



CHAPTER 10

Monitoring Cisco TelePresence Manager

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Introduction

System monitoring tasks consist primarily of monitoring and updating meeting schedules and monitoring the status of rooms and system services.

Post-Install Guidelines for CTS-Manager

The purpose of this guide is to outline the information you will need to reference in order to continue to configure the system after installing the CTS-Manager.

The flow of tasks you need to do for additional configurations for the CTS-Manager are provided in the following table.

Table 10-1 *Post-Install Guidelines for Configuring CTS-Manager*

Configuring Procedures Guidelines after Installing CTS-Manager	Description	Location
Monitoring CTS-Manager	Describes the support features available when you log into CTS-Manager using a Concierge role.	Current Chapter
CTS-Manager Emails and End-User Web UI	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	Chapter 11, “CTS-MAN Emails and End-User Web UI”

If at any time you encounter problems, go to [Chapter 13, “Troubleshooting Cisco TelePresence Manager”](#) to see how to correct the problem.

Scheduled Meetings

Figure 10-1 Scheduled Meetings window

Support > Scheduled Meetings

Meetings

Start on: 12/8/2008 End on: 12/18/2008 Status: All
Room: Scheduler: MCU: Filter

Showing 1 - 10 of 17 records

	Start Time (+)	End Time (+)	Status	Room	Scheduler	Subject
☐	12/08/2008 09:00 AM	12/08/2008 09:30 AM		TelepresenceRoom31 TelepresenceRoom32 TelepresenceRoom33	avilan@srd...	Recurring multipoint
☐	12/09/2008 08:00 AM	12/09/2008 08:30 AM		TelepresenceRoom32	avilan@srd...	Single room meeting
☐	12/09/2008 10:00 AM	12/09/2008 10:30 AM		TelepresenceRoom31 TelepresenceRoom32 TelepresenceRoom33	chen@srdev...	3 days no end
☐	12/10/2008 08:00 AM	12/10/2008 08:30 AM		TelepresenceRoom32 TelepresenceRoom33	avilan@srd...	P2P recurring
☐	12/11/2008 11:30 AM	12/11/2008 12:00 PM		TelepresenceRoom31 TelepresenceRoom32	Motwani@sr...	Test 1
☐	12/11/2008 05:00 PM	12/11/2008 05:30 PM		TelepresenceRoom31 TelepresenceRoom32 TelepresenceRoom33	Motwani@sr...	Single room meeting
☐	12/11/2008 08:00 PM	12/11/2008 08:10 PM		TelepresenceRoom31 TelepresenceRoom32	Halim@srdev...	Test 32 - Recurring ...
☐	12/12/2008 10:00 AM	12/12/2008 10:30 AM		TelepresenceRoom31 TelepresenceRoom33	chen@srdev...	3 days no end
☐	12/12/2008 02:32 PM	12/12/2008 02:49 PM		TelepresenceRoom32 TelepresenceRoom33 TelepresenceRoom34	chen@srdev...	daily no end
☐	12/15/2008 09:00 AM	12/15/2008 09:30 AM		TelepresenceRoom31 TelepresenceRoom33 TelepresenceRoom32	avilan@srd...	Recurring multipoint

First < Previous Next > Last Rows Per Page: 10 Export Data Details...

(+) All times are shown in time zone America/Los_Angeles (GMT -8.0)

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

Process/Response Times for Scheduled Meetings

Microsoft Exchange or IBM Domino calendar servers typically confirm a meeting request within one minute if all the affected meeting rooms are in auto-accept mode. A meeting room in proxy mode must have a delegate respond to a meeting invite. This can affect the response time for a scheduled meeting. Once all room reservations are confirmed the meeting should appear in the Scheduled Meetings window and the phone UI within five minutes. If email alerts are turned on, confirmation or error emails are generated and sent within 10-15 minutes.

Modifying Meeting Details from a Calendar Client

- If a meeting organizer updates the Subject field of a meeting scheduled with Lotus Notes that has already been sync'd with CTS-Manager, the update is not reflected in phone user interface.
- 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.
- A notification email is not generated if a meeting is processed as part of a server startup.

**Note**

A tentative room meeting process in CTS-Manager does not work for the Domino Calendar server at this time.

Calendar Scheduling Limitation

CTS-Manager only displays endpoint scheduling information for a 12 month window. If a meeting organizer schedules a recurring meeting with meeting instances that extend outside this window, those meeting instances are added to the CTS-Manager database as the calendar date moves forward. If a meeting organizer schedules a future meeting outside the present 12 month window the meeting is not displayed in CTS-Manager until the meeting falls inside the 12 month window.

Generating Scheduled Meeting Reports

You can generate a report about specific scheduled meetings or activity between specific dates by supplying any or all of the following details:

- Step 1** Type the meeting room name in the **Room** field.
- Step 2** Type the user name of the meeting organizer in the **Scheduler** field.
- Step 3** From the **Status** drop-down list, choose the All, Needs Help, With Error, In Progress, Scheduled, Completed, or No Show meeting status.

**Note**

A meeting is in the Needs Help state if the Concierge soft key on the room phone has been selected.

- Step 4** 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.
- Step 5** Type the name of the MCU.
- Step 6** Click **Filter**.

Table 10-2 describes the Scheduled Meetings information.

Table 10-2 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	Meeting status: All, With Error, In Progress, Scheduled, Completed, or No Show.
Room	Meeting room name as specified in the Microsoft Exchange or IBM Domino 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.



Note If a meeting does not appear in the list Scheduled Meetings and it is a recurring meeting, check the starting date of the first occurrence of the meeting. If the meeting was scheduled to begin more than two years in the past, reschedule future occurrences.

Exporting Scheduled Meeting Data

You can use the **Export Data** button to export your scheduled meeting data to a tab-separated values (.tsv) file. The meeting data exported includes the meetings appearing in the Scheduled Meetings window.

Use the filter to display only the scheduled meetings you want to export. You can export as many as 500 meetings. The exported data file is a tab-delimited text file.

Figure 10-2 Viewing Exported Scheduled Meeting Data

	A	B	C	D	E	F	G	H
1	Start Time [Start on: 2/10/2009]	End Time [End on: 02/13/2009]	Instance Type	Status [Matches: All]	Room [Matches: All]	Scheduler [Matches: All]	Subject	MCU [Matches: All]
2	2/10/2009 10:00	2/10/2009 10:30	Recurring Meeting (Instance)	No Show	TelepresenceRoom31 TelepresenceRoom32 TelepresenceRoom33	chen@srdev.com	3 days no end	
3	2/10/2009 11:00	2/10/2009 11:30	Single	Scheduled	TelepresenceRoom32 TelepresenceRoom31	superuser@srdev.com	Testing again	
4	2/10/2009 15:00	2/10/2009 15:30	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom32 TelepresenceRoom31	shrivastava@srdev.com	more than 800 occurrences	
5	2/11/2009 15:00	2/11/2009 15:30	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom31 TelepresenceRoom32	shrivastava@srdev.com	more than 800 occurrences	
6	2/12/2009 11:30	2/12/2009 12:00	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom31 TelepresenceRoom32	Motwani@srdev.com	Test 1	
7	2/12/2009 15:00	2/12/2009 15:30	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom32 TelepresenceRoom31	shrivastava@srdev.com	more than 800 occurrences	
8	2/12/2009 17:00	2/12/2009 17:30	Recurring Meeting (Instance)	With Error	TelepresenceRoom31 TelepresenceRoom33 TelepresenceRoom32	Motwani@srdev.com	Recording test - 3 rooms recurring	
9	2/12/2009 20:00	2/12/2009 20:10	Recurring Meeting (Instance)	With Error	TelepresenceRoom31 TelepresenceRoom32	Halim@srdev.com	Test 32 - Recurring weekly no end date with 2 rooms	
10	2/13/2009 10:00	2/13/2009 10:30	Recurring Meeting (Instance)	With Error	TelepresenceRoom31 TelepresenceRoom33 TelepresenceRoom32	chen@srdev.com	3 days no end	
11	2/13/2009 14:32	2/13/2009 14:49	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom33 TelepresenceRoom32	chen@srdev.com	daily no end	
12	2/13/2009 15:00	2/13/2009 15:30	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom32 TelepresenceRoom31	shrivastava@srdev.com	more than 800 occurrences	
13								
14	Report generated at: Tuesday, February 10, 2009 11:01 AM (America/Los_Angeles)							
15	Report generated by: admin							
16	Report generated from: tsbu-ctm18							
17	All times are shown in time zone: America/Los_Angeles							

Meeting Details

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

For more information about the Meeting Details window refer to “[Chapter 11, “CTS-MAN Emails and End-User Web UI”](#).”

Rooms

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

- The **Summary** view displays the status of all the Cisco TelePresence rooms registered with Cisco TelePresence Manager. [Table 10-3 on page 10-8](#) describes information in this window.

- The **Status** view displays the different error types for Cisco Unified CM, each Cisco TelePresence System registered with Cisco TelePresence Manager, and Microsoft Exchange or IBM Domino connection errors. [Table 10-4](#) describes information in this window.
- The **Capability** view displays the availability of certain Cisco TelePresence features. [Table 10-5](#) describes information in this window.

Generating Room Reports

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

Step 1 Choose the status—All, OK, Error, Needs Help, or In Use—from the **Status** drop-down list.



Note

A room is in the Needs Help state if the Concierge soft key on the room phone has been selected.

Step 2 Type the meeting room in the **Room** field.

Step 3 Click **Filter**.



Note

A maximum of 100 rooms are displayed per page. If you have more than 100 rooms registered with Cisco TelePresence Manager you can click the **Next** button to display the additional rooms.

Figure 10-3 Room Window Summary Tab

Support > Rooms

Summary Status Capability

Rooms

Status: All Room: Filter

Showing 1 - 4 of 4 records

	Status	Room Name	Room Phone	Help Contact	Time Zone	Description	IP Address	Unified CM
☐		TelepresenceRoom34	44000		Pacific Standard/Day...	Telepresence Room 34 (Spa...	172.28.69.230	tsbu-ctm23
☐		TelepresenceRoom32	32000		Pacific Standard/Day...	Telepresence Room 32	172.28.69.228	tsbu-ctm23
☐		TelepresenceRoom31	31000		Pacific Standard/Day...	Telepresence Room 31	172.28.69.227	tsbu-ctm23
☐		TelepresenceRoom33	43000		Pacific Standard/Day...	Telepresence Room 33	172.28.69.229	tsbu-ctm23

First < Previous Next > Last Rows Per Page: 10 Update Schedule View Meetings

Table 10-3 Room 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.
Time Zone	Displays the Time Zone location of the endpoint.
Description	Meeting room description. If text is truncated in this field, move your mouse pointer over the text to see the entire description.
IP Address	IP address of the Cisco TelePresence System. Click the address to go to the Cisco TelePresence System Administration login page.
Cisco Unified CM	IP address of Cisco Unified CM Click the address to go to the Cisco Unified CM Administration login page.

Manually Updating Room Schedules on the Cisco TelePresence Room Phone

To update a room's IP phone with what is currently scheduled in the Microsoft Exchange or IBM Domino database, perform the following steps:

- Step 1** Click the radio button associated with a room.
- Step 2** Click **Update Schedule**.

Viewing Scheduled Meetings for a Specific Room

To obtain additional information about any meetings associated with a room, perform the following steps:

- Step 1** Click the radio button associated with a room.
- Step 2** Click **View Meetings**.

Figure 10-4 Room Window Status Tab

Support > Rooms									
Summary Status Capability									
Rooms									
Status: All Room: Filter									
Showing 1 - 4 of 4 records									
Status	Room Name	Connectivity				CTS		Unified CM	
		Unified CM/CTS	Unified CM/Phone	CTS Man/CTS	CTS Error	Profile	Email ID	Subscription	Sync
	TelepresenceRoom34	✓	✓	✓	✗	✓	✓	✓	✓
	TelepresenceRoom32	✓	✓	✓	✗	✓	✓	✓	✓
	TelepresenceRoom31	✓	✓	✓	✗	✓	✓	✓	✓
	TelepresenceRoom33	✓	✓	✓	✗	✓	✓	✓	✓
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Table 10-4 Room 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	
Cisco Unified CM/CTS	An X indicates a problem with the connection between Cisco Unified CM and the Cisco TelePresence room.
Cisco Unified CM/Phone	An X indicates a problem with the connection between Cisco Unified CM 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 a communication problem between the Cisco TelePresence meeting room and Cisco Unified CM.
Cisco Unified CM	
Profile	An X indicates a problem with the Cisco TelePresence System user profile stored in Cisco Unified CM.
Email ID	An X indicates a problem with the Cisco TelePresence System email ID stored in Cisco Unified CM.
Microsoft Exchange	
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 Unified CM, that does not match the email address in Microsoft Exchange.
Sync	An X indicates a synchronization problem between the room and Microsoft Exchange.
IBM Domino	
Subscription	An X indicates a polling problem between the TelePresence meeting room and the Domino server. 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 Unified CM, that does not match the email address in IBM Domino.
Sync	An X indicates a synchronization problem between the TelePresence meeting room and the Domino server.

Figure 10-5 Room Window Capability Tab

Support > Rooms

Summary Status **Capability**

Rooms

Status: Room:

Showing 1 - 4 of 4 records

Status	Room Name	CTS Version	Multipoint Conference	Projector	Document Camera	Conference Termination	Interop	Satellite Room	30 FPS	Web Services Security
	TelepresenceRoom34	Not Available	✓	✗	✗	✓	✓	✗	✗	
	TelepresenceRoom32	CTS 1.5.0 (janngu	✓	✗	✗	✓	✓	✓	✗	
	TelepresenceRoom31	CTS 1.5.0 (janngu	✓	✗	✗	✓	✓	✓	✗	
	TelepresenceRoom33	CTS 1.5.0 (1916)	✓	✗	✗	✓	✓	✓	✗	

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Table 10-5 Room Capability

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.
CTS Version	Displays the software release version for the CTS endpoint. Note Versions of CTS prior to 1.5 only display “Not Available” in this field. This does not affect any functionality.
Multipoint Conference	A check specifies the endpoint supports multipoint meetings.
Projector	A check specifies the endpoint includes a working projector.
Document Camera	A check specifies a document camera is installed.
Conference Termination	A check specifies the endpoint supports conference termination. Refer to “Policy Management, page 9-44” in Monitoring Cisco TelePresence Manager for more information about conference termination.
Interop	A check specifies the endpoint supports Interop calls.

Table 10-5 Room Capability (continued)

Field	Description or Setting
Satellite Room	A check specifies the endpoint is using a satellite connection.
30 FPS	A check specifies the endpoint supports 30 frames per second data streaming for presentations.
Web Services Security	A check specifies the endpoint supports HTTPS communications.

MCU Devices

Choose MCU Devices (Multipoint Conference Unit) to display information about the MCUs associated with Cisco TelePresence Manager. The MCU window is divided into two tabs—Summary and Capability.

Summary Tab

The Summary tab lists the MCU devices associated with CTS-Manager.

Generating Multipoint Conference Unit Reports

You can generate a report about specific MCU devices with the following steps:

- Step 1** Choose the status—All, OK, or Error—from the **Status** drop-down list.
- Step 2** Type the MCU Hostname in the **MCU** field.
- Step 3** Click **Filter**.
- Step 4** Select a MCU and click **Details** to display a detailed report about the MCU device.
- Step 5** Select a MCU and click **Update Schedule** to send the latest meetings schedule to the MCU.



Note The Update Schedule button is not available when you select a CUVC device, because there is no direct communication between a CUVC and CTS-Manager.

- Step 6** Select a MCU and click **View Meetings** to display a list of meetings assigned to that MCU.

Figure 10-6 MCU Window Summary Tab

Support > Multipoint Conference Unit

Summary **Capability**

MCU Devices

Status: All ▼ MCU: Filter

Showing 1 - 2 of 2 records

	Status	Hostname	Type	Control State	Description
☐	Error	tsbu-ctm17	CTMS	Scheduled	CTS Manager
☐	OK	tsbu-cuvc	CUVC	Scheduled	CUVC

First < Previous Next > Last Rows Per Page: 10 ▼ Details... Update Schedule View Meetings

Table 10-6 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. Note A CUVC always shows a status of OK.
Hostname	The address of the MCU.
Type	CTS-Manager supports two types of MCU: - Cisco TelePresence Multipoint Switch (CTMS) - Cisco Unified Video Conferencing (CUVC)
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.

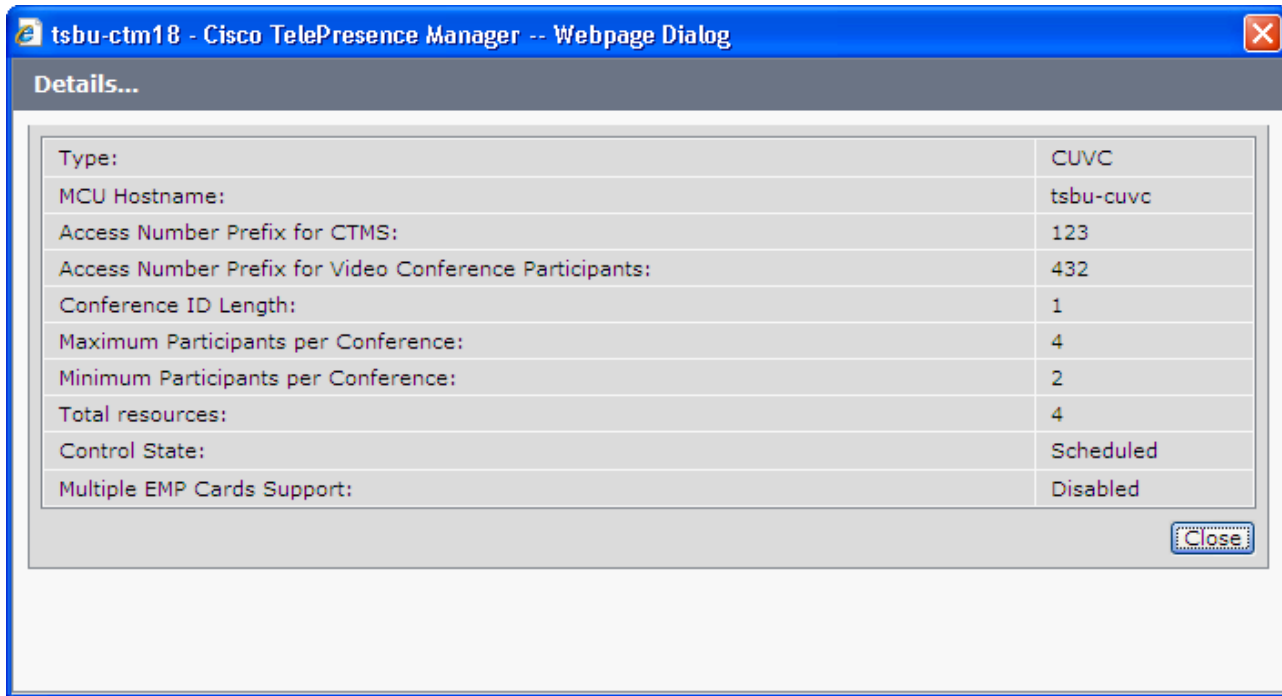
Figure 10-7 CTMS Details Window

Details...	
Type:	CTMS
MCU Hostname:	tsbu-ctm17
Username:	tsbu-ctm17usr
Timezone:	America/Los_Angeles
Access Numbers:	17410
Segment Count:	48
Control State:	Scheduled
Migrate All Meetings To:	☐ ▼

Save Close

Table 10-7 Details Window for a CTMS

Field	Description or Settings
Type	This is always CTMS.
MCU Hostname	This is the address of the MCU.
Username	Username used to log into 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.
Control State	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.

Figure 10-8 CUVC Details Window**Table 10-8** Details Window for a CUVC

Field	Description or Settings
Type	This is always CUVC.
MCU Hostname	This is the address of the MCU.
Access Number Prefix for CTMS	The access number prefix for your CTMS is based on your enterprise dialing plan.
Access Number Prefix for Video Conferencing Participants	This access number prefix is based on your enterprise dialing plan.
Conference ID Length	The values can be 1-8.
Maximum Participants per Conference	Enter a numeric value for the maximum number of meeting participants that may dial into the conference call.
Minimum Participants per Conference	The minimum value for this field is 2. This value cannot exceed the Maximum Participants per Conference value.

Table 10-8 **Details Window for a CUVC (continued)**

Field	Description or Settings
Total Resources	This value should be greater than the Maximum Participants per Conference. Note If you have enabled EMP card support the values in the Total Resources field and the Minimum Participants per Conference field are calculated for you. The calculation is <i>Number of EMP Cards x Maximum Participants per Conference</i>.
Control State	Scheduled or Non-scheduled. A MCU is available for meetings if it is in a Scheduled Control state.
Multiple EMP Cards Support	Enabling EMP card support provides additional resources to support a greater number of video calls using the CUVC. CTS-Manager with EMP card support enabled allows up to 48 video calls per EMP card.

Capability Tab

The Capability tab identifies the Cisco TelePresence features available for each MCU device. Refer to [Figure 10-9 on page 10-17](#).

Figure 10-9 MCU Window Capability Tab

Support > Multipoint Conference Unit

Summary **Capability**

MCU Devices

Status: All MCU: Filter

Showing 1 - 2 of 2 records

Status	Hostname	Type	Version	Switching	Conference Termination	Interop	Web Services Security
Error	tsbu-ctm17	CTMS	1.5.0.0 (158)	✓	✓	✓	
OK	tsbu-cuvc	CUVC		✗	✗	✗	

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Last
Rows Per Page: 10

Table 10-9 MCU Capability

Field	Description or Settings
Status	MCU status. OK or error.
Hostname	The hostname for the MCU device.
Type	Identifies the MCU as either CTMS or CUVC.
Version	Displays the software version running on the device.
Switching	A check specifies the device supports either speaker or room switching.
Conference Termination	A check specifies the device supports conference termination. Refer to “ Policy Management, page 9-44 ” in Monitoring Cisco TelePresence Manager for more information about conference termination.
Interop	A check specifies the device is running a software version that supports interop services.
Web Services Security	A check specifies the endpoint supports HTTPS communications.

Cisco Unified Communications Manager

To display settings that associate the Cisco TelePresence Manager with Cisco Unified CM, choose Support > Unified CM.

Figure 10-10 Cisco Unified CM Window

Support > Unified CM	
Service Status:	OK
Hostname:	tsbu-ctm23
IP Address:	172.28.68.182

Table 10-10 describes fields and settings for the CUCM

Table 10-10 Cisco Unified Communications Manager Settings

Field	Description or Settings
Service Status	Display-only status report of system services. You may see a progress indicator in the status field, especially if many Cisco TelePresence meeting rooms are being managed by CTS-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 Cisco Unified CM was caused by a network outage. You can remove the error status by clicking Discover Rooms on the System Configuration > Discovery Service page.
Hostname	Name of the Cisco Unified CM server host.
IP Address	IP address of Cisco Unified CM server host.

Command Line Interface

For all commands for the CTS-Manager, refer to the Cisco TelePresence Manager CLI Book set, http://www.cisco.com/en/US/products/ps7074/tsd_products_support_series_home.html