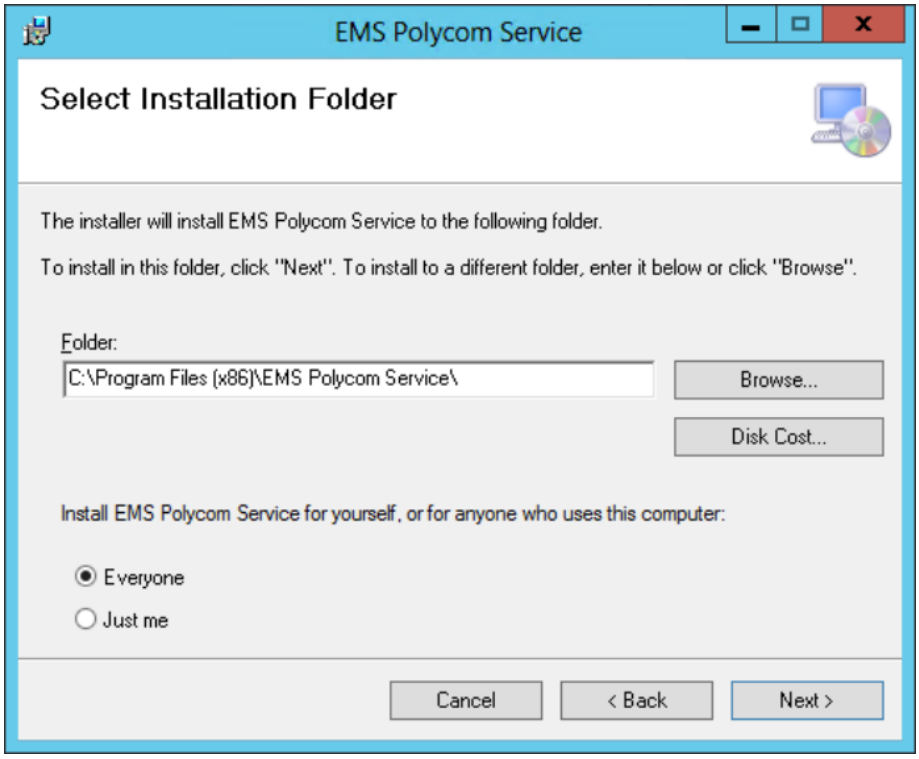
# CHAPTER 7: Install the EMS Polycom Service for the First Time

1. Locate the **PolycomOverlay.sql** file.
2. Open Microsoft SQL Server Management Studio.
3. Within Microsoft SQL Server Management Studio, select **File** > **Open** > **File**… and locate **PolycomOverlay.sql**.
4. Select your EMS database and execute the query (**Query** > **Execute**).
5. When query execution has completed, a 'Command(s) completed successfully' message will display in the Results section.

# CHAPTER 8: Install or Upgrade the EMS Polycom Service

1. Manually uninstall any existing versions of the EMS Polycom Service.
2. Load the **PolycomServiceSetup.msi** file onto the server that will be running the service. This can be your existing EMS database server or EMS Web App web server.
3. Run **PolycomServiceSetup.msi**.
4. The first screen welcomes you to the EMS Polycom Service Setup Wizard.

   Click **Next** to begin the installation process. The Select Installation Folder screen will appear.




5. Select the installation folder and context (Everyone or Just Me). It is recommended that you keep the default settings. Click **Next**.
6. The Confirm Installation screen will appear. Click **Next**.
7. The Installation Complete screen appears. Click **Close**.

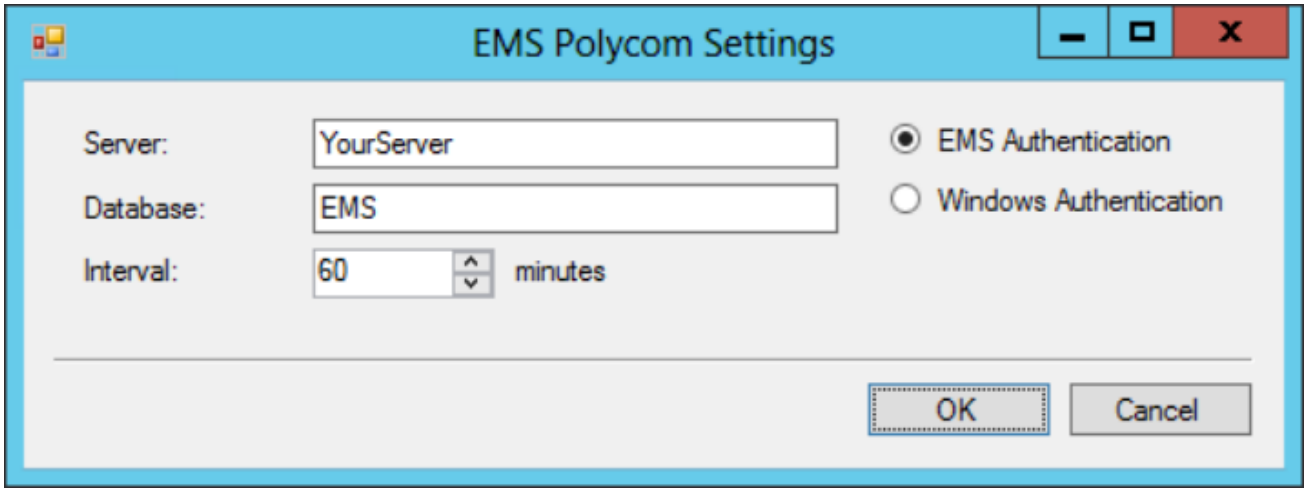
# CHAPTER 9: Configure the EMS Polycom Interface

This topic provides information on the following:



## SET PREFERENCES IN EMS POLYCOM INTERFACE

1. Within the Windows Start menu, locate **EMS Polycom Settings**. The EMS Polycom Settings screen presents.

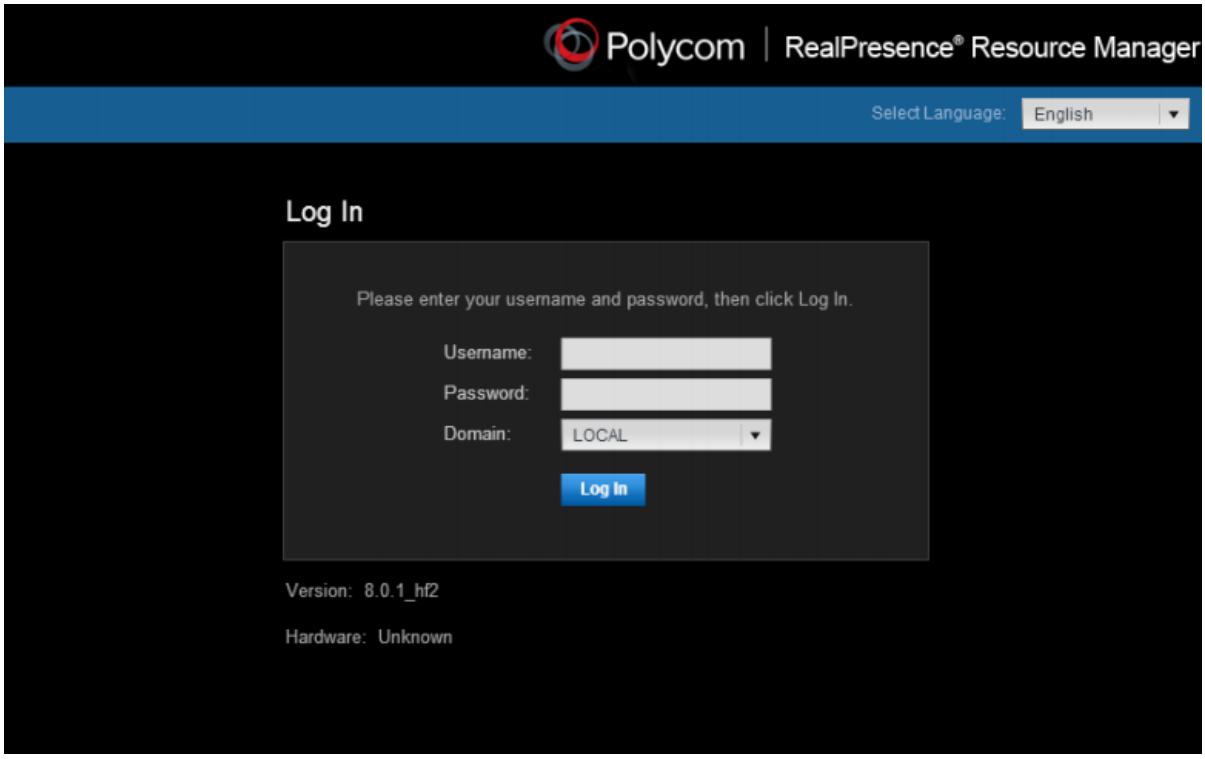



2. Enter your EMS MS SQL Server name.
3. Enter your EMS Database name.
4. Specify the service execution interval.
5. Specify the Authentication mode (EMS or Windows).
6. Click **OK**.

> **NOTE:** Additional EMS Polycom Interface settings are configured in the Polycom Activity area within EMS. Proceed to the next section to complete these steps.

# SET PREFERENCES IN POLYCOM ACTIVITY AREA

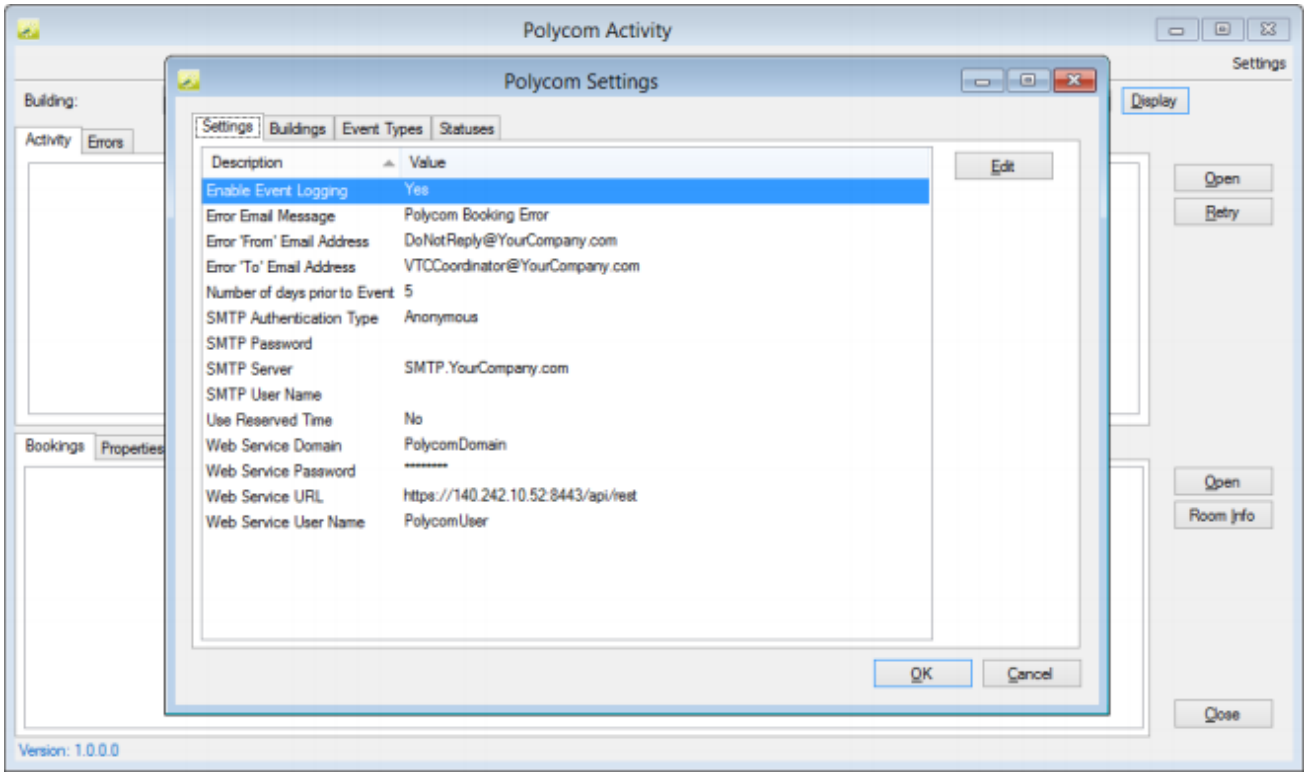
1. Verify that the Polycom Realpresence Resource Manager API is running by opening a browser and entering the web service URL (typically **https://<server-ID>:<portnumber>/api/rest**). The following screen should present:




2. Log into the EMS desktop application using an EMS user account with Administrator-level access.
3. Click the **Polycom Activity** button on the tool bar. The Polycom Activity screen will appear.

4. Click the Settings menu option in the upper right corner of the Polycom Activity screen.

   The Polycom Settings screen will present.




5. On the **Settings** tab, specify values for the items listed by highlighting the record and clicking the **Edit** button. Once you configure a setting, click the **OK** button to save your value.

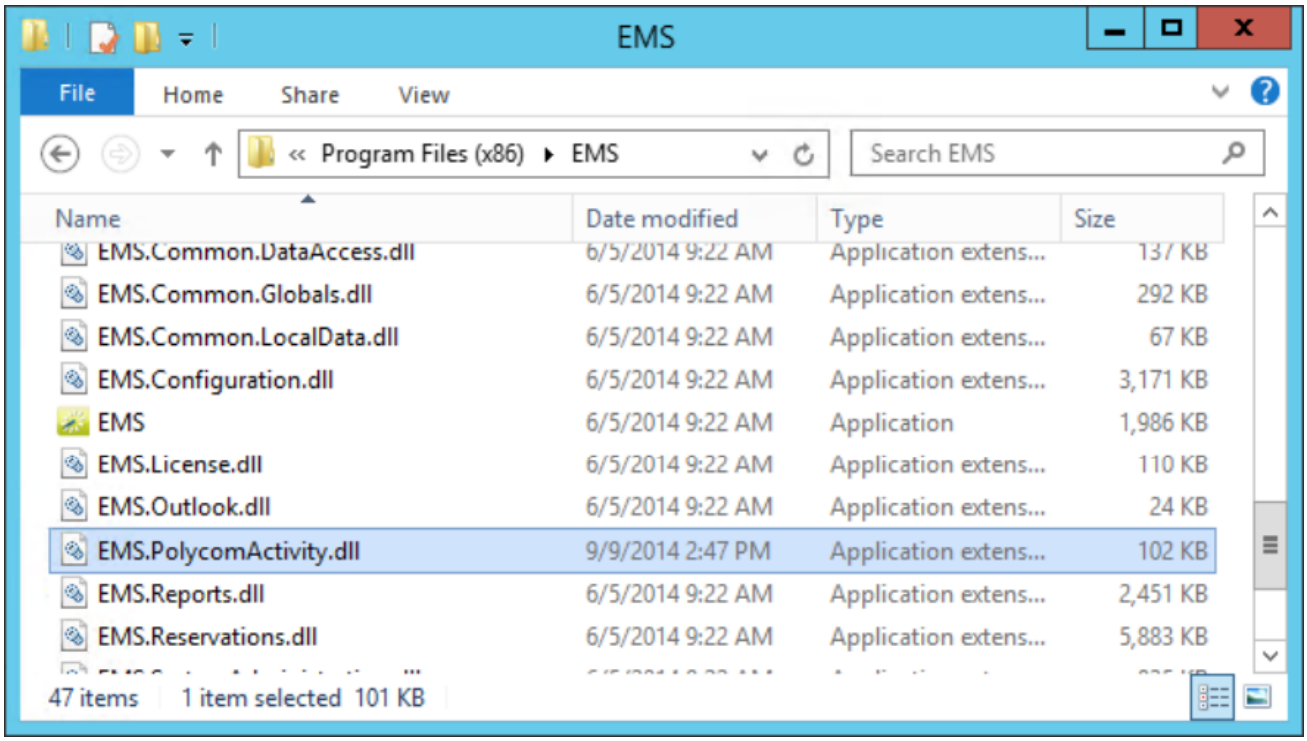
- **Enable Event Logging** – Enables EMS Polycom Windows Service event logging.
- **Error Email Message** – Subject line of error email notifications.
- **Error "From" Email Address** – Email address (individual or distribution group) that error email notifications will be sent from
- **Error "To" Email Address** – Email address (individual or distribution group) that error email notifications will be sent to.
- **Number of days prior to Event** – Specifies how far in advance of a video-conference date the EMS – Polycom Interface should push the EMS booking(s) to Polycom.
- **SMTP Authentication Type** – Anonymous or Authenticated.
- **SMTP Password** – Specify if SMTP Authentication Type = Authenticated.
- **SMTP Server** – Used to relay error notification emails.
- **SMTP User Name** – Specify if SMTP Authentication Type = Authenticated.
- **Use Reserved Time** – If set to Yes, the booking reserved time will be passed to the Polycom Realpresence Resource Manager API. Otherwise, the event time will be passed.
- **Web Service Domain** – Polycom Realpresence Resource Manager API Web Service Domain.
- **Web Service Password**

- **Web Service URL** - URL to Polycom Realpresence Resource Manager API Web Service verified in Step 1.
- **Web Service User Name**

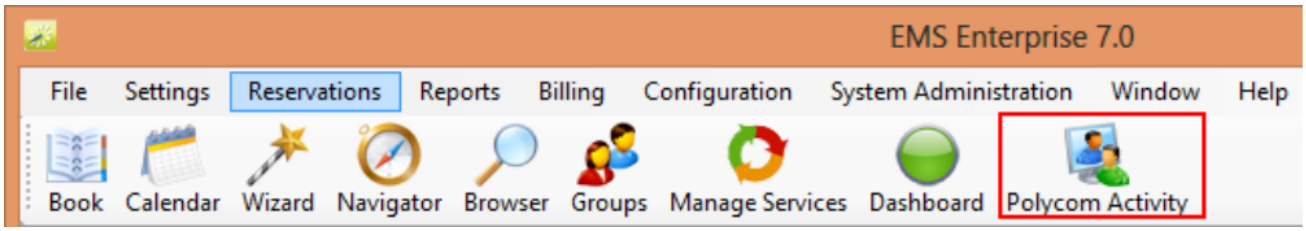
6. Go to the **Buildings** tab. This tab is used to include/exclude EMS bookings scheduled in specific Buildings, Areas, or Views during processing. To select an item, highlight the record and click the **>** button.
7. Go to the **Event Types** tab. This tab is used to include/exclude EMS bookings scheduled in specific Event Types during processing.
8. Go to the **Status** tab. This tab is used to include/exclude EMS bookings scheduled in specific Statuses during processing.
9. Click the **OK** button to save your settings.

# CHAPTER 10: Install the Polycom Activity DLL on Users' Machines

1. On each client machine that needs to access the Polycom Activity area, paste a copy of the **EMS.PolycomActivity.dll** file into the folder that contains your EMS application files (typically C:\Program Files\EMS).

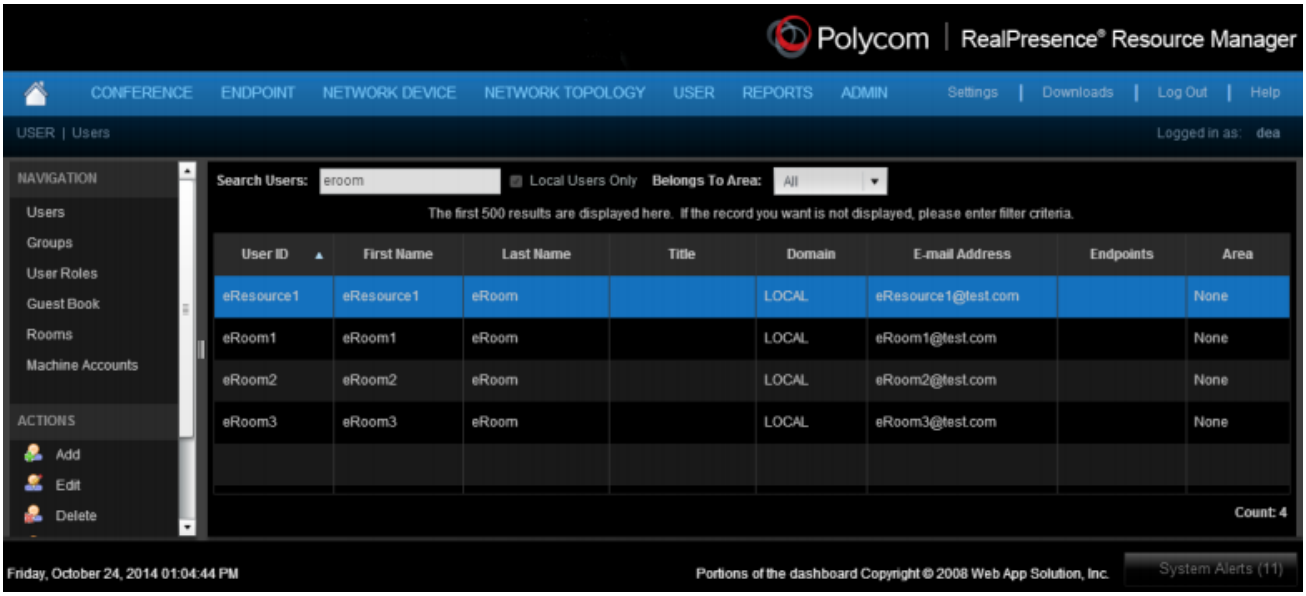


2. Once the **EMS.PolycomActivity.dll** is placed in the correct folder on the user's machine, the Polycom Activity button will show on the toolbar in the EMS application (assuming that you have updated your EMS Registration with the appropriate licensing information).



# CHAPTER 11: Configure the EMS Polycom Rooms/Resources

Before activating the EMS Polycom Interface, the EMS video conference room and/or resource list must be synchronized with a Polycom RealPresence Resource Manager (e.g. room or resource). Systems are linked via the **EMS Room/Resource External Reference** field and the **UserID** in Polycom.




Rooms can be accessed in EMS within **Configuration** > **Facilities** > **Rooms**. Resources can be accessed in EMS within **Configuration** > **Resources**. For

information on how to configure an EMS room and/or resource, please refer to the EMS Setup Guide.

# CHAPTER 12: Advanced EMS Polycom Interface Configuration

By default, the following booking information is transferred from EMS to the Polycom Realpresence Resource Manager API:

| FIELD DESCRIPTION | EMS TABLE.COLUMN | POLCOM OBJECT PROPERTY | DIRECTION |
|---|---|---|---|
| Reservation Event Name | tblReservation.EventName | reservation:name | EMS > Polycom |
| Booking Event Start Time | tblBooking.GMTTimeEventStart | reservation:start-time | EMS > Polycom |
| Booking Event End Time | tblBooking.GMTTimeEventEnd | reservation:end-time | EMS > Polycom |
| Room(s) and/or Resource(s) | tblRoom.ExternalReference and/or tblResource.ExternalReference | plcm-reservedparticipant(s) | EMS > Polycom |
| Polycom Reference ID | tblPolycomActivity.PolycomReferenceID | Location\|Etag | Polycom > EMS |
| Polycom Error Information | tblPolycomActivity.Activity | Web Service Exception | Polycom > EMS |