



CHAPTER 2

Supporting Cisco TelePresence Manager

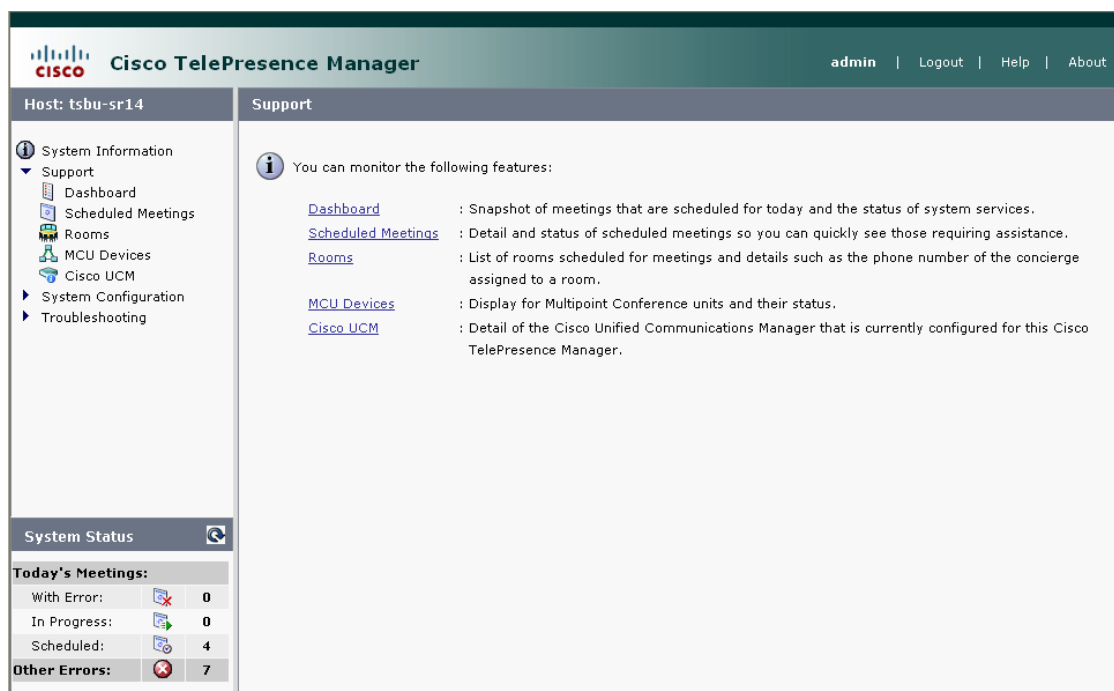
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Introduction

System support tasks consist primarily of monitoring and updating meeting schedules and monitoring the status of rooms and system services. [Figure 2-1](#) shows the support tasks.

Figure 2-1 Support Window

Support Tasks

Use [Table 2-1](#) to locate support tasks in this section.

Table 2-1 Support Tasks

Task	Location of Information
Meetings	
Details View and modify details about a scheduled meeting, including starting and ending times, switching policy, privacy preferences, and meeting room phone number.	“ Meeting Details ” section on page 2-24.
Frequency Find out whether a meeting is scheduled as a single or recurring event.	“ Meeting Details ” section on page 2-24.
List List meetings by a specific criterion such as room name, person who scheduled the meeting, or time period.	“ Scheduled Meetings ” section on page 2-23.
Phone numbers Check the number of meetings scheduled today.	System Status or the Dashboard window. See the “ System Status ” section on page 1-14 and the “ Dashboard ” section on page 2-22.

Table 2-1 **Support Tasks (continued)**

Task	Location of Information
Privacy View and modify meeting privacy settings.	“Meeting Details” section on page 2-24.
Problems View details about meetings that are having problems.	System Status window. Click the Other Errors icon. In the Dashboard window, click the highlighted link next to the With Error report. See the “System Status” section on page 1-14 and the “Dashboard” section on page 2-22.
Rooms	
Concierge Find out who the concierge is for a room.	“Rooms” section on page 2-25.
Problems View details about rooms that are having problems.	In the Dashboard window, click the highlighted link next to the Rooms report under Services.
Schedule Update a room’s schedule.	“Rooms” section on page 2-25.
Status Create a list of rooms that are in a specific state, or check the states for a particular room.	“Rooms” section on page 2-25.
Services	
MCU Conference Management • Push meeting schedules to all registered MCUs. • Manage meeting migration between MCUs.	“MCU Devices” section on page 2-27
Settings View Cisco Unified Communications Manager settings.	“Dashboard” section on page 2-22
Status Monitor the status of the following Cisco TelePresence services: • Cisco Unified Communications Manager • Microsoft Exchange • LDAP Server • Room Phone UI • Database • Multipoint Connection • Discovery	“Dashboard” section on page 2-22.

Dashboard

Choose Dashboard to display a concise report of system activity. The dashboard provides a snapshot of meetings that are scheduled for the day and shows the status of system services. This is a good place to monitor meetings and equipment. Click highlighted links in this window for quick access to other windows that provide meeting and room-scheduling functions.

Table 2-2 describes information in the Dashboard report.

Table 2-2 **Dashboard Report**

Field	Description or Setting
System Time	Day, date, and time in coordinated universal time (UTC).
Local Time	Local day, date, and time.
Today's Meetings	Status of current and upcoming meetings: • With Error—Reports the number of meetings that have errors. • All Meetings—All meetings scheduled for today. Click the link associated with each report to go to the Scheduled Meetings window.
Services	Status report of following system services: • Rooms • MultiPoint Conference Unit (MCU) Devices • Cisco Unified Communications Manager Note An error status may be reported if the connection to CUCM was caused by a network outage. You can remove the error status by restarting Cisco TelePresence Manager. • Microsoft Exchange • LDAP Server • Room Phone UI • Database • MultiPoint Connection • Discovery Status either will be OK or will be a highlighted link listing the number of errors. Click a link to go a window where you can see further status information and resolve problems. You can also pass your mouse over a highlighted link to see a brief description of the error.

To update the reports, click **Refresh**.

Scheduled Meetings

When a Cisco TelePresence meeting is scheduled using Microsoft Outlook, an e-mail is sent to the meeting scheduler to confirm the meeting and provide a link to meeting details. The Scheduled Meetings window provides another way to view and modify meeting details.



Caution

Meetings scheduled more than 12 months in the future are not accepted by Cisco TelePresence Manager. There is no clarification email sent to the meeting organizer, but Microsoft Exchange will accept the meeting and send acceptance emails on behalf of each conference room.

You can also generate a report about specific meeting rooms and/or activity between specific dates by supplying any or all of the following details:

- Type the meeting room name in the Room field.
- Type the login name of the person who scheduled the room in the Scheduler field.
- From the Status drop-down list, choose the All, With Error, In Progress, Scheduled, Completed, or No Show meeting status.
- Use the Calendar icon to choose beginning and ending dates, or type the dates in the Start On and End On fields using the MM/DD/YYYY date format.
- Type the name of the MCU.
- Click **Filter**.



Note

If a meeting is modified within a few minutes of the meeting's starting time (such as a time change, or room change), the modification may not appear on the room phone screen, or in the Cisco TelePresence Manager's Scheduled Meetings window. This does not affect any user's ability to schedule a new meeting at the original time (pre-modified) time.

Table 2-3 describes the Scheduled Meetings information.

Table 2-3 Scheduled Meetings Information

Field	Description or Setting
Start Time	The scheduled starting time for a meeting. Click the arrow in the header of the Start Time column to sort the time from earliest to latest or latest to earliest.
End Time	The scheduled ending time for a meeting.
Status	Room status: All, With Error, In Progress, Scheduled, Completed, or No Show.
Room	Meeting room name as specified in the Microsoft Exchange database.
Scheduler	Login name of the person who scheduled the meeting. Click the arrow in the header of the Scheduler column to sort the list in ascending or descending alphabetical order.
Subject	Information (such as the meeting subject) provided about the meeting.

Meeting Details

To see meeting details, click the radio button next to a report and click **Details**.

Table 2-4 describes meeting details.

Table 2-4 Meeting Details

Field	Description or Setting
Series	When selected, any changes made to switching policy or privacy preferences affect the whole meeting series.
Single Occurrence	When selected, any changes made to switching policy or privacy preferences affect only the single meeting instance.
Subject	Displays information provided about the meeting. You can hover the mouse over the Subject field to see the full description.
Scheduler	Login name of the person who scheduled the meeting.
Rooms	Meeting room name, which is also a link to the Cisco TelePresence System Administration application where information can be reviewed and revised. Click the arrow in the Rooms header to sort the list in ascending or descending alphabetical order.  Caution If a room is configured to accept meeting invitations manually through a proxy (a room admin), the room may be displayed as having tentatively accepted a meeting invitation. The proxy must reply to the invitation email to change the room state to accepted. A field is provided for entering the meeting room telephone number. The field accepts characters when there is only one room in a meeting and the telephone number to connect the meeting can be manually dialed.
MultiPoint Conference Unit	Identifies the MCU used to schedule the meeting. Switching Policy: The value shown is the current switching policy. You can use the drop-down list to change the switching policy to site or segment switching. If you choose "MCU Default" the switching policy for the meeting is determined by the switching policy set on the MCU. Migrate Meeting: You can migrate a scheduled meeting from one MCU to another. Click the Series radio button to migrate the entire meeting series or click the Single Occurrence radio button. Then migrate the meeting to a different MCU.
Privacy Preference	Radio buttons select whether information about an upcoming meeting is displayed on the room's IP phone. - Click the Display meeting information on room phone radio button to display meeting information on the phone user interface. - Click the Do not display radio button to preserve meeting privacy.

Table 2-4 Meeting Details (continued)

Field	Description or Setting
Auto Assist	Cisco TelePresence meetings are scheduled between two meeting rooms. If you have a meeting scheduled with only one or more than two rooms, Cisco TelePresence Manager cannot automate call launch and the Auto Assist button will be displayed. By default, Auto Assist is enabled. When it is enabled, the meeting is considered with error and is not eligible for an auto-assisted meeting call. If Auto Assist is disabled, it indicates a decision to manually dial the phone number for the meeting. The meeting is then in the Scheduled state (rather than with error).
Status	Meeting status: All, With Error, In Progress, Scheduled, Completed, or No Show.
Instance Type	Describes the meeting as one time only or recurring.

Rooms

Choose Rooms to display information about the Cisco TelePresence meeting rooms. The Rooms Support window is divided into two, tabbed views.

- The **Rooms** view displays the status of a Cisco TelePresence room.
[Table 2-5](#) describes information in this window.
- The **Detail Status** view displays the different error types for Cisco Unified Communications Manager, each Cisco TelePresence System registered with Cisco TelePresence Manager, and Microsoft Exchange connection errors.
[Table 2-6](#) describes information in this window.

You can generate a report about specific meeting rooms and meeting status, as follows:

- Choose the call status—All, OK, Error, Needs Help, or In Use—from the **Status** drop-down list.
- Type the number of the meeting room in the **Room** field.
- Click **Filter**.

Table 2-5 Summary

Field	Description or Setting
Status	Room status: All, OK, Error, Needs Help, or In Use. Click the arrow in the header of the Status column to sort the list in ascending or descending alphabetical order.
Room Name	Meeting room name.
Room Phone	Meeting room telephone number.
Help Contact	Concierge who is assigned to the room.
Description	Meeting room description. If text is truncated in this field, move your mouse pointer over the text to see the entire description.

Table 2-5 Summary

Field	Description or Setting
IP Address	IP address of the Cisco TelePresence System. Click the address to go to the Cisco TelePresence System Administration login page.
Cisco Unified Communications Manager	IP address of Cisco Unified Communications Manager Click the address to go to the Cisco Unified Communications Manager Administration login page.

To update a room's IP phone with what is currently scheduled in the Microsoft Exchange database:

- Click **Update Schedule**.

To obtain additional information about any meetings associated with a room:

- Click the radio button associated with a room and click **View Meetings**.

Table 2-6 Status

Field	Description or Setting
Status	Room status: All, OK, Error, Needs Help, or In Use. Click the arrow in the header of the Status column to sort the list in ascending or descending alphabetical order.
Room Name	Meeting room name.
Connectivity	
CUCM/CTS	An "X" indicates a problem with the connection between Cisco Unified Communications Manager and the Cisco TelePresence room.
CUCM/Phone	An "X" indicates a problem with the connection between Cisco Unified Communications Manager and the IP phone in the TelePresence meeting room.
CTS Man/CTS	An "X" indicates a problem with the connection between the Cisco TelePresence Manager and the Cisco TelePresence room.
CTS	
CTS Error	An "X" indicates an error has occurred on the specified CTS.
Cisco UCM	
Profile	An "X" indicates a problem with the Cisco TelePresence System user profile stored in Cisco Unified Communications Manager.
Email ID	An "X" indicates a problem with the Cisco TelePresence System email ID stored in Cisco Unified Communications Manager.
Microsoft Exchange	

Field	Description or Setting
Subscription	An "X" indicates a subscription problem between the TelePresence meeting room and Microsoft Exchange.  Note A subscription error may be indicated by an "X" when there is no error. This can be caused when an invalid email address is assigned in CUCM, that does not match the email address in Microoft Exchange.
Sync	An "X" indicates a synchronization problem between the TelePresence meeting room and Microsoft Exchange.

MCU Devices

Choose MCU Devices to display information about the multipoint conference units associated with Cisco TelePresence Manager.

You can generate a report about specific MCU devices, as follows:

- Choose the status—All, OK, or Error—from the **Status** drop-down list.
- Type the MCU Hostname in the **MCU** field.
- Click **Filter**.
- Select a MCU device and click **Details** to display a detailed report about the MCU device.
- Select a MCU and click Update Schedule to send the latest meetings schedule to the MCU.
- Select a MCU device and click **View Meetings** to display a list of meetings assigned to that device.

Table 2-7 *Multipoint Conference Unit*

Field	Description or Settings
Status	MCU status: All, OK, or Error. Click the arrow in the header of the Status column to sort the list in ascending or descending alphabetical order.
Hostname	The address of the MCU.
MCU Type	This is always CTMS.
Control state	Control state: Scheduled or Non-scheduled. A MCU is available for meetings if it is in a Scheduled Control state.
Description	The description field displays information about the MCU.

Table 2-8 **MCU Details**

Field	Description or Settings
Type	This is always CTMS.
MCU Hostname	This is the address of the MCU.
Timezone	Displays the timezone where the MCU is located.
Access Numbers	The MCU dial-in phone number.
Segment Count	The number of resources available on the MCU.
MCU Devices	Scheduled or Non-scheduled. A MCU is available for meetings if it is in a Scheduled Control state.
Migrate All Meetings To	All meetings scheduled to use the MCU can be migrated to a Non-scheduled MCU. Click the checkbox and choose another MCU from the drop-down list.

Cisco Unified Communications Manager

To display settings that associate the Cisco TelePresence Manager with Cisco Unified Communications Manager, choose Cisco UCM in Configuration.

Table 2-9 describes fields and settings.

Table 2-9 Cisco Unified Communications Manager Settings

Field	Description or Settings
Service Status	Display-only status report of system services. Note You may see a progress indicator in the status field, especially if many Cisco TelePresence meeting rooms are being managed by Cisco TelePresence Manager. Each time this page is accessed, the status is updated, and the progress indicator will be seen while the system is discovering meeting rooms.  Caution An error status may be reported if the connection to CUCM was caused by a network outage. You can remove the error status by restarting Cisco TelePresence Manager.
Hostname	Name of the Cisco Unified Communications Manager server host.
IP Address	IP address of Cisco Unified Communications Manager server host.

