

## Cisco Smart+Connected Remote Management Solution for Real Estate Developers



The Cisco<sup>®</sup> Smart+Connected Remote Management Solution (RMS) is a centralized management system that allows for mass deployment, ease of provisioning, and simplified maintenance of a large community of Cisco Smart+Connected<sup>™</sup> residences.

Cisco RMS allows real estate developers, property managers, and support partners to remotely deploy, monitor, and manage Cisco Smart+Connected Controllers and related home control and management equipment in multi-dwelling-unit developments. Cisco Controllers can be automatically discovered by Cisco RMS when added to the network, allowing administrators to remotely apply configuration templates. Once added, Cisco Smart+Connected Controllers can be configured to auto-recover, helping to ensure that problems are resolved through automatic diagnostic checks and resolution tasks whenever possible.

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## Features and Benefits

Cisco RMS simplifies deployment and updates to large numbers of dwellings, reduces deployment costs by automating configuration and activation, and reduces ongoing costs through remote diagnostics and remediation.

Cisco RMS is essential in projects with more than 50 residential units, but highly recommended for all installations, and may be purchased and used by the Smart+Connected Community property developer, property manager, or support partner.

Table 1 lists features and benefits.

**Table 1.** Table 1 Cisco RMS Features and Benefits

Feature	Benefit
Large-scale deployment and provisioning	Simplifies deployment and provisioning to large numbers of dwellings and reduces deployment costs by automating configuration, updates, and activation
Secured administration	Ensures that only authorized controllers and administrators can participate in remote management, giving developers and property managers' peace of mind
Remote operation	Allows diagnostics and remediation to be performed without a site visit resulting in fast response time, high customer satisfaction, and lower operating costs
Built-in tools	Allows administrators to perform tasks such as restarting or updating devices, gathering diagnostic data, and creating custom management and monitoring tasks
Auto-recovery	Can be programmed to automatically perform a set of tests at regular intervals to discover device and system issues when they occur, and automatically correct the problems

## Supporting Products

Cisco RMS is paired with Cisco Smart+Connected Controller(s) and related devices to provide networkwide deployment and diagnostic capabilities. Cisco RMS requires the installation of Cisco Smart+Connected Remote Management Solution Server and Cisco RMS Locator Web Service. A separate server or virtual machine instance is recommended for each.

**Table 2.** Cisco Smart+Connected Residential Products Used with Cisco RMS

Product Name	Part Number
Cisco Smart+Connected Controller 250	SCH-CONTROL-250
Cisco Smart+Connected Controller 800	SCH-CONTROL-800
Cisco Smart+Connected Remote Management Server License (Paper or e-Delivery License)	SCH-RMS-SSW-LIC or L-SCH-RMS-SSW-LIC
Cisco Smart+Connected Remote Management Client License (Paper or e-Delivery License)	SCH-RMS-CL-LIC or L-SCH-RMS-CL-LIC

## System Requirements

Table 3 lists the requirements for the Cisco Smart+Connected Remote Management Solution.

**Table 3.** System Requirements

Requirement	Description
Cisco RMS Server	<ul style="list-style-type: none"><li>• Quad-core processor</li><li>• 8GB RAM</li><li>• Server-class disk subsystem (RAID 1 minimum)</li><li>• Operating system: MS Windows Server 2008 R2 64-bit</li><li>• SSL Certificate signed by Thawte. (<a href="http://www.thawte.com">http://www.thawte.com</a>)</li></ul>
Cisco RMS Server License, Paper or e-Delivery License	SCH-RMS-SSW-LIC or L-SCH-RMS-SSW-LIC
A Cisco RMS Client License for each Cisco Controller, Paper or e-Delivery License	SCH-RMS-CL-LIC or L-SCH-RMS-CL-LIC

Cisco RMS Locator Server	<ul style="list-style-type: none"> <li>• Quad-core processor</li> <li>• 8GB RAM</li> <li>• Operating system: Windows</li> </ul>
Requirement	Description
DNS Server	A DNS server is required.
Cisco RMS Workstation	<ul style="list-style-type: none"> <li>• Operating system: Windows, Linux, Macintosh</li> <li>• A web browser</li> <li>• Adobe Flash: browser plug-in</li> </ul>
Cisco Smart+Connected Controller	Cisco software version 2.2.2 or above

## Warranty Information

Find warranty information on Cisco.com at the [Product Warranties](#) page.

## Ordering Information

Cisco Smart+Connected Residential products are available through your Cisco authorized reseller. All licenses are available as a paper license or as an e-Delivery electronic license.

Table 4 lists the ordering information.

**Table 4.** Ordering Information for Cisco Smart+Connected Remote Management Solution

Product Name	Part Number
Cisco Smart+Connected Remote Management Server License (Paper or e-Delivery License) (One Cisco RMS Server License is required for each Cisco RMS Server)	SCH-RMS-SSW-LIC or L-SCH-RMS-SSW-LIC
Cisco Smart+Connected Remote Management Client License (Paper or e-Delivery License) (One Cisco RMS Client License for each Cisco Controller)	SCH-RMS-CL-LIC or L-SCH-RMS-CL-LIC

## Cisco Support

Cisco offers a wide range of support programs to accelerate customer success. These innovative programs are delivered through a unique combination of people, processes, tools, and partners, resulting in high levels of customer satisfaction. For more information, contact your Cisco sales representative.

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## For More Information

For more information about the Cisco Smart+Connected Residential products, visit:  
<http://www.cisco.com/go/smartconnectedresidential>.



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