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# EMS - Cisco TMS Interface Installation Instructions

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# EMS – Cisco TMS Interface Installation Instructions

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## Introduction

Various EMS clients use EMS for their facility scheduling needs along with Cisco TelePresence Management Suite (TMS) to manage their video communication systems. Cisco TMS provides a 3<sup>rd</sup> Party Booking API that exposes Cisco TMS booking functionality to external scheduling systems like EMS. This document lists the steps you must take to install and configure the EMS interface to Cisco TMS.

## Customer Support

Unlimited toll-free customer support is available to EMS users who have a current Annual Service Agreement (ASA). Please contact Customer Support (or a member of the Client Services group if you are working with one) if you have any questions or encounter any issues installing or configuring the interface.

<b>Email:</b>	<b>support@dea.com</b>
<b>Web:</b>	<b>www.dea.com</b>
<b>Phone:</b>	<b>(800) 288-4565</b>
<b>Fax:</b>	<b>(303) 796-7429</b>

**Important:** Please note that support for the EMS – Cisco TMS Interface extends only to installing the EMS components outlined below. Please consult your Cisco/Tandberg account manager for any questions or issues related to Cisco TMS or the Booking API.

## Hardware and Software Requirements

- ✓ **The latest version of EMS must be installed:**
  - EMS Workplace 7.0 or higher
  - EMS Campus 4.0 or higher
  - EMS Enterprise 7.0 or higher
  - EMS Legal 7.0 or higher
  - EMS District 7.0 or higher
- ✓ **Cisco TelePresence Management Suite 12.0** or higher
- ✓ **Cisco TMS Booking API**
- ✓ **.NET Framework 3.5**

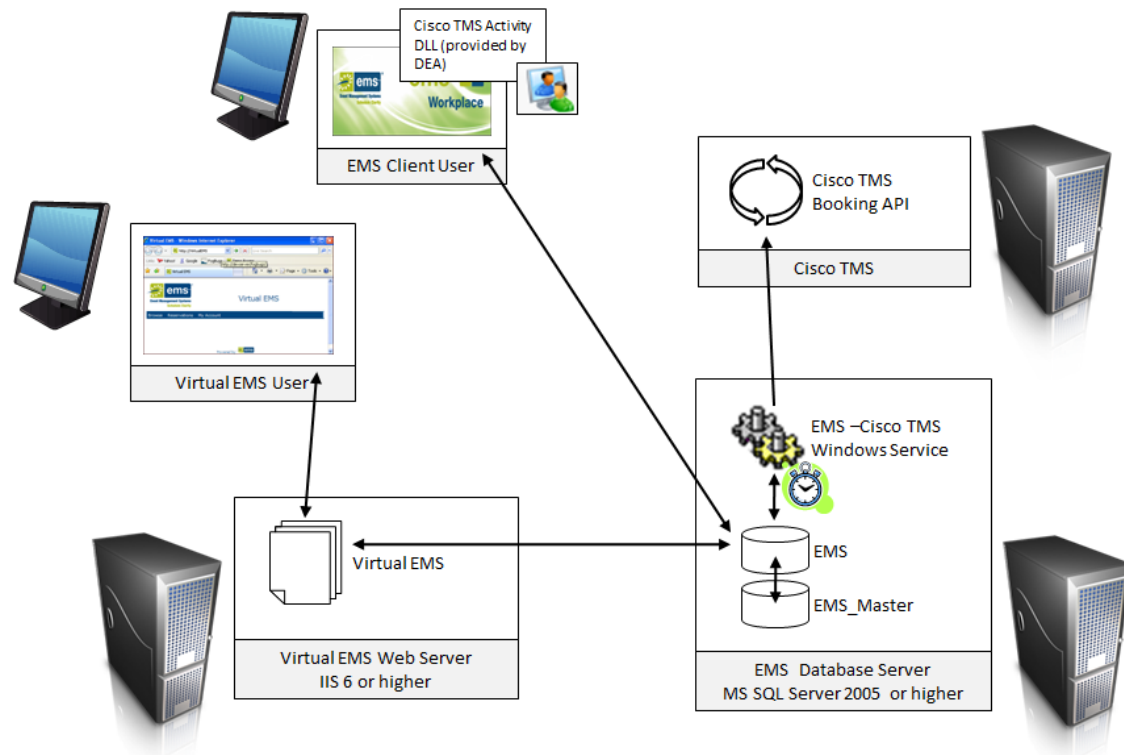
## Application Architecture

The EMS – Cisco TMS Interface is comprised of two components:

- **EMS – Cisco TMS Service** – Windows service responsible for pushing videoconference bookings from EMS to the Cisco TMS Booking API at timed intervals.
- **Cisco TMS Activity DLL** – Custom Cisco TMS DLL provided by EMS that will display all EMS – Cisco TMS Interface activity within the EMS application including errors and successfully scheduled videoconferences. The Cisco TMS Activity DLL also contains an area that allows EMS Administrators to configure various EMS – Cisco TMS Interface settings.

New videoconferences booked in EMS are pushed to the Cisco TMS Booking API based on various settings defined within EMS (see the [EMS – Cisco TMS Interface Configuration Settings](#) section below.) Subsequent critical booking changes (i.e. date, time or location changes) and/or cancellations are also

relayed to the API. The EMS – Cisco TMS Interface is a one-way interface and changes made in Cisco TMS will not be reflected in EMS.



Please see the [Advanced EMS – Cisco TMS Interface Configuration](#) section for information on exactly what data is transferred from EMS to the Cisco TMS Booking API.

## Obtaining the EMS – Cisco TMS Interface Components

Please contact Customer Support (or a member of the Client Services group if you are working with one) to obtain the following components:

- **EMS License Key** – The EMS – Cisco TMS Interface is an optional module that requires the appropriate EMS license to activate.
- **CiscoTMSOverlay.sql** - SQL script that will need to be executed against your EMS database. This will create EMS – Cisco TMS Interface specific objects (tables and stored procedures).
- **UpdateBookingVCHostFlagFromCiscoTMSSettings.sql (UPGRADES ONLY)** - SQL script that will need to be executed against your EMS database. This will upgrade your EMS - Cisco TMS Interface specific objects (tables and stored procedures) to the current release.
- **CiscoTMSServiceSetup.msi** – Service responsible for pushing videoconference bookings from EMS to the Cisco TMS Booking API at timed intervals.
- **EMS.CiscoTMSActivity.dll** – Custom Cisco TMS DLL that will display all EMS – Cisco TMS Interface activity within the EMS application including errors and successfully scheduled videoconferences. The Cisco TMS Activity DLL also contains an area that allows EMS Administrators to configure various EMS – Cisco TMS Interface settings.

## EMS – Cisco TMS Interface Database Component Installation

### *Upgrades*

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

### *New Installations*

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

## EMS – Cisco TMS Service Installation

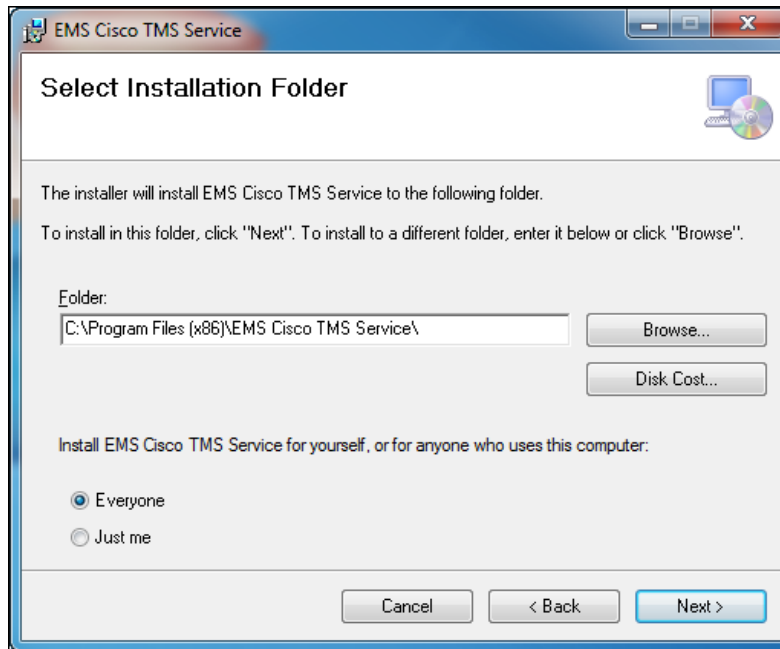
### *Pre-Installation Requirements*

**IMPORTANT:** Existing versions of the EMS – Cisco TMS Service must be manually uninstalled.

**IMPORTANT:** Install the EMS – Cisco TMS Service on one computer/server only.

### *Installing or Upgrading the EMS – Cisco TMS Service*

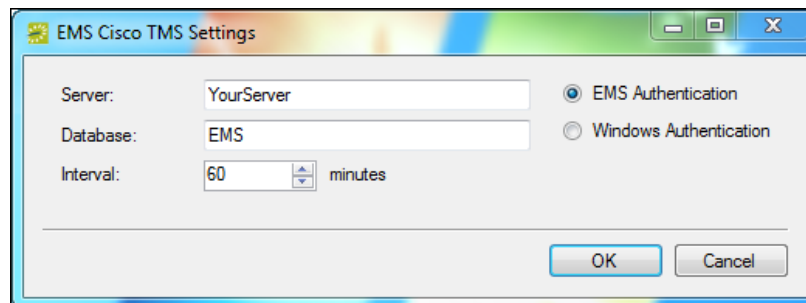
1. Manually uninstall any existing versions of the EMS – Cisco TMS Service.
2. Download the **CiscoTMSServiceSetup.msi** file onto the server that will be running the service. This can be your existing EMS database server or Virtual EMS web server.
3. Run **CiscoTMSServiceSetup.msi**.
4. The first screen welcomes you to the EMS Cisco TMS 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**.

### Configuring the EMS – Cisco TMS Service

1. Within the Windows **Start** menu, locate **EMS Cisco TMS Settings**. The *EMS Cisco TMS Settings* screen will appear.



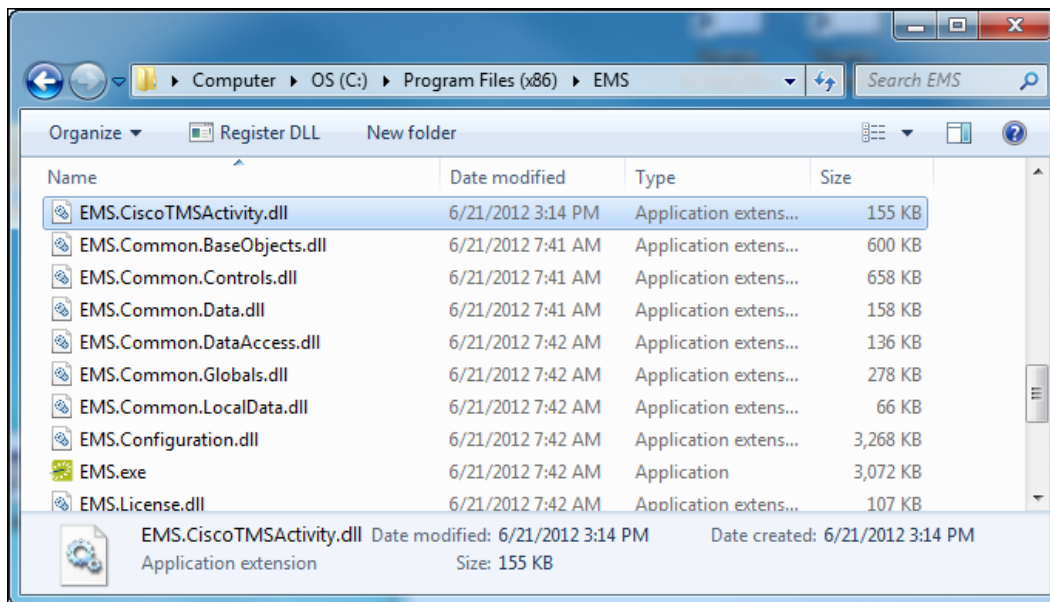
2. Enter your EMS MS SQL **Server** name.
3. Enter your EMS **Database** name.
4. Specify the service execution **Interval**.
5. Specify the **Authentication** mode (EMS or Windows).
6. Click **OK**.

**Note:** Additional EMS – Cisco TMS Interface settings are configured in the Cisco TMS Activity area within EMS. See the [EMS – Cisco TMS Interface Configuration](#) section below.

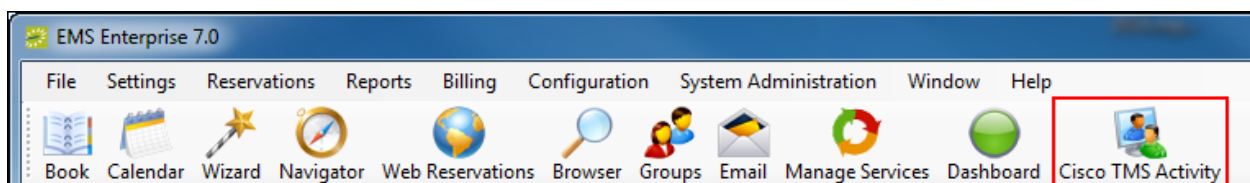
## Cisco TMS Activity DLL Installation

### Installing the EMS.CiscoTMSActivity.dll

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



2. Once the **EMS.CiscoTMSActivity.dll** is placed in the correct folder on the client machine, the EMS user will see the **Cisco TMS Activity** button on the tool bar within the EMS application (assuming that you have updated your EMS Registration with the appropriate licensing information).

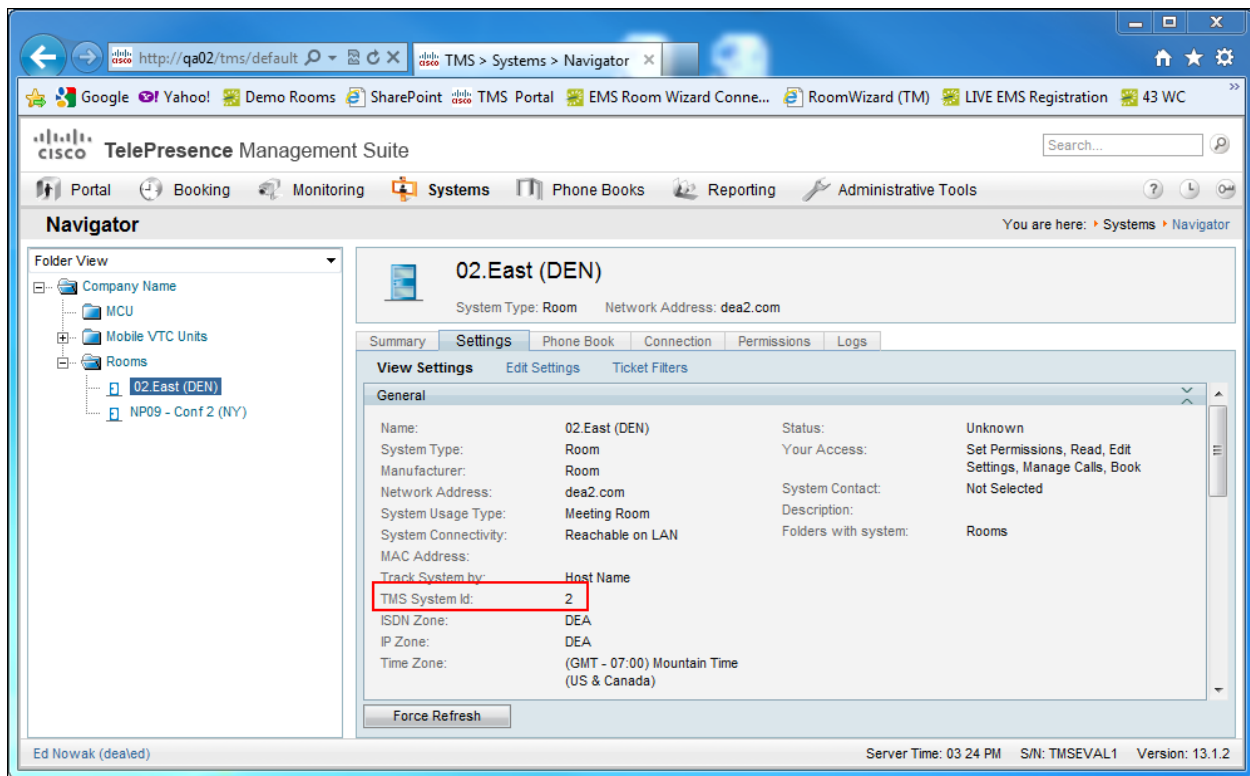


## EMS – Cisco TMS Interface Configuration

### EMS – Cisco TMS Room/Resource Configuration

Before activating the EMS – Cisco TMS Interface, the EMS videoconference room and/or resource list must be synchronized with a Cisco TMS video-conference system (e.g. room or resource). Systems are linked via the EMS Room/Resource **External Reference** field and the **System ID** in Cisco TMS.



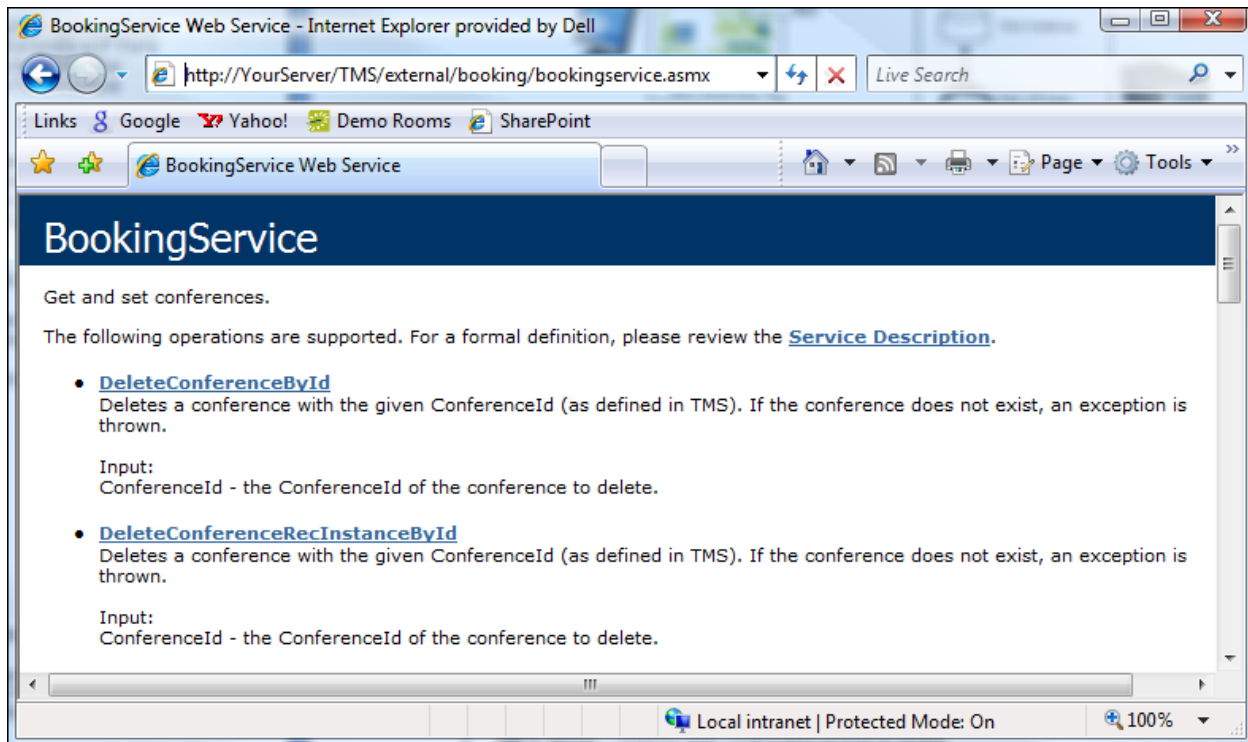


Rooms can be accessed in EMS within **Configuration > Facilities > Rooms**. Resources can be accessed in EMS within **Configuration > Resources**. For information on how to configure an EMS room and/or resource, please refer to the *EMS Setup Guide*.

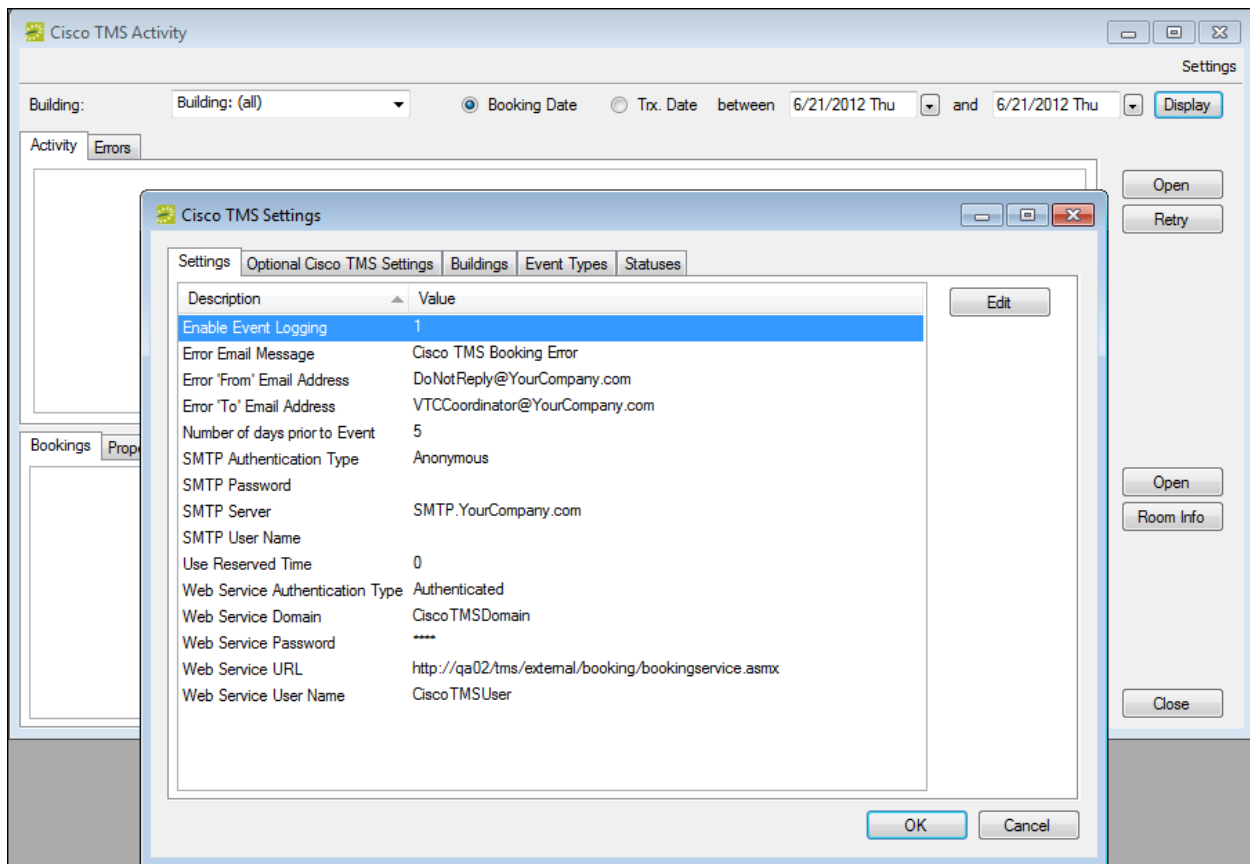
## EMS – Cisco TMS Interface Configuration

1. Verify that the Cisco TMS Booking API Web Service is installed and running by opening a browser and entering the web service URL (typically [http://\[ServerName\]/TMS/external/booking/booking-service.aspx](http://[ServerName]/TMS/external/booking/booking-service.aspx)).

The following screen should appear:



2. Log into the EMS desktop application using an EMS user account with Administrator-level access.
3. Click the **Cisco TMS Activity** button on the tool bar. The *Cisco TMS Activity* screen will appear.
4. Click the **Settings** menu option in the upper right-hand corner of the *Cisco TMS Activity* screen. The *Cisco TMS Settings* screen will appear.



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 – Cisco TMS 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 – Cisco TMS Interface should push the EMS booking(s) to Cisco TMS.
  - **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 Cisco TMS Booking API. Otherwise, the event time will be passed.
  - **Web Service Authentication Type** – Anonymous or Authenticated.
  - **Web Service Domain** – Cisco TMS Booking API Web Service Domain.
  - **Web Service Password** – Specify if Web Service Authentication Type = Authenticated.
  - **Web Service URL** - URL to Cisco TMS Booking API Web Service verified in Step 1.
  - **Web Service User Name** – Specify if Web Service Authentication Type = Authenticated.
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 Statues during processing.
9. Click the **OK** button to save your settings.

### Advanced EMS – Cisco TMS Interface Configuration

By default, the following booking information is transferred from EMS to the Cisco TMS Booking API:

Field Description	EMS Table.Column	Cisco TMS Conference Object Property	Direction
Reservation Event Name	tblReservation. EventName	Title	EMS > Cisco TMS
Booking Event Start Time	tblBooking. GMTTimeEventStart	StartTimeUTC	EMS > Cisco TMS
Booking Event End Time	tblBooking. GMTTimeEventEnd	EndTimeUTC	EMS > Cisco TMS
Room(s) and/or Resource(s)	tblRoom. ExternalReference and/or tblResource.ExternalReference	ParticipantID(s)	EMS > Cisco TMS
Room Phone(s)	tblRoomPhone. NA for resource.	NameOrNumber	EMS > Cisco TMS
Cisco TMS Conference ID	tblTMSActivity. ConferenceID	ConferenceID	Cisco TMS > EMS
TMS Error Information	tblTMSActivity.Error	FaultCode + FaultString	Cisco TMS > EMS

Cisco TMS default values (defined within Cisco TMS) will be used for any properties not explicitly specified in the table above. Functionality is available to send additional Cisco TMS Conference Object properties (see [Additional Cisco TMS Conference Object Properties](#)) using EMS reservation-level User Defined Fields (UDFs). This would allow you, for example, to create an EMS UDF named “Conference Type” and map that to the *ConferenceType* Cisco TMS Conference Object property. To map an EMS UDF to a Cisco TMS Conference Object property, do the following:

1. Create a reservation-level UDF in EMS within **Configuration > Other > User Defined Fields**. For information on how to configure an EMS UDF, please refer to the *EMS Setup Guide*.
2. Go to the **Optional Cisco TMS Settings** tab within the Cisco TMS Settings area (outlined in the section above).
3. Click the **New** button. The *Optional Cisco TMS Setting* screen will appear.
4. Select your Cisco TMS Conference Object property in the **Cisco TMS Setting** dropdown. Please refer to your Cisco TMS Booking API documentation for a listing/explanation of Cisco TMS Conference Object properties.
5. Select your EMS UDF in the **User Defined Field** dropdown.
6. Click the **OK** button to close the *Optional Cisco TMS Setting* screen.
7. Click the **OK** button to close the *Cisco TMS Settings* screen and save your configuration settings.

### Additional Cisco TMS Conference Object Properties

Conference Type Bandwidth Picture Mode Encrypted Data Conference	Password Billing Code ISDN Restrict User Message Text External Source ID	Participant Call Type Numeric ID External Primary Key Show Extend Option
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