



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](#).

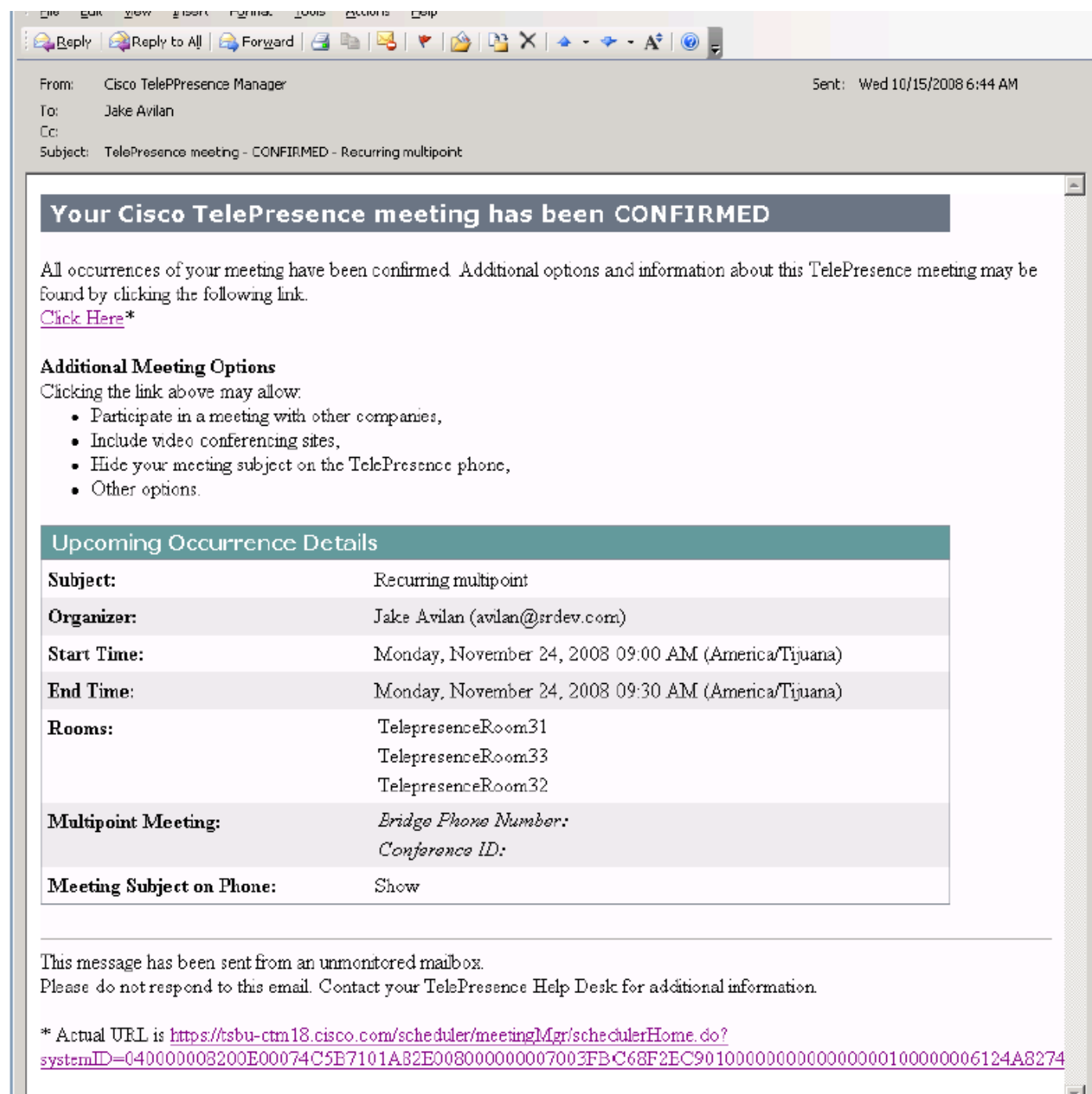
Figure 11-1 Point to Point Meeting Confirmation Email

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

Your Cisco TelePresence meeting has been CONFIRMED

Additional options and information about this TelePresence meeting may be found by clicking the following link. [Click Here](#)*

Additional Meeting Options
Clicking the link above may allow:

- Participate in a meeting with other companies,
- Include video conferencing sites,
- Hide your meeting subject on the TelePresence phone,
- Enable studio mode recording,
- Other options.

Meeting Details	
Subject:	P2P
Organizer:	
Start Time:	Friday, October 30, 2009 07:00 AM (GMT 0.0 STANDARD / GMT 0.0 DAYLIGHT)
End Time:	Friday, October 30, 2009 07:30 AM (GMT 0.0 STANDARD / GMT 0.0 DAYLIGHT)
Rooms:	SJC19-4-CLUELESS (6) SJC19-1-SOUTH PACIFIC (6)
Meeting Subject on Phone:	Show

This message has been sent from an unmonitored mailbox.
Please do not respond to this email. Contact your TelePresence Live Desk for additional information.

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.

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

Email Section	Description
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**

Your Cisco TelePresence meeting is NOT CONFIRMED

The following error was discovered:

A second TelePresence room, or other participant, has not been defined for this meeting. (Error: 1205)

To fix this problem please click the following link.
[Click Here*](#)

Additional Meeting Options
Clicking the link above may allow:

- Participate in a meeting with other companies,
- Include video conferencing sites,
- Hide your meeting subject on the TelePresence phone,
- Enable studio mode recording,
- Other options.

TelePresence Meeting Details

Subject:	test email response
Organizer:	
Start Time:	Thursday, October 29, 2009 07:00 AM (GMT 0.0 STANDARD / GMT 0.0 DAYLIGHT)
End Time:	Thursday, October 29, 2009 07:30 AM (GMT 0.0 STANDARD / GMT 0.0 DAYLIGHT)
Rooms:	SJC19-4-CLUELESS (6)
Meeting Subject on Phone:	Show

This message has been sent from an unmonitored mailbox.
Please do not respond to this email. Contact your TelePresence Live Desk for additional information.

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	This section displays information about the scheduled meeting, including some options that are set in the Meeting Details window.
Note If this is a single instance meeting, rather than a recurring meeting this section is labeled "Meeting Details".	

Table 11-3 **Action Required Email**

Email Section	Description
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](#)
- [Occurrence Details](#)

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
- [VD Interop](#) tab
- [Intercompany](#) tab
- [Meeting Options](#) tab

Figure 11-4 **Default Rooms Tab Field**

tsbu-ctsman-2.cisco.com - Cisco TelePresence Manager - Microsoft Internet Explorer

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 meeting with new room to see if all the meetings are still launchable when upgrade cucm from 6.1.3 to 7.1.2 with 1.6 version of ctsmanage

Organizer: sruser1 tsbu (sruser1@devtest.com)

State: WARNING: This meeting cannot be modified as its scheduled start time has elapsed.

Notification Email: Not Available

All Occurrences

<2008 2010>

10/15/2009
10/16/2009
10/20/2009
10/21/2009
10/22/2009
10/23/2009
-> 10/27/2009 <-
10/28/2009
10/29/2009
10/30/2009
11/03/2009
11/04/2009
11/05/2009
11/06/2009
11/10/2009
11/11/2009
11/12/2009
11/13/2009
11/17/2009
11/18/2009
11/19/2009
11/20/2009
11/24/2009
11/25/2009
11/26/2009
11/27/2009
12/01/2009
12/02/2009

Occurrence Details

Scheduled Start Time : Tuesday, October 27, 2009 12:00 PM (America/Los_Angeles)

Scheduled End Time : Tuesday, October 27, 2009 12:30 PM (America/Los_Angeles)

Rooms VC Interop Intercompany Meeting Options

Cisco TelePresence Rooms (1 rooms)

tproom cucm2 tsbu

Number to Dial *

* Required Fields

Table 11-4 **Meeting Details window**

Field or Section Name	Description
Subject	The person scheduling the meeting enters the information in the Subject field.
Organizer	This field displays the name and email address of the person scheduling the meeting.
State	Gives the state of the current meeting if it is properly scheduled. If it is not, then provides a warning message.
Notification Email	Provides you with the last email sent and the time stamp whether or not the meeting is successfully set up.
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.
Occurrence Details	
Scheduled Start Time	Displays the start date and time of the meeting.
Schedule End Time	Displays the end date and time of the meeting.

Rooms Details Option

If you have included only one Cisco TelePresence room in a scheduled meeting you need to use the Meeting Details - Rooms tab 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.

Table 11-5 Action Required Meeting Details Window

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

VC Interop Options

Video Interoperability options available are Include Video Conferencing - **Yes** or **No**.

If select **No**, the following window appears, click **Send Email** if Notification Email is set up for this.

Figure 11-5 Video Interop Options - No Video Conferencing

tsbu-ctsman-2.cisco.com - Cisco TelePresence Manager - Microsoft Internet Explorer

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 meeting with new room to see if all the meetings are still launchable when upgrade cucm from 6.1.3 to 7.1.2 with 1.6 version of ctsmanage

Organizer: sruser1 tsbu (sruser1@devtest.com)

State: WARNING: This meeting cannot be modified as its scheduled start time has elapsed.

Notification Email: Not Available

All Occurrences | **Occurrence Details**

< 2008 | 2010 >

10/15/2009
10/16/2009
10/20/2009
10/21/2009
10/22/2009
10/23/2009
-> 10/27/2009 <-
10/28/2009
10/29/2009
10/30/2009
11/03/2009
11/04/2009
11/05/2009
11/06/2009
11/10/2009
11/11/2009
11/12/2009
11/13/2009
11/17/2009
11/18/2009
11/19/2009
11/20/2009
11/24/2009
11/25/2009
11/26/2009
11/27/2009
12/01/2009
12/02/2009

Scheduled Start Time : Tuesday, October 27, 2009 12:00 PM (America/Los_Angeles)
Scheduled End Time : Tuesday, October 27, 2009 12:30 PM (America/Los_Angeles)

Rooms | **VC Interop** | **Intercompany** | **Meeting Options**

Does this meeting include Video Conferencing? ☐ Yes ☒ No

* Required Fields Send Email Apply Reset

Video Interoperability options available are Include Video Conferencing - **Yes** or **No**.

If select **Yes**, the following window appears, click **Send Email** if Notification Email is set up for this.

Figure 11-6 Video Interop Options - Yes Video Conferencing

The screenshot shows the 'Meeting Details' window in the Cisco TelePresence Manager web interface. The window title is 'tsbu-ctsman-2.cisco.com - Cisco TelePresence Manager - Microsoft Internet Explorer'. The main content area is divided into two sections: 'Meeting Details' and 'Occurrence Details'.

Meeting Details:

- Subject:** recurring meeting with new room to see if all the meetings are still launchable when upgrade cucm from 6.1.3 to 7.1.2 with 1.6 version of ctsman
- Organizer:** sruser1 tsbu (sruser1@devtest.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.
- Notification Email:** Not Available

Occurrence Details:

- Scheduled Start Time:** Wednesday, November 4, 2009 11:00 AM (America/Los_Angeles)
- Scheduled End Time:** Wednesday, November 4, 2009 11:30 AM (America/Los_Angeles)
- Rooms:** VC Interop, Intercompany, Meeting Options
- Does this meeting include Video Conferencing?** ☒ Yes ☐ No
- How many Video Conferencing end points will join this meeting?** [1-11]
- Video Conference Access Number:** Not Available
- * Required Fields:** Send Email, Apply, Reset

The left sidebar shows a list of dates from 10/15/2009 to 12/02/2009, with a navigation bar for years 2008 and 2010.

Table 11-6 Video 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. The range is 1 - 11.
Video Conference Access Number	This number is previously configured in the CUVC prefix and is generated by CTS-Manager in this window.
Send Email	If the system is set up for email notification, the Send Email button will send confirmation of video conferencing.

Table 11-6 Video Interoperability Options

Field Name	Description
Apply	If the number of end points that join in the meeting are changes, use the Apply button to save the changed number.
Reset	This removes what has been configured and allows you to set new values.

Intercompany Host Meeting Options

Intercompany options available are “Does this meeting include TelePresence rooms from another company- **Yes** or **No**.”

If select **No**, as shown in the following window , click **Send Email** if Notification Email is set up for this.

Figure 11-7 Intercompany Host Meeting Options

The screenshot shows the Cisco TelePresence Manager web interface in a Microsoft Internet Explorer browser window. The title bar reads "tsbu-ctsman-2.cisco.com - Cisco TelePresence Manager - Microsoft Internet Explorer". The main content area is titled "Meeting Details" and contains a message: "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." Below this message is a form with the following fields:

- Subject:** recurring meeting with new room to see if all the meetings are still launchable when upgrade cucm from 6.1.3 to 7.1.2 with 1.6 version of ctsman
- Organizer:** sruser1 tsbu (sruser1@devtest.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.
- Notification Email:** Not Available

Below the form is a section titled "All Occurrences" with a calendar view showing dates from 10/15/2009 to 12/02/2009. To the right of the calendar is the "Occurrence Details" section, which shows the "Scheduled Start Time" as Wednesday, November 4, 2009 11:00 AM (America/Los_Angeles) and the "Scheduled End Time" as Wednesday, November 4, 2009 11:30 AM (America/Los_Angeles). Below the times are tabs for "Rooms", "VC Interop", "Intercompany", and "Meeting Options". The "Intercompany" tab is selected, and it contains the following text:

Intercompany is not permitted when Video Conferencing is in use or if Studio Mode Recording is enabled.
Does this meeting include TelePresence rooms from another company? ☐ Yes ☒ No

At the bottom of the "Intercompany" tab are buttons for "Send Email", "Apply", and "Reset".

Intercompany hosting options available are Does this meeting include TelePresence rooms from another company? - **Yes** or **No**.

If select **Yes**, the following window appears, click **Send Email** if Notification Email is set up for this.

Intercompany Participant Meeting Options

Figure 11-8 Meeting Details - Intercompany Meeting Set-up Window

tails

anager 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 application and allows you to correct some errors.

Weekly instance

super user (super@tsbudevtest.com)

The meeting is properly scheduled.

on Email: Last sent on 10/15/2009 10:24 PM (Status: Success)

nces

Occurrence Details

Scheduled Start Time : Monday, November 2, 2009 04:00 AM (US/Pacific-New)

Scheduled End Time : Monday, November 2, 2009 04:30 AM (US/Pacific-New)

Rooms Intercompany Meeting Options

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

Enter information provided by the meeting host

Multipoint Dial-in Number

Intercompany Conference ID

The host needs to know that your rooms require Telepresence Resources ☐

* Required Fields

Send Email Apply Reset

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

Enter the information and click **Apply** to set the values.

Table 11-7 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. Note You must provide the E164 number beginning with the country code followed by a "." and the local phone number. <i>country_code.local_phone_number</i>. Example: 123.123455555

Table 11-7 *Intercompany Participant Meeting Options (continued)*

Field Name	Description
Intercompany Conference ID	The Conference ID is generated by the Host's CTMS or your Service Provider's CTMS.
The sum of Cisco TelePresence resources required by all other companies.	If your company is hosting an Intercompany Cisco TelePresence meeting, the number of resources required to include all the participating companies is listed. 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-1100 = 1 resource CTS-1300 = 1 resource CTS-3000 = 3 resources CTS-3200 = 3 resources

**Note**

For all intercompany participant meetings, the Bridge Access Number specified by the user via the Admin UI meeting detail screen is evaluated if dial plan translation is possible. If translation is possible, the translated E.164 number is pushed to the phone as the remote phone number. If translation is not possible, the entered access number is pushed to the phone without any further modifications. This behavior is implemented to support intercompany participant calls in both Service Provider mode (which may not require E.164 translation) as well as enterprise mode.

Meeting Options Tab

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

Figure 11-9 Meeting Options Tab

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 in the calendar application and allows you to correct some errors.

Subject: test second recurring
Organizers: Test user1 (tuser1@forest1.com)
State: The meeting is properly scheduled.
Notification Email: Last sent on 10/27/2009 01:17 PM (Status: Success)

All Occurrences | Occurrence Details

<2008 | 2010>

->10/30/2009<-

10/31/2009
11/06/2009
11/07/2009
11/13/2009
11/14/2009
11/20/2009
11/21/2009
11/27/2009
11/28/2009

Scheduled Start Time : Friday, October 30, 2009 06:30 PM (US/Pacific-New)
Scheduled End Time : Friday, October 30, 2009 07:00 PM (US/Pacific-New)

Rooms | **Meeting Options**

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

* Required Fields

Table 11-8 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. Select Show if you do want the subject displayed. Note This option is displayed in the Upcoming Occurrence Details section of the Confirmation email.
Switching Mode	The Switching Mode can be either "Auto-Assign," "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.

