

TANDBERG Management System version 9.0 Product Support

TANDBERG

D13237 Rev 06

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1. Introduction

This chapter gives an overview of the level of support provided by the TANDBERG Management System (TMS) for TANDBERG and 3rd party videoconferencing products. The level of support described in this document is related to the latest available release of the videoconferencing products at the release date of TMS.

The level of support for each videoconferencing product is described in separate chapters, including any configuration or set-up details required in order to make the product work with TMS.

The level of support is related to version 9.0 of TMS.

1.1. Description of table

For each videoconferencing product described in this document, a table will be presented giving an overview of the level of support provided by TMS. This chapter gives an explanation to the different fields presented in this table.

Basic Monitoring	Explanation
Auto Detection, Status ('No Response' or 'Alive')	Indicates that TMS is capable of automatically detecting the unit in the network and supervising if it is alive or not.
Access to internal web, ftp or telnet (if available)	Indicates that the system's telnet, ftp or web site is accessible from TMS

Scheduling	
Dial Out	Indicates that the system can be booked and scheduled by TMS. The system can both receive calls as well as being told to initiate an outgoing call.
Dial in	Indicates that the system can be booked and scheduled by TMS. The system can only be called (i.e. dial out not possible)

Advanced Monitoring	
Call Status	Indicates that TMS is capable of detecting the call status of the system (i.e. if it is in a call or not).
Call Logs	Indicates that TMS is capable of storing call logs (i.e. call statistics) for the unit, including call attempts and failed calls.
Graphical Call Monitoring	Indicates that TMS is capable of presenting the call connections (active calls) between this system and the other participants of the conference.

System Management	
Upgrade	Indicates that it is possible to do a software upgrade on the system from TMS.
Templates	Indicates that it is possible to download templates (a specific set of settings) stored in TMS to the system
Settings Backup	Indicates that settings on the system can be stored (backed up) on TMS. Settings stored in TMS can then later be restored on the unit.
Phone Book	Indicates that the TMS Phone Book can be used from the system.
Intelligent Diagnostics	Indicates that TMS can provide diagnostics to ensure optimal performance of the system towards TMS.
Network Monitoring	Indicates that TMS stores endpoint and network activities involving the system (trap logs, boot logs)
View System Settings	List of system settings that TMS is able to present (view settings)
Change System Settings	List of system settings that can be edited from TMS (change settings)

2. TANDBERG Endpoints (non-vision series)

2.1. Supported versions

Supports version B3 and newer, but TANDBERG recommends software B5 or newer on the endpoints. For full functionality customers should always have latest software, currently B9/E4/F1

2.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	Yes
Dial In	Yes

Advanced Monitoring	
Call Status	Yes
Call Logs	Yes
Graphical Call Monitoring	Yes

System Management	
Upgrade	Yes
Templates	Yes
Settings Backup	Yes
Phone Book	Yes
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	All TMS supported settings
Change System Settings	All TMS supported settings

2.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

Must have telnet, www, and FTP enabled on the codec and across the network.

Firewall requirements: SNMP, SNMP Traps, WWW, Telnet, FTP, Telnet-Challenge (Optional)

2.4. Limitations/Notes

None

3. TANDBERG Vision Series Endpoints

3.1. Supported versions

Level of support related to release C4 only.

3.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	Yes
Dial In	Yes

Advanced Monitoring	
Call Status	Yes
Call Logs	Yes
Graphical Call Monitoring	Yes

System Management	
Upgrade	No
Templates	No
Settings Backup	No
Phone Book	No
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	Limited
Change System Settings	None

3.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

Must have telnet, www, and FTP enabled on the codec and across the network.

Firewall requirements: SNMP, SNMP Traps, WWW, Telnet, FTP, Telnet Challenge.

3.4. Limitations/Notes

Statistics Support limited by events supported by unit.

4. TANDBERG MCU (SMALL MCU)

4.1. Supported versions

All versions, but TANDBERG recommends software D2 or newer on the MCU.

4.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	Yes
Dial In	Yes

Advanced Monitoring	
Call Status	Yes
Call Logs	Yes
Graphical Call Monitoring	Yes

System Management	
Upgrade	Yes
Templates	Yes
Settings Backup	Yes
Phone Book	Yes
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	All TMS supported settings
Change System Settings	All TMS supported settings

4.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

4.4. Limitations/Notes

Software version D3 or newer on the MCU requires TMS version 7.2 for full functional support. Older versions of TMS will not be able to retrieve ISDN settings from unit or set up cascaded calls correctly.

Must have telnet, www, and FTP enabled on the codec and across the network.

Firewall requirements: SNMP, SNMP Traps, WWW, Telnet, FTP

5. TANDBERG MXP MCU (Large MCU)

5.1. Supported versions

All versions.

5.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	Yes
Dial In	Yes

Advanced Monitoring	
Call Status	Yes
Call Logs	Yes
Graphical Call Monitoring	Yes

System Management	
Upgrade	Yes
Templates	Yes
Settings Backup	Yes
Phone Book	N/A
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	All TMS supported settings
Change System Settings	All TMS supported settings

5.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

5.4. Limitations/Notes

Firewall requirements: SNMP, SNMP Traps, WWW, FTP

6. TANDBERG Gateway

6.1. Supported versions

All versions, but TANDBERG recommends software G2 or newer on the gateway.

6.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	N/A
Dial In	N/A

Advanced Monitoring	
Call Status	Yes
Call Logs	Yes
Graphical Call Monitoring	Yes

System Management	
Upgrade	Yes
Templates	Yes
Settings Backup	Yes
Phone Book	Yes
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	All TMS supported settings
Change System Settings	All TMS supported settings

N/A – Not Applicable

6.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

Must have telnet, www, and FTP enabled on the codec and across the network.

Firewall requirements: SNMP, SNMP Traps, WWW, Telnet, FTP

6.4. Limitations/Notes

None

7. TANDBERG Gatekeeper

7.1. Supported versions

All versions.

7.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	N/A
Dial In	N/A

Advanced Monitoring	
Call Status	Yes
Call Logs	N/A
Graphical Call Monitoring	N/A

System Management	
Upgrade	Yes
Templates	N/A
Settings Backup	N/A
Phone Book	N/A
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	All TMS supported settings
Change System Settings	All TMS supported settings

N/A – Not Applicable

7.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

Must have telnet, www, and FTP enabled on the codec and across the network.

Firewall requirements: SNMP, SNMP Traps, WWW, Telnet, FTP

7.4. Limitations/Notes

None

8. Polycom ViewStation 128, SP, MP

8.1. Supported versions

Level of support related to release 7.2.4 of the Polycom ViewStation 128, SP and MP

8.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	Yes
Dial In	Yes

Advanced Monitoring	
Call Status	Yes
Call Logs	No
Graphical Call Monitoring	Yes

System Management	
Upgrade	Yes
Templates	No
Settings Backup	No
Phone Book	Yes
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	Hardware Serial No, Software Version, GK address, GK Mode, ISDN No, E164 Alias, Access Code required, Traphost address, Max IP and ISDN bandwidth, MAC address, Uptime, Call info, Management URLs, Language settings Volume, Auto-answer mode, SNMP Contact and Location, System Name
Change System Settings	System Name, SNMP Traphost address, SNMP Community Name, E164 Alias, Volume, Auto-answer mode, SNMP Contact and Location

N/A – Not Applicable

8.3. Setup

In order for TMS to support the Polycom ViewStation, the GlobalManagement on the ViewStation must be enabled. This is done by entering the TMS server IP address in one of the 'Management URL' fields on the ViewStation.

After adding the TMS IP address to the list, the system will automatically fill out the rest of the URL (/pwx/vs_status.asp). The whole correct URL to the TMS server will then appear as e.g. *10.0.0.10/pwx/vs_status.asp*

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

The PLCM Global Address Settings must also be configured for Phone Books to Work.

Must have telnet, www, and FTP enabled on the codec and across the network.

Firewall requirements: SNMP, SNMP Traps, WWW, Telnet, FTP

8.4. Limitations/Notes

After setting password on the system, it needs to be rebooted in order to function properly with TMS.

Auto answer mode when "Do Not Disturb" is activated is not supported.

On the Call Status page for a ViewStation in TMS, call duration for current calls are not presented, as this is not reported by the Polycom Viewstations. Call log duration for completed calls are however reported.

It is not possible to compare system settings on the endpoint with the settings stored in TMS.

Due to a bug in the Polycom FX 5.1 software TMS no longer supports dialling and disconnecting pure phone calls (POTS) on the Viewstations.
Statistics Support limited to events supported by the endpoint

9. Polycom ViewStation EX, FX, VS4000

9.1. Supported versions

Level of support related to release 5.1 of the Polycom ViewStation EX, FX and VS4000.

Due to problems on software version 6.x we do currently not recommend upgrading endpoints if they are to be controlled by TMS.

9.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	Yes
Dial In	Yes

Advanced Monitoring	
Call Status	Yes
Call Logs	No
Graphical Call Monitoring	Yes

System Management	
Upgrade	Yes
Templates	No
Settings Backup	No
Phone Book	Yes
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	Hardware Serial No, Software Version, GK address, GK Mode, ISDN No, E164 Alias, Access Code required, Traphost address, Max IP and ISDN bandwidth, MAC address, Uptime, Call info, Management URLs, Language settings Volume, Auto-answer mode, SNMP Contact and Location, System Name
Change System Settings	System Name, SNMP Traphost address, SNMP Community Name, E164 Alias, Volume, Auto-answer mode, SNMP Contact and Location

N/A – Not Applicable

9.3. Setup

In order for TMS to support the Polycom ViewStation, the GlobalManagement on the ViewStation must be enabled. This is done by entering the TMS server IP address in one of

the 'Management URL' fields on the ViewStation. This field will then automatically be updated to 'http://tmsserver/pwx'.

After adding the TMS IP address to the list, the system will automatically fill out the rest of the URL (/pwx/vs_status.asp). The whole correct URL to the TMS server will then appear as e.g. *10.0.0.10/pwx/vs_status.asp*

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

The PLCM Global Address Settings must also be configured for Phone Books to Work.

Must have telnet, www, and FTP enabled on the codec and across the network.

Firewall requirements: SNMP, SNMP Traps, WWW, Telnet, FTP

9.4. Limitations

Local directories on ViewStations FXs are not supported (not supported by Polycom).

Local Address book no longer supported on Polycom Viewstations running software version 5.0 and newer. This is due to a documented change in their software.

From Polycoms homepage:

"System compatibility:

Please be aware that the Address Book Maintenance Utility is **NOT** compatible with Global Management System (GMS), ViewStation EX 5.0, ViewStation FX 5.0 and VS4000 5.0."

Auto answer mode is only supported on point-to-point calls, no auto answer mode for multipoint.

Auto answer mode when "Do Not Disturb" is activated is not supported.

On the Call Status page for a ViewStation in TMS, call duration for current calls are not presented, as this is not reported by the Polycom Viewstations. Call log duration for completed calls are however reported.

It is not possible to compare system settings on the endpoint with the settings stored in TMS.

Due to a bug in the Polycom FX 5.1 software TMS no longer supports dialling and disconnecting pure phone calls (POTS) on the Viewstations.

10. Polycom VSX Series

10.1. Supported versions

Level of support related to release 5.1 of the Polycom VSX Software

10.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	No
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	No
Dial In	Yes

Advanced Monitoring	
Call Status	No
Call Logs	No
Graphical Call Monitoring	Yes

System Management	
Upgrade	No
Templates	No
Settings Backup	No
Phone Book	No
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	Limited
Change System Settings	No

N/A – Not Applicable

10.3. Limitations

At time of release of TMS 9, the latest software version available for the VSX series seems to be incomplete regarding management support and may be the reason for Polycom not having full support for it in their own GMS management tool. The support for the VSX is therefore also limited in TMS (please refer to the overview), including being able to set up calls and to monitor calls. Polycom is expected to bring out software updates that will allow proper management of the VSX. This will in that case enable TMS to work with this type of system in the same way as it does with the Viewstation Series.

The VSX series does NOT have SNMP support and will therefore NOT be autodetected on the network.

11. Polycom ViaVideo I and II

11.1. Supported versions

Level of support related to release 5.0 of the Polycom ViaVideo Software.

11.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	No
Dial In	Yes

Advanced Monitoring	
Call Status	No
Call Logs	No
Graphical Call Monitoring	No

System Management	
Upgrade	No
Templates	N/A
Settings Backup	No
Phone Book	No
Intelligent Diagnostics	Yes
Network Monitoring	Limited
View System Settings	-
Change System Settings	None

N/A – Not Applicable

11.3. Setup

To have TMS monitor the ViaVideo, the GMS URL must be set up correctly with the location of the TMS server. Unfortunately it appears not to be possible to set this up from the user interface. To set it up manually, follow these steps:

1. Shut down the ViaVideo Application
2. Locate the file "ManagementDB.xml" on the PC the where the ViaVideo is installed. The file is typically located in folder "C:\Documents and Settings\USER_LOGIN\Application Data\Polycom\ViaVideo\ProgramSettingsXML\"
3. Open the file in a text editor, like notepad.exe
4. Search for the text "GMS_URL0"
5. 4 lines under that line there is a line containing a text similar to "<Value>sometext</Value>"

6. Edit this line so it reads
“<Value>IPADDRESS_OF_TMS_SERVER/pwx/vv_status.asp</Value>” – e.g.
“<Value>127.0.0.1/pwx/vv_status.asp</Value>”
7. Save and close file
8. Start the ViaVideo Application
9. Open Setup, select “Web/GMS” and verify that the newly added entry appears in the list of Global Manager URLs.

11.4. Limitations

Limited statistics reports.

12. Polycom iPower 600- and 900- Series

12.1. Supported versions

Level of support related to release 5.0 of the Polycom iPower series.

12.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	No
Dial In	No

Advanced Monitoring	
Call Status	No
Call Logs	No
Graphical Call Monitoring	No

System Management	
Upgrade	No
Templates	No
Settings Backup	No
Phone Book	No
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	-
Change System Settings	None

N/A – Not Applicable

12.3. Setup

In order for TMS to support the Polycom iPower, the GlobalManagement on the iPower must be enabled. This can be done from the web page of the system (webRemote -> AdminTools -> Utilities -> Global Management System -> Allow Management via Global Management System).

Remember to press 'Apply changes' when done.

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – TMS Configuration - System Interfaces - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

Polycom have also documented bugs with configuring the SNMP services correctly on the iPower. This may be configured manually with higher success-rate. Take the following steps if you are unable to configure the iPower to send SNMP Traps to TMS:

1. Log on to the iPower as Administrator user
2. Locate the file “snmpd” (no file extension)
3. Open file with a text editor, e.g. notepad.exe
4. Search for text “snmpTargetAddrEntry”
5. The last two lines in the snmpTargetAddrEntry-block should read :

```
“snmpTargetAddrEntry 32 snmpUDPDomain TMS_IPADDR:0 100 3 a32 v2cExampleParams\  
nonVolatile 255.255.255.255:0 2048”
```

Where TMS_IPADDR is the ip-address of the TMS Server, e.g.:

```
“snmpTargetAddrEntry 32 snmpUDPDomain 127.0.0.1:0 100 3 a32 v2cExampleParams\  
nonVolatile 255.255.255.255:0 2048”
```

6. Save file and restart the iPower.

12.4. Limitations/Notes

- Limited statistics support.
- The Polycom iPower reports wrong bandwidths on the IP call status.
 - 320 kbps is reported as 256 kbps
 - 284 kbps is reported as 256 kbps
 - 512 kbps is reported as 320 kbps.
- The Polycom iPower does not report the direction of calls on SNMP.
- When upgrading an iPower version 4 to version 5, SNMP stops working. This is due to an error in the upgrade procedure from Polycom. Please follow the steps noted in setup to fix this error.
- Sending Disconnect ALL trap to iPower always gives an error making it impossible to know whether the ‘disconnect’ was successful or not (although it usually DOES release the meeting). TMS therefore always assumes that the disconnect ALL (release meeting) works.

13. Sony PCS-1600 and PCS-6000

13.1. Supported versions

Level of support related to all versions of the Sony PCS-series.

13.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	No
Dial In	Yes

Advanced Monitoring	
Call Status	No
Call Logs	No
Graphical Call Monitoring	No

System Management	
Upgrade	No
Templates	No
Settings Backup	No
Phone Book	No
Intelligent Diagnostics	Yes
Network Monitoring	No
View System Settings	Limited
Change System Settings	None

N/A – Not Applicable

13.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

13.4. Limitations

14. VTEL Galaxy

14.1. Supported versions

Level of support related to all versions of the VTEL Galaxy.

14.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	No
Dial In	Yes

Advanced Monitoring	
Call Status	No
Call Logs	No
Graphical Call Monitoring	No

System Management	
Upgrade	No
Templates	No
Settings Backup	No
Phone Book	No
Intelligent Diagnostics	Yes
Network Monitoring	No
View System Settings	Limited
Change System Settings	None

N/A – Not Applicable

14.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

You must have the Smartnet video manager client installed (see vtel docs for details) to set up the VTEL .

14.4. Limitations

15. Aethra Vega Star Gold

15.1. Supported versions

Level of support related to all versions of the Aethra Vega Star Gold

15.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	No
Dial In	Yes

Advanced Monitoring	
Call Status	No
Call Logs	No
Graphical Call Monitoring	No

System Management	
Upgrade	No
Templates	No
Settings Backup	No
Phone Book	No
Intelligent Diagnostics	Yes
Network Monitoring	No
View System Settings	Limited
Change System Settings	None

N/A – Not Applicable

15.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

15.4. Limitations

16. VCON

16.1. Supported versions

Level of support related to all versions of the VCON.

16.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	No
Dial In	Yes

Advanced Monitoring	
Call Status	No
Call Logs	No
Graphical Call Monitoring	No

System Management	
Upgrade	No
Templates	N/A
Settings Backup	No
Phone Book	No
Intelligent Diagnostics	Yes
Network Monitoring	No
View System Settings	Limited
Change System Settings	None

N/A – Not Applicable

16.3. Setup

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

16.4. Limitations

17. Accord MGC

17.1. Supported versions

Level of support related to version: 5.01.82

17.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	Yes
Dial In	Yes *

Advanced Monitoring	
Call Status	Yes
Call Logs	No
Graphical Call Monitoring	No

System Management	
Upgrade	No
Templates	N/A
Settings Backup	No
Phone Book	No
Intelligent Diagnostics	Yes
Network Monitoring	No
View System Settings	Limited
Change System Settings	None

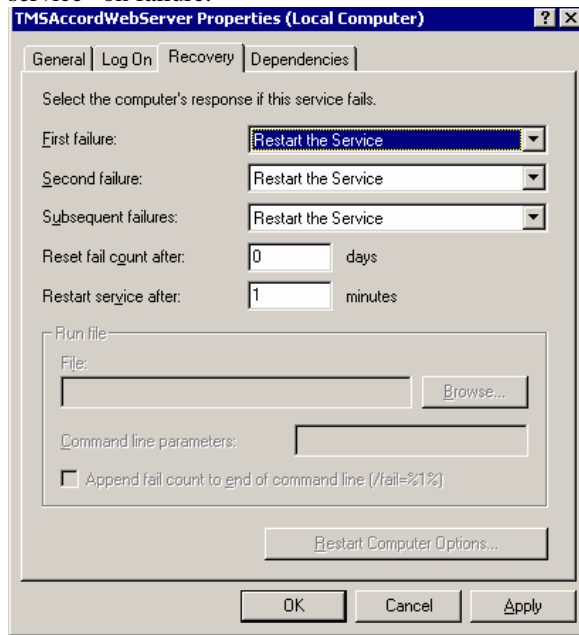
N/A – Not Applicable

* - Requires Polycom Virtual Conference Suite installed on MCU

17.3. Setting up the Accord MGC MCU to work with TMS

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – Configuration - Network - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

Make sure that the service “TMSAccordWebService” is running, and edit the settings to “Restart the service” on failure.



You can now add the MGC to TMS; this is done through Navigator under System Management as usual.

For TMS to support scheduling of incoming calls, Polycom Virtual Conference Suite is required on the MCU. Please contact your local MCU dealer for information about this suite.

To allow incoming IP-calls, please configure the H323 Network service Accordingly:
Set Gatekeeper settings, Service Mode to ‘Register as Gateway’ and add a E164Alias in the Prefix field, e.g. 9876. The alias must be registered under ‘Span’ as an Alias Name.

To use ISDN Dial-in, you must define an ISDN service on the Polycom MGC with the following name: PRI1. This service must have the dial-in numbers being used for conference dial-ins specified within the service (under the ‘Spans and Phones’-tab in the service properties)
If this is not done, TMS will create dial-in numbers, but they will not be usable.

17.4. Setting up TMS to work with the MCU

Before being able to use the Accord MCU with TMS, there are a number of steps that are needed to be taken. Because the Accord MGC does not support interrogation, many of the configurations of MCU need to be added manually in TMS. This is done by, after adding the MCU to TMS going to edit system page in System Navigator.

17.4.1. Maximum ISDN Bandwidth, Maximum IP Bandwidth, Max Number of Video Calls, Audio Calls, IP Audio Calls, IP Video Calls, ISDN Audio Calls, ISDN Video Calls, Total Calls

Based on the configuration of the MCU, set these settings to the maximum allowed for simultaneous calls on the MCU. Setting these value too high may cause connection errors when setting up conferences if there are not enough resources available.

Example, if your MCU has max 1024Kbps ISDN BW and 7800 Kbps IP Bandwidth, and can do 10 simultaneous ISDN video calls, 20 IP Video Calls, 30 ISDN Audio Calls, 0 IP Audio Calls, but at any time max 15 calls on any protocol or type set the values to:

- Maximum ISDN Bandwidth: 1024
- Maximum IP Bandwidth: 7800
- Max Number Video Calls: 30
- Max Number Audio Calls: 30

Max Number IP Audio Calls: 0
Max Number IP Video Calls: 20
Max Number ISDN Audio Calls: 30
Max Number ISDN Video Calls: 10
Max Number Total Calls: 15

It is difficult to give recommendations to default settings as the way the MCU is configured varies tremendously. Configurations that affect these settings are:

- ? Number and type of H323 Cards installed
- ? Number and type of ISDN Cards installed
- ? Number and type of AUDIO Cards installed
- ? Number and type of VIDEO Cards installed
- ? Number and type of MUX Cards installed
- ? Configuration of MUX Card per processor (number of sites x bandwidth)
- ? Types of calls (Mixed ISDN/IP, transcoding etc)

We recommend beginning with safe values, running with these settings for a while and, if no resource errors occur, increase the values and continue running. If resource errors should occur, read the error descriptions and take action according to them.

17.4.2. Number of meeting Ports = Maximum number of simultaneous conferences

Based on the configuration of the MCU, set the number of simultaneous conferences allowed. Setting this value too high may cause connection errors when setting up conferences if there are not enough resources available. Recommended value is 3.

After setting these values, please go to the System Information page and press the 'Force Refresh' button before continuing with the configuration!

17.4.3. Setting up ISDN Base Numbers and E164 Aliases

Depending on the Maximum number of simultaneous calls set on the previous page, you will now find an input field per conference for adding an E164 alias. The MCU is typically only set up with one E164 Alias. Please enter this Alias in all the E164Alias-fields and postfix it with the conference number. E.g: if MCU E164 alias is set to 9876 and you have specified max 4 simultaneous conferences you will have to fill out the fields like this:

E164 Alias 1: 9876**1**
E164 Alias 2: 9876**2**
E164 Alias 3: 9876**3**
E164 Alias 4: 9876**4**

It is very important that the postfix number reflects the conference number!

Depending on the Maximum number of simultaneous calls set on the previous page, you will now find an input field per conference for adding an ISDN Base Number. The MCU is typically set up with a number range. Please enter one unique ISDN Number from this range per conference. E.g: if MCU Number Range is set to 2121230000- 2121230011 and you have specified max 4 simultaneous conferences you can fill out the fields like this:

ISDN base number: 2121230000
ISDN base number: 2121230002
ISDN base number: 2121230001
ISDN base number: 2121230009

The number range set on the MCU can be found by using the Polycom MGC Manager. Log on to the MCU, select Network Services, ISDN and on the service (e.g. named PRI1) , right click and select Properties. Select the TAB called 'Spans and Phones' and look under the section 'Dial In Phone Num' for valid ISDN Numbers. If you enter a number in TMS which does not exist in this span you will get a 'PHONE_NO_SUCH_NUMBER' error when trying to create a conference.

17.4.4. Setting up Gatekeeper Settings

On the Intelligent Diagnostics page, please set the Gatekeeper Mode to 'Manual' and enter the gatekeeper IP-address the MCU is registered to in Requested Gatekeeper address field. When updating settings the Registered Gatekeeper address field will also be updated with this ip-address.

17.5. Limitations

It is not possible to change picture mode through Conference Control Centre during a conference.

18. Cisco and RadVision MCU ViaIP15-100

18.1. Supported versions

Level of support related to the following releases from Cisco and RadVision:

1. RADVISION ViaIP MCU 15, version 2.2.65 and newer
2. RADVISION ViaIP MCU 30, version 2.2.65 and newer
3. RADVISION ViaIP MCU 60, version 2.2.65 and newer
4. RADVISION ViaIP MCU 100, version 2.2.65 and newer
5. CISCO IPVC-3540-MCU, version 2.2.65 and newer
6. CISCO IPVC-3511-MCU, version 2.2.65 and newer

18.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	Yes
Dial In	Yes

Advanced Monitoring	
Call Status	Yes
Call Logs	No
Graphical Call Monitoring	Yes

System Management	
Upgrade	No
Templates	No
Settings Backup	No
Phone Book	N/A
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	Limited
Change System Settings	None

N/A – Not Applicable

18.3. Setup

18.3.1. How to configure the Cisco and Radvision MCU

The following describes steps needed in order to manage conferences on the Cisco and Radvision MCU's in TMS 9.0

The MCU resources managed by TMS need to have a specific service prefix description to allow TMS to recognize the reserved resource. The TMS Conference Services are added to the Services list using the web interface on the MCU.

The following steps describe how to add TMS Conference Services description on the MCU:

1. Enter the Web interface on the MCU and select the Services page. Add a new Service pressing the Add-button, or edit one of the existing Services.

Prefix	Description	Parties	Media	Max. Video Layout	Bit Rate	T.120	Video Format	Picture Format	Frame Rate
70	Audio	10	Voice	-----	-----	Enabled	-----	-----	-----
71	Low Quality	5	Video	Cont. Pres. (4/11	320/1280 video (384/	Disablec	H.261	CIF	15
72	Med Quality	10	Video	Single participant	320 video (up to 384 t	Disablec	H.261	CIF	15
73	High Quality	7	Video	Single participant	704 video (up to 768 t	Disablec	H.261	CIF	30
74	High Quality	4	Video	Single participant	1500 video (up to 156	Disablec	H.263	CIF	30
75	Big Conference	30	Video	Single participant	110 video (up to 174 t	Disablec	H.261	CIF	7.5
76	Dynamic Rate	10	Video	Single participant	Dynamic	Disablec	H.261	CIF	7.5
77	Continuous Presence	5	Video	Cont. Pres. (4/11	320/1280 video (384/	Disablec	H.261	CIF	15

Figure 1: MCU Web page, Configuring Services (MCU->Services)

2. Click the Add or Edit-button to open the Add or Edit service page.
3. Enter a unique H323 Prefix number for this Service (see ‘Suggested number planning’ at the end of this document on selecting unique prefixes).
4. Set the Description field to be: **“TMS Conference”**. This is a unique identifier used by TMS to identify that this Service has been reserved for TMS Scheduling. This field is case sensitive. You do not need to enter any other information, as this will be configured automatically by TMS.

Figure 2: MCU Web page, Edit Services (MCU->Services->Add/Edit)

5. You must define 1 service prefix for each simultaneous conference you would like to create on this MCU. Repeat steps 1– 4 for the number of Services (simultaneous Conferences) you wish to manage for this MCU through TMS. Each Service must use a **different** Service Prefix but all must have the **same** description “TMS Conference”.

18.3.2. Restrictions on TMS Conference Services

TANDBERG Suggests that all conferences on a MCU managed by TMS be initiated only by TMS. This is due to the following restrictions:

1. If a Service reserved by TMS (TMS Conference) is used without Scheduling the conference from TMS, then TMS will disconnect that conference automatically when TMS needs to use this conference.
2. TMS calculates the available resources needed for a call, and reserves this on the MCU.
3. An ad-hoc MCU conference not initiated by TMS will use resources that TMS is unaware of and cause the TMS Conference allocation to fail.
4. Removing all non-TMS services from the MCU service list can help limit the possibility of ad-hoc calls interfering with TMS Scheduling.

18.3.3. Verify correct MCU Services

1. Start TMS and add your MCU to TMS (see user manual)
2. Select System Management -> Navigator -> your MCU. Click on your MCU and select the “Call Status” tab
3. To verify that all the Services you configured on the MCU are recognized correctly, the number of Services configured should be the same as number of Conferences shown on this page.

Conference	ISDN Basenumber	E164 Alias	Videos	Telephones	Duration
1: [Idle]		800			
2: [Idle]		810			
3: [Idle]		820			
4: [Idle]		830			
5: [Idle]		840			
6: [Idle]		850			

Figure 3: TMS Web Page, Navigator (MCU->System Status

4. The Services you reserved as “TMS Conferences” are shown with status “Idle”. When a Service (or conference) has been Scheduled by TMS, it will show up as “TMS ConferenceN”, were N is a number from 1 to the number of conferences allocated. As seen with in the MCU Web page:

Prefix	Description	Parties	Media	Max. Video Layout	Bit Rate	T.120	Video Format	Picture Format	Frame Rate
62	256Kbps	10	Video	Cont. Pres. (7/411	192/768 video (256/8:	Disablec	H.261	CIF	15
63	384Kbps	6+	Video	Single participant	320 video (up to 384 t	Disablec	H.263	CIF	30
64	768Kbps	4	Video	Single participant	100 video (up to 164 t	Disablec	H.261	CIF	30
65	CP 174Kbps	16+	Video	Cont. Pres. (16/4:	110 symmetric (up to	Disablec	H.261	CIF	15
66	CP 384Kbps	15	Video	Cont. Pres. (4/111	320 symmetric (up to	Disablec	H.261	CIF	15
67	rate maching 704:320	5	Video	Single participant	704:320 (up to 768 toI	Disablec	H.263	CIF	15
68	rate maching 320:105	10	Video	Single participant	320:105 (up to 384 toI	Enabled	H.263	CIF	15
69	Dynamic	5+	Video	Single participant	Dynamic	Disablec	H.263	CIF	30
61	128Kbps	3+	Video	Cont. Pres. (4/111	64/256 video (128/32I	Disablec	H.261	CIF	15
8001	TMS Conference1	2	Video	Single participant	192 video (up to 256 t	Disablec	H.261	CIF	15
8002	TMS Conference2	2	Video	Single participant	64 video (up to 128 to	Disablec	H.261	CIF	15
8003	TMS Conference3	2	Video	Cont. Pres. (4/111	64/256 video (128/32I	Disablec	H.261	CIF	15
8004	TMS Conference4	2	Video	Single participant	192 video (up to 256 t	Disablec	H.261	CIF	15

Figure 4: MCU Web page, Showing TMS Conferences

18.3.4. Suggested number planning

As conferences in your H323 network needs to have unique conference ID's. As the service prefix on the MCU is used to generate the unique conference ID, the service prefix also needs to be unique on the H323 network. To accomplish this, TANDBERG have following guidelines for selecting service prefixes:

1. Let the first two digits of the service prefix uniquely identify the MCU in the H323 network. Try not to start the service prefix with "0" or "1" as these numbers often are reserved in the H323 network.
2. Let the succeeding two digits uniquely identify the service on the MCU.

E.g.: Service prefix 8101 represents the first service on the first MCU.
 Service prefix 8202 represents the second service on the first MCU.
 Service prefix 8203 represents the third service on the second MCU.

Resources on the Radvision MCU's

Bit-rate	Video Mode	Participants			
		MCU15	MCU30	MCU60	MCU100
64kbs	VS	26	45	90	150
128kbs	VS	17	30	60	100
128kbs	CP	17	30	60	100
192kbs	VS	11	19	38	64
192kbs	CP	11	19	38	64
256kbs	VS	10	18	35	59
256kbs	CP	10	18	35	59
320kbs	VS	10	17	34	57
320kbs	CP	10	17	34	57
384kbs	VS	9	15	30	50
384kbs	CP	9	15	30	50
512kbs	VS	9	15	30	50
768kbs	VS	6	10	21	35
1152kbs	VS	5	9	19	31
1474kbs	VS	4	8	15	25
1920kbs	VS	4	6	13	21

SNMP Community Name must be set to one of the Community Names known by TMS. See Administrative Tools – TMS Configuration - System Interfaces - SNMP Community Name. Other required settings will be discovered by Intelligent Diagnostics when adding system to TMS.

18.4. Limitations

19. Cisco and RadVision Gateway

19.1. Supported versions

Level of support related to the following releases from Cisco and RadVision:

RADVISION ViaIP Gateway, version 2
Cisco Gateway, version 2

19.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	N/A
Dial In	N/A

Advanced Monitoring	
Call Status	Yes
Call Logs	No
Graphical Call Monitoring	N/A

System Management	
Upgrade	No
Templates	No
Settings Backup	No
Phone Book	N/A
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	Limited
Change System Settings	None

N/A – Not Applicable

19.3. Setup

The following steps should be verified to make sure that TMS is able to use the gateway.

19.3.1. Enabling TCS4

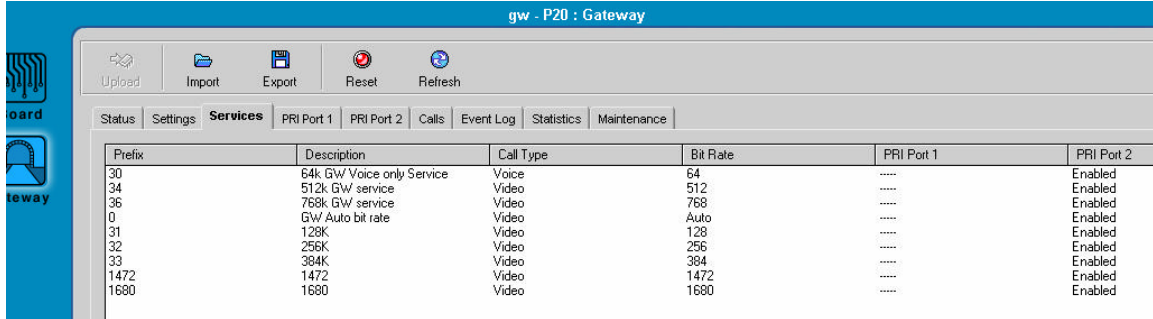
To be able to call ISDN to IP with TMS, you should enable TCS4.

Select the first enabled Port, either 'Pri Port 1' or 'Pri Port 2', and select the Call Policies menu item. TCS4 should be enabled.

19.3.2. Gateway services

To call IP to ISDN, the gateway must be configured with gateway services. The following services are recommended:

1. Video services with the bit rate set to 'Auto' and call type set to 'Video'.
2. Telephone service with call type set to 'Voice'.



Prefix	Description	Call Type	Bit Rate	PRI Port 1	PRI Port 2
30	64k GW Voice only Service	Voice	64	Enabled
34	512k GW service	Video	512	Enabled
36	768k GW service	Video	768	Enabled
0	GW Auto bit rate	Video	Auto	Enabled
31	128K	Video	128	Enabled
32	256K	Video	256	Enabled
33	384K	Video	384	Enabled
1472	1472	Video	1472	Enabled
1680	1680	Video	1680	Enabled

Figure 5: A sample showing a configured voice service and a video service with bit rate set to 'Auto'

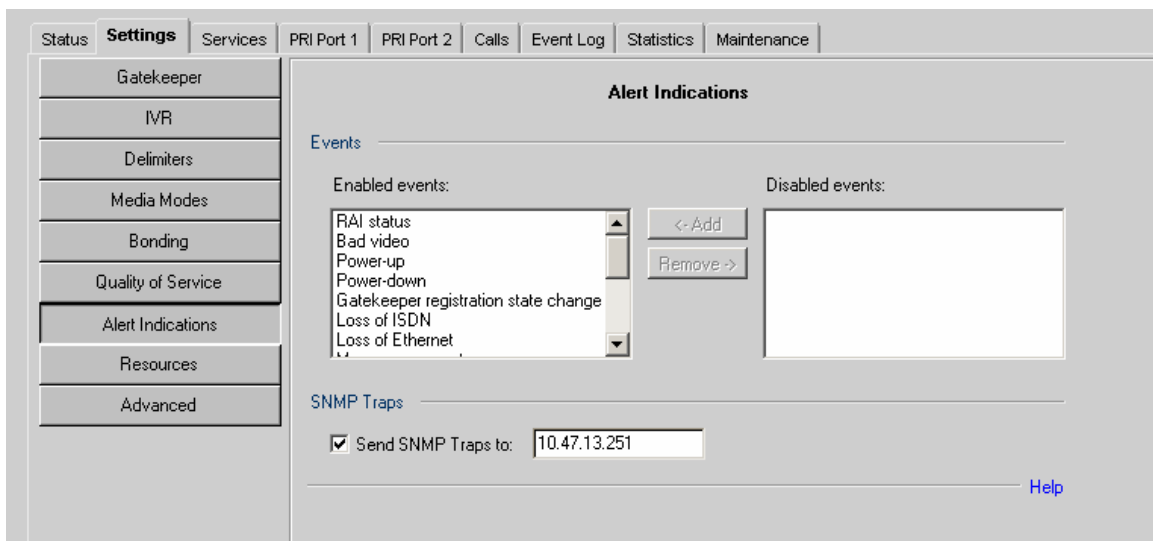
The voice service prefix and the video service prefix can be entered into the gateway configuration of a location in TMS.

19.3.3. Gatekeeper address

The gateway services are available to the endpoints registered on the same gatekeeper as the gateway. The gateway should be registered at the same gatekeeper as the endpoints using the gateway services.

19.3.4. SNMP Traps

The RadVision Gateway can send out SNMP traps. To configure SNMP traps, see the Settings -> Alert Indications tab in the admin GUI. The SNMP traps IP-address should be set to the IP-address of the TMS-server.



Alert Indications

Events

Enabled events:

- RAI status
- Bad video
- Power-up
- Power-down
- Gatekeeper registration state change
- Loss of ISDN
- Loss of Ethernet

Disabled events:

SNMP Traps

Send SNMP Traps to: 10.47.13.251

[Help](#)

Figure 6: The SNMP traps configuration page.

19.4. Limitations

Limited statistics.

20. Cisco IOS Gatekeeper

20.1. Supported versions

Supported Cisco Software: Version 12.1(5) or Version 12.2(13)T

20.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	N/A
Dial In	N/A

Advanced Monitoring	
Call Status	Yes
Call Logs	N/A
Graphical Call Monitoring	N/A

System Management	
Upgrade	No
Templates	No
Settings Backup	Yes
Phone Book	N/A
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	Limited
Change System Settings	None

N/A – Not Applicable

20.3. Setup

In order to be supported by TMS, Cisco IOS Gatekeepers require

- ? A Read/Write SNMP community name
- ? The standard telnet password
- ? The administrator level password

20.3.1. Setting a Read/Write SNMP community name

The SNMP community name is used by the TMS discovery protocol to determine if a system exists or not. Therefore it is vital that the Cisco Gatekeeper has an SNMP community name.

The steps to ensure this are:

1. Open a telnet session to the Cisco gatekeeper on port 23
2. Type in the standard telnet password and press enter
3. Type "enable" and press enter
4. Type in the administrator password and press enter
5. Type "configure terminal" and press enter
6. Type "snmp-server community private rw" and press enter
7. Type "end" and press enter
8. Type "exit" and press enter

Note: That in the above example the community name is “private” this is the standard, but it is possible to set it to anything else.

20.3.2. Interzone Calls:

In order for TMS to create a conference route between two gatekeepers in different zones, both gatekeepers **MUST** have a local zone prefix. The gatekeeper in the other zone must be registered as a neighbour (remote zone) and must have the correct zone prefix.

To register the local zone:

1. Open a telnet session to the Cisco gatekeeper on port 23
2. Type in the standard telnet password and press enter
3. Type “enable” and press enter
4. Type in the administrator password and press enter
5. Type “configure terminal” and press enter
6. Type “gatekeeper” and press enter
7. Type “zone local <name of gatekeeper> <domain> <IP address>” and press enter
8. Type “end” and press enter
9. Type “exit” and press enter

e.g. zone local gk-cisco1 TANDBERG 10.0.0.1

20.3.3. To register a neighbour (remote zone):

10. Open a telnet session to the Cisco gatekeeper on port 23
11. Type in the standard telnet password and press enter
12. Type “enable” and press enter
13. Type in the administrator password and press enter
14. Type “configure terminal” and press enter
15. Type “gatekeeper” and press enter
16. Type “zone remote <name of gatekeeper> <domain> <IP address>” and press enter
17. Type “end” and press enter
18. Type “exit” and press enter

e.g. zone remote gk-cisco2 TANDBERG 10.0.0.2
zone remote gk-radvision1 TANDBERG 10.0.0.3

20.3.4. Creating zone prefixes:

1. Open a telnet session to the Cisco gatekeeper on port 23
2. Type in the standard telnet password and press enter
3. Type “enable” and press enter
4. Type in the administrator password and press enter
5. Type “configure terminal” and press enter
6. Type “gatekeeper” and press enter
7. Type “zone prefix <name of gatekeeper> <domain> <prefix>” and press enter
8. Type “end” and press enter
9. Type “exit” and press enter

e.g. zone prefix gk-cisco1 212
zone prefix gk-radvision1 713
zone prefix gk-cisco2 619

20.4. Limitations

Limited Statistics

20.4.1. TMS Backup & Restore

When backup or restore of system settings is performed from TMS, ONLY SNMP and Gatekeeper settings are saved under Backup and ONLY SNMP and Gatekeeper settings are restored under Restore. No other settings (such as ip / password /network interfaces etc...) will be saved.

21. Radvision Gatekeeper ViaIP

21.1. Supported versions

Supported software version: RADVISION ViaIP Gatekeeper, version 3

21.2. Overview

Basic Monitoring	
Auto Detection, Status ('No Response' or 'Alive')	Yes
Access to internal web, ftp or telnet (if available)	Yes

Scheduling	
Dial Out	N/A
Dial In	N/A

Advanced Monitoring	
Call Status	Yes
Call Logs	No
Graphical Call Monitoring	N/A

System Management	
Upgrade	No
Templates	No
Settings Backup	No
Phone Book	N/A
Intelligent Diagnostics	Yes
Network Monitoring	Yes
View System Settings	Limited
Change System Settings	None

N/A – Not Applicable

21.3. Setup

The support for this gatekeeper includes:

1. Viewing selected settings
2. Viewing registered endpoints
3. Viewing available services
4. Viewing active calls
5. Verifying that a endpoints is registered on a gatekeeper
6. Intelligent diagnostics

The menus are described in the text below with the following notation (Settings -> Calls), meaning the Settings tab, and selecting the Calls menu. All menu operations are located through the admin console of the gatekeeper: <http://<ip-address to the gatekeeper>/admin/>
The following steps should be verified to make sure that TMS is able to use the gatekeeper.

The following settings should be verified:

1. Enable 'Accept Calls' (Settings -> Calls)

21.3.1. Neighbouring zone prefix

On a Radvision Gatekeeper you do not have to use a prefix to call endpoints on another zone. If you want zone prefixes you can set a prefix through the predefined service 'Zone Prefix 1' or 'Zone Prefix 2'. Setting zone prefix will force all calls into the gatekeeper to use the configured prefix.

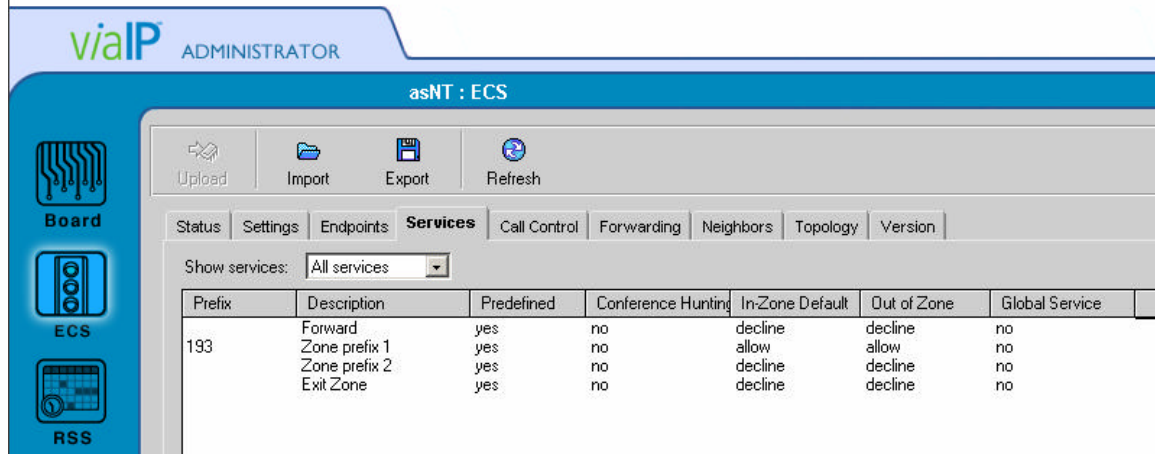


Figure 7: An example of a Zone Prefix configured to be 193. Out Of Zone has to be allowed.

21.3.2. Neighbouring zones

If the videoconference network is divided into several zones, the gatekeepers from different zones should be added as neighbours.

Between Radvision Gatekeepers you do not need to use zone prefixes, into a Cisco gatekeepers you have to.

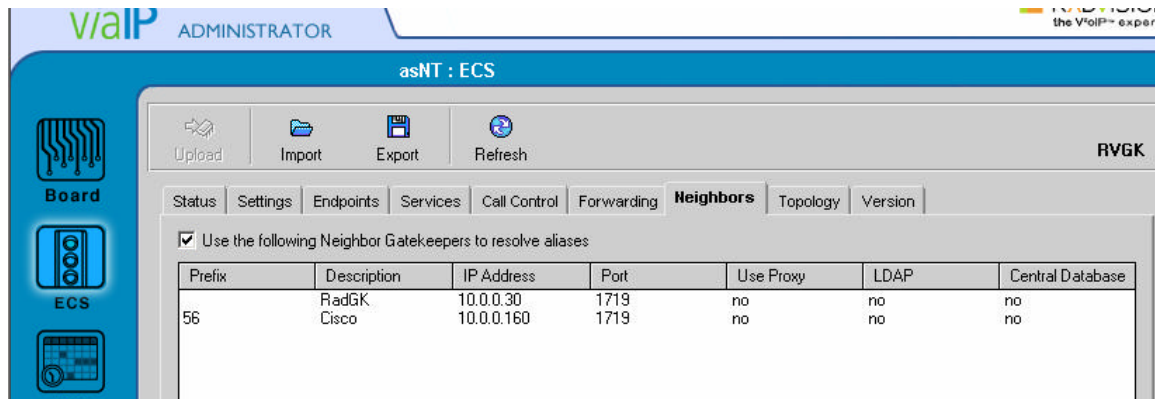


Figure 8: Configuration of neighboring zones

21.3.3. Endpoint registration

The Radvision Gatekeeper has three modes for endpoint registration (Settings -> Basics). The endpoints registration mode is viewed under Settings in TMS.

- Everyone: The endpoints can register by using the gatekeeper IP-address.
- Predefined: The endpoints must be manually entered from the Endpoints tab.
- No endpoints: No endpoint is allowed to register.

21.4. Limitations