



CHAPTER 11

CTS-Manager Emails and End-User Web UI

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Introduction

Cisco TelePresence meetings are scheduled between two or more conference rooms. The Calendar service (either Microsoft Exchange or IBM Domino) sends an acceptance email to the meeting organizer, with the notice that the rooms have been reserved and placed on the calendar. CTS-Manager also sends either a Confirmation email or an Action Required email to the meeting organizer when a meeting is scheduled.

The Confirmation email provides additional information about the scheduled Cisco TelePresence meeting, including a link to the CTS-Manager Meeting Details window. In order to access the Meeting Details window the meeting organizer must log into CTS-Manager using their Windows logon account (account name and password). For more information about Confirmation emails refer to the [Point-to-Point Meetings](#) and [Multipoint Meetings](#) sections below. For more information about the CTS-Manager Meeting Details window refer to the section [Confirmation Meeting Details Window](#).

The Action Required email specifies the error that caused the email to be generated, and a link to the Meeting Details window.

Point-to-Point Meetings

The Point-to-Point meeting confirmation email is described in [Table 11-1](#).

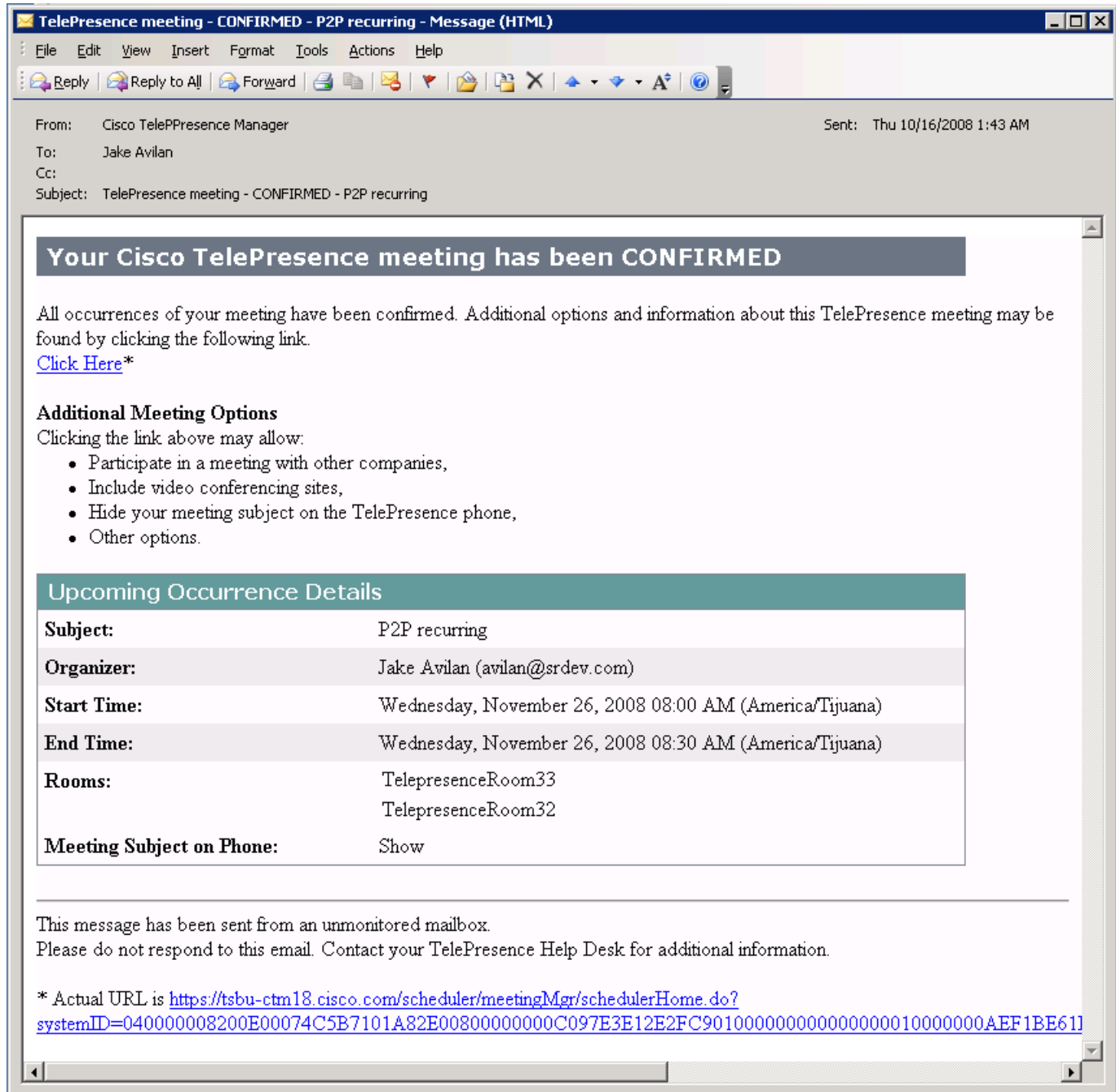
Figure 11-1 Point to Point Meeting Confirmation Email

Table 11-1 *Point-to-Point Meeting Confirmation Email*

Email Section	Description
Confirmation Statement (below the email banner)	This section confirms the meeting is properly scheduled and contains the link to the Meeting Details window.
Upcoming Occurrence Details Note If this is a single instance meeting, rather than a recurring meeting this section is labeled “Meeting Details”.	This section displays information about the scheduled meeting, including some options that are set in the Meeting Details window.
Email footer	The URL displayed at the bottom of the email is the same link to the Meeting Details window as the link in the Confirmation Statement above.

Multipoint Meetings

The Multipoint meeting confirmation email is described in [Table 11-2](#).

Figure 11-2 Multipoint Meeting Confirmation Email

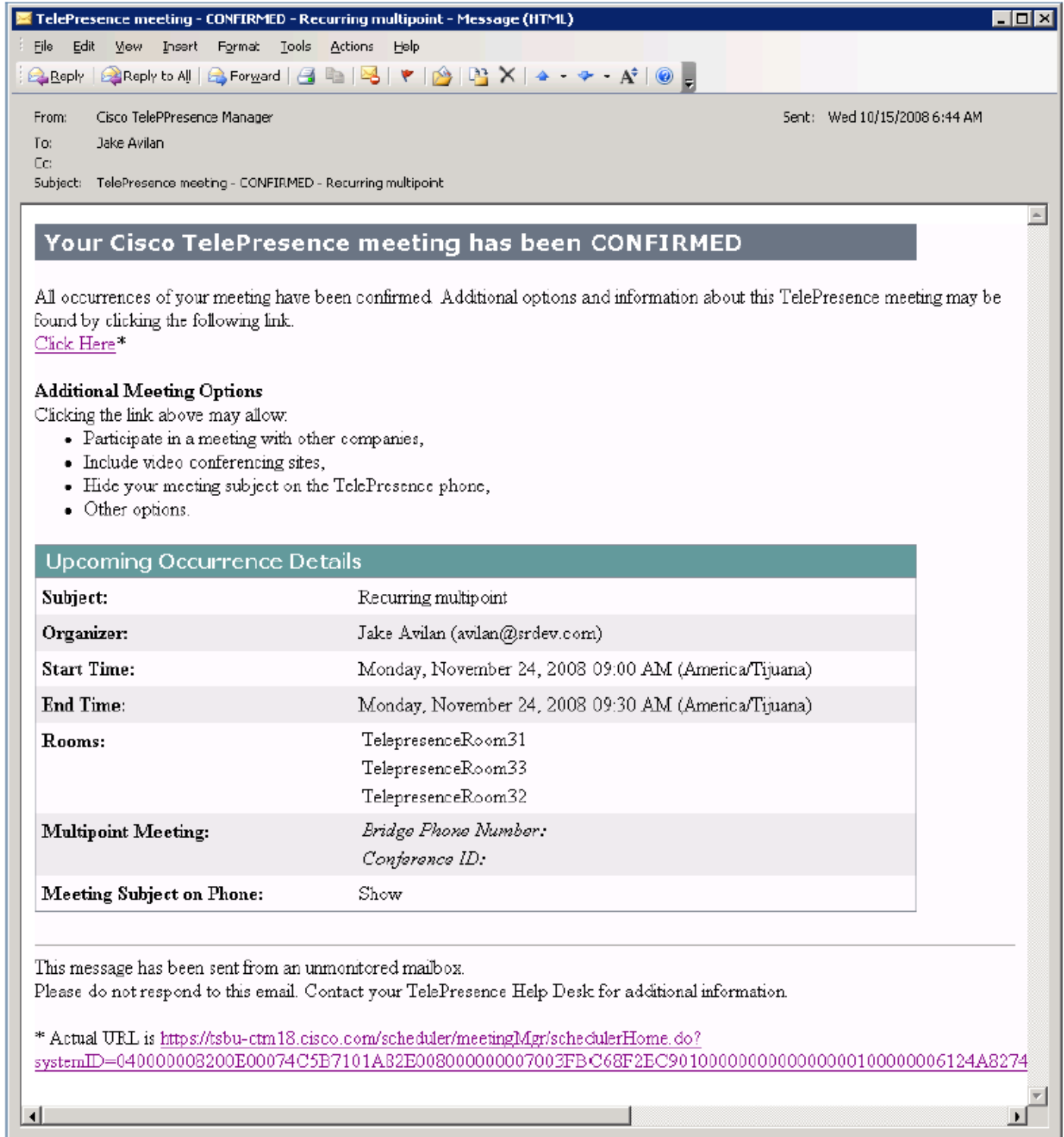


Table 11-2 **Multipoint Meeting Confirmation Email**

Email Section	Description
Confirmation Statement (below the email banner)	This section confirms the meeting is properly scheduled and contains the link to the Meeting Details window.
Upcoming Occurrence Details Note If this is a single instance meeting, rather than a recurring meeting this section is labeled “Meeting Details.”	This section displays information about the scheduled meeting, including some options that are set in the Meeting Details window. In addition to the standard meeting information, this section contains the Multipoint Bridge Phone Number and the meeting’s Conference ID.
Email footer	The URL displayed at the bottom of the email is the same link to the Meeting Details window as the link in the Confirmation Statement above.

Action Required Email

Action Required emails may be sent to the Meeting Organizer to alert them of the following error conditions. The Action Required email is described in [Table 11-3](#).

- **1205 - Missing Required Rooms:** A second Cisco TelePresence room, or other participant has not been defined for the meeting.
This is the only type of error a Meeting Organizer can correct without administrative assistance. You can see an example of this email in [Table 11-3](#). You or the Meeting Organizer can correct this error using the Meeting Details window, but the recommended way to resolve the error is to use the calendar client used to create the meeting.



Note

This type of Action Required error can also be caused by a room not being deleted properly from a calendar server, for example Microsoft Exchange. This can occur if the Meeting Organizer schedules a meeting that includes a room in delegate mode. If the Meeting Organizer schedules the meeting and then deletes it before the room delegate accepts the invitation, this Action Required email is sent to the Meeting Organizer.

- **1211 - Room Not Compatible:** One or more Cisco TelePresence rooms are running software that is incompatible with the Cisco TelePresence Multipoint Switch.
- **1212 - Resource Not Available:** Not enough Cisco TelePresence Multipoint Switch resources are available to support the multipoint meeting.
- **1213 - MCU Not Configured:** A Cisco TelePresence Multipoint Switch has not been configured for the network.
- **1217 - CUVC Resource Not Available:** Insufficient Video Conferencing resources to setup multipoint meeting.

Figure 11-3 Action Required Email

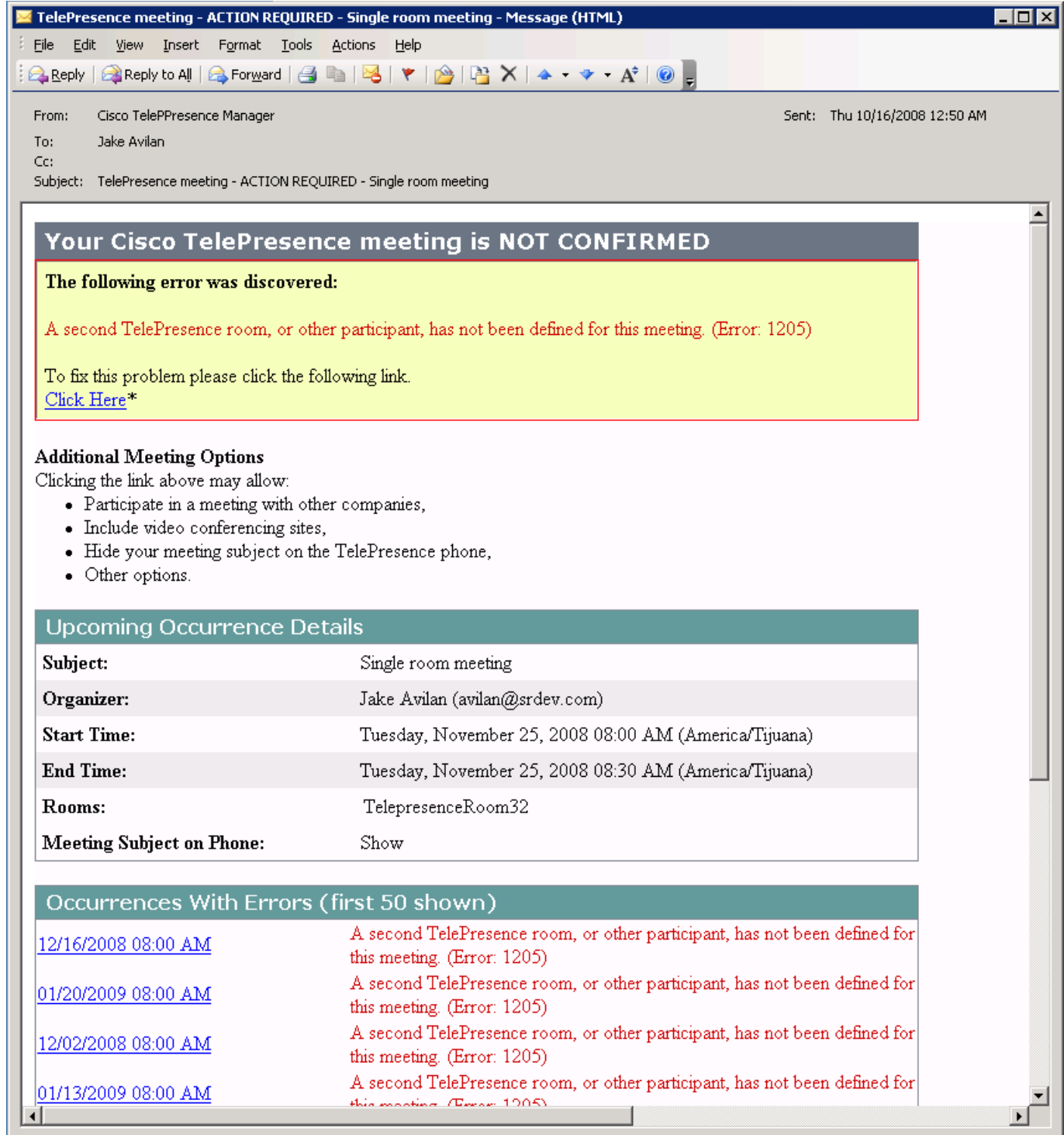


Table 11-3 **Action Required Email**

Email Section	Description
Confirmation Statement (below the email banner)	This section describes the error to be corrected before the meeting can be confirmed, and contains the link to the Meeting Details window. The error can usually be corrected using the Meeting Details window.
Upcoming Occurrence Details Note If this is a single instance meeting, rather than a recurring meeting this section is labeled “Meeting Details”.	This section displays information about the scheduled meeting, including some options that are set in the Meeting Details window.
Occurrences with Errors	If this is a recurring meeting, all the instances that have an error are displayed in a list. Only some instances of a recurring meeting may be in error if the meeting organizer, using the Calendar client has edited some of the instances. Clicking the date/timestamp link takes you to the Meeting Details window for that meeting instance. Only the first 50 meeting instances with errors are listed in the email, but all instances with errors are listed in the Meeting Details window. Note The upcoming instance of a recurring meeting may not be one of the occurrences causing the error. When you log into Cisco TelePresence Manager from the upcoming meeting link, or any of the occurrences causing the link you will see all the occurrences of the meeting listed in the left-hand column. Click on any occurrence with an icon showing a red X to resolve the error.
Email footer	The URL displayed at the bottom of the email is the same link to the Meeting Details window as the link in the Confirmation Statement above.

Confirmation Meeting Details Window

For description purposes the Meeting Details window is divided into the following sections:

- Meeting Details
- All Occurrences
- Occurrence Details - Rooms Tab Options
- Occurrence Details - Meeting Options
- Rooms - Interoperability Options
- Rooms - Intercompany Host Meeting Options

Meeting Details

This web page allows you to specify options not available via your Calender Application and allows you to correct possible errors. Proceed to the Occurrence Details pane of this webpage to continue to set up options for your room configuration. [Table 11-4](#) provides the Fields and Section Names with descriptions for this window.

Occurrence Details Pane

When the Meeting Details - Occurrence Details field is initially displayed you will see the following fields

- Rooms Tab
- Meetings Tab

:

Figure 11-4 Occurrence Details - Rooms Tab Field

The screenshot shows the Cisco TelePresence Manager web interface. The top navigation bar includes the Cisco logo, the product name "Cisco TelePresence Manager", and user links for "avilan", "Logout", "Preferences", "Help", and "About". The main section is titled "Meeting Details" and contains a descriptive paragraph about the Meeting Manager. Below this is a form with fields for "Subject" (Recurring multipoint), "Scheduler" (Jake Avilan (avilan@srdev.com)), and "State" (Scheduled). The bottom section is split into two panes: "All Occurrences" on the left, showing a calendar view for 2007 and 2009 with a list of dates, and "Occurrence Details" on the right. The "Occurrence Details" pane shows the "Scheduled Start Time" and "Scheduled End Time" for Monday, November 24, 2008. The "Rooms" tab is selected, displaying a list of "Cisco TelePresence Rooms (3 rooms)": TelepresenceRoom31, TelepresenceRoom33, and TelepresenceRoom32. Below the room list are two sections: "Intercompany" with a radio button for "No" selected, and "Interoperability with Video Conferencing" with a radio button for "No" selected. At the bottom right of the "Occurrence Details" pane are "Apply" and "Reset" buttons.

Table 11-4 Meeting Details window

Field or Section Name	Description
Subject	The person scheduling the meeting enters the information in the Subject field.
Scheduler	This field displays the name and email address of the person scheduling the meeting.

Table 11-4 Meeting Details window (continued)

Field or Section Name	Description
All Occurrences	This column lists all the occurrences of your recurring meeting. Each meeting instance is a link. Meeting icons showing a red X refer to those meeting instances with errors. Click the link to show the meeting details for that instance.
Scheduled Start Time	Displays the start date and time of the meeting.
Schedule End Time	Displays the end date and time of the meeting.
Cisco TelePresence Rooms	Displays the list of rooms included in the meeting.
Intercompany	If this is an Intercompany Cisco TelePresence meeting click Yes to display the Intercompany options. See sections Intercompany Host Meeting Options and Intercompany Participant Meeting Options for more information. Note An Intercompany meeting cannot include any Interop devices.
Interoperability with Video Conferencing	If this meeting includes video conferencing endpoints click Yes to display the Interop options.

Meeting Options Tab

Clicking the Occurrence Details - Meeting Options tab in the Meeting Details window displays the following selectable fields:

- Meeting Subject on Phone - Show or Hide
- Switching Mode: - Auto-Assign, Speaker, or Room

[Table 11-5](#) describes these fields.

Figure 11-5 Occurrence Details - Meeting Options Tab

 Cisco TelePresence Manager

avilan | Logout | Preferences | Help | About

Meeting Details

Meeting Manager helps automate Cisco TelePresence calls by reviewing your meeting request and presetting the appropriate equipment to launch your Cisco TelePresence experience with "One-Button-To-Push". This webpage allows you to specify options not available via your calendar application and allows you to correct some errors.

Subject:	Recurring multipoint
Scheduler:	Jake Avilan (avilan@srdev.com)
State:	Scheduled

All Occurrences

<20072009>

--> 11/24/2008 09:00 AM <--

 12/01/2008 09:00 AM

 12/08/2008 09:00 AM

 12/15/2008 09:00 AM

 12/22/2008 09:00 AM

 12/29/2008 09:00 AM

Occurrence Details

Scheduled Start Time :Monday, November 24, 2008 09:00 AM (PST8PDT)

Scheduled End Time :Monday, November 24, 2008 09:30 AM (PST8PDT)

Rooms

Meeting Options

Meeting Subject on Phone :	☒ Show ☐ Hide
Switching Mode :	☒ Auto-Assign ☐ Speaker ☐ Room

* Required Fields

ApplyReset

Table 11-5 **Meeting Options Tab**

Field or Section Name	Description
Meeting Subject on Phone	Choose Hide if you don't want the meeting subject to be displayed on the Cisco TelePresence room phone. Note This options is displayed in the Upcoming Occurrence Details section of the Confirmation email.
Switching Mode	The Switching Mode can be either 'Speaker' or 'Room'. Switching Mode only affects CTS-3000 and CTS-3200 endpoints. If the Switching Mode is set to 'Room' all the participant displays of the endpoint are switched each time the meeting participant who is speaking changes to a meeting participant at a different endpoint. If the Switching Mode is set to 'Speaker' only the corresponding participant display (left, center, or right) is switched; the remaining participant displays are not switched. Using the 'Speaker' switching mode provides the ability to view up to three different remote endpoints at the same time. If you choose Auto-Assign, switching mode is determined by the default CTMS policy. The default CTMS policy is configured on the System Configuration > Policy Management page.

Interoperability Options

Clicking the Occurrence Details - Room Options tab - Interoperability selection in the Meeting Details window displays the following selectable fields:

- Interoperability with Video Conferencing

If responding **Yes**, this allows you to set up the number of endpoints for this meeting.

[Table 11-6](#) describes these fields.

Figure 11-6 Interoperability Options

Cisco TelePresence Manager avilan | Logout | Preferences | Help | About

Meeting Details

Meeting Manager helps automate Cisco TelePresence calls by reviewing your meeting request and presetting the appropriate equipment to launch your Cisco TelePresence experience with "One-Button-To-Push". This webpage allows you to specify options not available via your calendar application and allows you to correct some errors.

Subject: Recurring multipoint
Scheduler: Jake Avilan (avilan@srdev.com)
State: Scheduled

All Occurrences <2007 2009>

- > 11/24/2008 09:00 AM <--
- 12/01/2008 09:00 AM
- 12/08/2008 09:00 AM
- 12/15/2008 09:00 AM
- 12/22/2008 09:00 AM
- 12/29/2008 09:00 AM

Occurrence Details

Scheduled Start Time : Monday, November 24, 2008 09:00 AM (PST8PDT)
Scheduled End Time : Monday, November 24, 2008 09:30 AM (PST8PDT)

Rooms Meeting Options

Cisco TelePresence Rooms (3 rooms)

- TelepresenceRoom31
- TelepresenceRoom33
- TelepresenceRoom32

Intercompany

Intercompany is not permitted when Video Conferencing is in use.

Interoperability with Video Conferencing

Does this meeting include Video Conferencing ? ☒ Yes ☐ No

How many Video Conferencing end points will join this meeting ? (2-3)

Video Conference Access Number

* Required Fields Apply Reset

Table 11-6 Interoperability Options

Field Name	Description
How many Video Conferencing endpoints will join this meeting?	Enter the number of video conferencing devices that will participate in the meeting.
Video Conference Access Number	

Intercompany Host Meeting Options

Figure 11-7 Intercompany Host Meeting Options

The screenshot shows the Cisco TelePresence Manager web interface. The top navigation bar includes the Cisco logo, the title 'Cisco TelePresence Manager', and links for 'avilan', 'Logout', 'Preferences', 'Help', and 'About'. The main content area is titled 'Meeting Details' and contains a descriptive paragraph about the Meeting Manager's function. Below this is a table with meeting details: Subject (Recurring multipoint), Scheduler (Jake Avilan), and State (Scheduled). The left sidebar shows 'All Occurrences' with a calendar view for 2007 and 2009, highlighting the date 11/24/2008. The main panel is titled 'Occurrence Details' and shows the scheduled start and end times for Monday, November 24, 2008. The 'Meeting Options' tab is active, displaying 'Cisco TelePresence Rooms (3 rooms)' as a list: TelepresenceRoom31, TelepresenceRoom33, and TelepresenceRoom32. The 'Intercompany' section contains three questions with radio button options: 'Does this conference include TelePresence rooms from another company?' (Yes/No), 'Which company will host the TelePresence multipoint bridge?' (Another Company/Our Company), and a text input field for 'Enter the sum of TelePresence Resources required by all other companies participating in this meeting :'. The 'Interoperability with Video Conferencing' section states 'Video Conferencing is not permitted when Intercompany is in use.' At the bottom right are 'Apply' and 'Reset' buttons.

Table 11-7 Intercompany Host Meeting Options

Field Name	Description
Enter the sum of Cisco TelePresence resources required by all other companies.	If your company is hosting an Intercompany Cisco TelePresence meeting you need to specify the resources required to include all the participating companies. The sum of the resources needed can be determined by adding the values below for each CTS endpoint participating in the meeting: CTS-500 = 1 resource CTS-1000 = 1 resource CTS-3000 = 3 resources CTS-3200 = 3 resources

Intercompany Participant Meeting Options

If another company is considered the Intercompany Cisco TelePresence meeting host you need to configure your side of the meeting as a participant. You'll need obtain the Dial-in Number and the Conference ID from your CTS-Manager Administrator or from the Host meeting organizer.

Figure 11-8 Intercompany Participant Meeting Options

The screenshot shows the Cisco TelePresence Manager web interface. The top navigation bar includes the Cisco logo, the title "Cisco TelePresence Manager", and links for "avilan", "Logout", "Preferences", "Help", and "About". The main content area is titled "Meeting Details" and contains a descriptive paragraph about the Meeting Manager. Below this is a table with meeting details:

Subject:	Recurring multipoint
Scheduler:	Jake Avilan (avilan@srdev.com)
State:	Scheduled

Below the table is a section for "All Occurrences" with a calendar view showing dates from 2007 to 2009. The "Occurrence Details" section is active, showing the "Scheduled Start Time" as Monday, November 24, 2008 09:00 AM (PST8PDT) and the "Scheduled End Time" as Monday, November 24, 2008 09:30 AM (PST8PDT). The "Rooms" tab is selected, showing "Cisco TelePresence Rooms (3 rooms)": TelepresenceRoom31, TelepresenceRoom33, and TelepresenceRoom32. The "Intercompany" section has two radio buttons: "Does this conference include TelePresence rooms from another company?" (Yes is selected) and "Which company will host the TelePresence multipoint bridge?" (Another Company is selected). Below this is a section for "Enter information provided by the meeting host:" with two required fields: "Multipoint Dial-in Number" and "Intercompany Conference ID". A note states "Interoperability with Video Conferencing: Video Conferencing is not permitted when Intercompany is in use." At the bottom right are "Apply" and "Reset" buttons.

Table 11-8 Intercompany Participant Meeting Options

Field Name	Description
Multipoint Dial-in Number	This is the phone number your Cisco TelePresence room phone will call to join the meeting. This number is provided by the meeting Host's CTMS or your Service Provider's CTMS.
Conference ID	The Conference ID is generated by the Host's CTMS or your Service Provider's CTMS.

Action Required - Meeting Details Window

If you have included only one Cisco TelePresence room in a scheduled meeting you need to use the Meeting Details window to supply a phone number. If you mistakenly included only one Cisco TelePresence room the meeting organizer should use the Calendar client to add additional rooms.

Figure 11-9 Meeting Details Window

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://tsbu-ctm18.cisco.com/scheduler/loginAction.do;jsessionid=65A46A5FD85D1237AA78FE11BCCC8AE0> Go Links »

Cisco TelePresence Manager avilan | Logout | Preferences | Help | About

Meeting Details

Meeting Manager helps automate Cisco TelePresence calls by reviewing your meeting request and presetting the appropriate equipment to launch your Cisco TelePresence experience with "One-Button-To-Push". This webpage allows you to specify options not available via your calendar application and allows you to correct some errors.

Subject: Single room meeting

Scheduler: Jake Avilan (avilan@srdev.com)

State: ERROR: Only one Cisco TelePresence room is scheduled for this meeting. Either add more rooms using your calendaring client or provide a number to dial .

All Occurrences <2007 2009>

--> 11/25/2008 08:00 AM <--

- 12/02/2008 08:00 AM
- 12/09/2008 08:00 AM
- 12/16/2008 08:00 AM
- 12/23/2008 08:00 AM
- 12/30/2008 08:00 AM

Occurrence Details

Scheduled Start Time : Tuesday, November 25, 2008 08:00 AM (PST8PDT)

Scheduled End Time : Tuesday, November 25, 2008 08:30 AM (PST8PDT)

Rooms Meeting Options

Cisco TelePresence Rooms (1 rooms)

TelepresenceRoom32

Number to Dial *

Intercompany

Does this conference include TelePresence rooms from another company? ☐ Yes ☒ No

Interoperability with Video Conferencing

Does this meeting include Video Conferencing ? ☐ Yes ☒ No

* Required Fields

Table 11-9 Meeting Details - Phone Number Dial

Field Name	Description
Number to Dial	Enter the phone number to be dialed to establish a connection from the Cisco TelePresence room phone.