



CHAPTER 7

Installing or Upgrading Cisco TelePresence Manager

Revised: February 11, 2011, OL-13673-06
First Published: November 27, 2006

Contents

- [Introduction, page 7-1](#)
- [System Information, page 7-2](#)
- [Installation Guidelines, page 7-2](#)
- [Installing Cisco TelePresence Manager from DVD, page 7-3](#)
- [Required Information and Equipment, page 7-3](#)
- [Recovering Administrator and Security Passwords, page 7-9](#)
- [System Log Error Detection, page 7-10](#)
- [Software Upgrade, page 7-12](#)
- [Upgrading to Cisco TelePresence Manager 1.6, page 7-13](#)

Introduction

This document explains how to install the Cisco TelePresence Manager software in your network. You will then be able to schedule Cisco TelePresence system meetings through existing Microsoft Outlook messaging software or IBM Domino software, receive reminders, and connect to a remote meeting site with the touch of a button.

To enable these features, you must provide Cisco TelePresence Manager with the contact and access information it requires to connect to and talk with your network. The purpose of this guide is to walk you through each step using the Cisco TelePresence Manager installation DVD and the accompanying wizard help windows.

The installation requires information about your network and the rules for finding and exchanging information. Once this pre-installation data is set up, then the Cisco TelePresence Manager program can be installed from DVD. In addition, the administrator can use the System Configuration window to upgrading system software,

System Information

The System Information window to see a quick summary of information about your Cisco TelePresence System. The window is divided into two areas:

- System Information lists model numbers, hostname, addresses, and hardware and software version information.
- Product Software Versions lists software currently configured in the system. It includes product names and version numbers.

Table 7-1 **System Information**

SKU	CTS-Manager1.5.x
Hostname	The name of the CTS-Manager server (e.g. tsbu-ctm19).
IP Address	The IP address of the CTS-Manager server.
Subnet Mask	The subnet mask of the CTS-Manager server (e.g. 255.255.255.0).
MAC Address	The MAC address of the CTS-Manager server (e.g. 00:18:fe:73:58:14).
Hardware Model	The hardware model of the CTS-Manager server (e.g. 7835H2).
Software Version	The version of CTS-Manager software running on the server (e.g. 1.5.0.0).
OS Version	The software version of the Cisco Unified Communications OS running on the CTS-Manager server (e.g. CUCOS 3.0.0.0-44).

Installation Guidelines

The purpose of this guide is to reference the information you will need in order to install the CTS-Manager software.

The flow of tasks you need to perform to install and configure the CTS-Manager are provided in the following table.

Table 7-2 **Install Guide for setting up CTS-Manager**

Setup Procedure Guidelines after Installing CTS-Manager	Description	Location
Initializing CTS-Manager	After installing the CTS-Manager software, the next process is initializing Cisco TelePresence Manager to enable access to information sources such as Microsoft Exchange Server for meeting requests from Microsoft Outlook, Active Directory for accessing user and conference room information, and Cisco Unified Communications Manager for conference room availability and telephone support	Chapter 8, “Initializing Cisco TelePresence Manager”
Additional Installation Procedures for CTS-Manager	The administrator makes use of the System Configuration window to perform system configuration tasks such as as synchronizing system databases, managing security, and reconfigure system settings	Chapter 9, “Additional Installation Configurations for Cisco TelePresence Manager”
Monitoring CTS-Manager	Monitoring and updating meeting schedules and monitoring the status of rooms and system services	Chapter 10, “Monitoring Cisco TelePresence Manager”

Installing Cisco TelePresence Manager from DVD

The following section covers installation procedures for the CTS-Manager.

Required Information and Equipment

To install the Cisco TelePresence Manager system files, the following equipment and information are needed:

- The Model 7845 Cisco Media Convergence Server that came with Cisco TelePresence Manager, installed and connected to a Domain Name System (DNS) server and your network.
- DNS configuration for both forward and reverse name resolution is required for all servers configured in CTS-Manager, so that all server names can be resolved bidirectionally by DNS. This includes the server name for CTS-Manager itself.
- The information, listed in [Table 7-3, “Installation Window and field Definitions”](#) that includes your system-specific values and parameters.

- A management console able to access the Model 7845 Cisco Media Convergence Server.
- The DVD included in your Cisco TelePresence Manager documentation and installation packet. Use the Installation Wizard included on this disk.

Introduction to the CTS-Manager Administration Software

CTS-Manager Administration software is accessed through your browser. All Cisco TelePresence administration software supports Internet Explorer 6.0. CTS-Manager Administration software is accessed through the server's host name or IP address.

Logging Into CTS-Manager

When doing a login to the account to access the CTS-Manager functions, use:

- your email ID if using Microsoft Exchange
- your own corporate login attribute (mail) if using IBM Domino.

There are three levels of functionality when logging into CTS-Manager. Any user not in these access categories will only see their own meeting details.

Administrator Role

When an administrator logs into the CTS-Manager, the following selections and information are available:

- System Information
- System Status
- Support
- System Configuration
- Troubleshooting

The administrator performs the same tasks performed by a concierge, but has an additional system configuration task available. The administrator has a different login name and password from that of the concierge. The administrator's access privileges allow access to the internal workings of the system where the administrator can modify system settings such as passwords, IP addresses, and security settings. The administrator is also responsible for defining schedules to back up the database and for assigning a concierge to a meeting room.

In day-to-day operations, the administrator assists the Live Desk person with monitoring system status and, when problems occur, takes action to correct them by analyzing system error messages and debugging log files.

Superuser Role

The system superuser has a special login account that allows access to two additional administrative tasks. These tasks are only visible by logging in using the superuser password. This role is used mainly during installation of CTS-Manager. After installation of CTS-Manager, this role will default to administrator.

- System Settings
- Software Upgrade

Live Desk Role

When a person designated as Live Desk logs into CTS-Manager, the following selections and information are available:

- System Information
- System Status
- Support
- Troubleshooting

The Live Desk is the first person contacted when there are questions or problems pertaining to connecting meeting participants. Live Desks can be assigned rooms to monitor in the CTS-Manager application. Assigned Live Desks are easily reached by dialing the Help soft key on the Cisco IP phone in a Cisco TelePresence-enabled meeting room.

Installation Procedure for Cisco TelePresence Manager

Step 1 Insert the CTS-Manager installation DVD in the server.

There may be a short delay while the installer validates the integrity of the files on the DVD and configures the server for the operating system and the CTS-Manager software.



Caution

Remove the DVD from the DVD drive after the installation/upgrade is complete. Leaving the DVD in the drive can prevent CTS- Manager from restarting properly after rebooting the server.

Step 2 The installer checks for a prior installation of CTS-Manager software. Choose **Yes** to continue, or **No** to abort the installation.

Step 3 If you choose **Yes** to continue the installation, the Installation Wizard opens in the next window. Read and become familiar with the wizard conventions.

Step 4 Click **Proceed**.

Step 5 Fill in each window with the information defined in [Table 7-3, “Installation Window and field Definitions”](#).

Step 6 When you are satisfied that the information is correct, click **OK** in the Configuration Confirmation window to begin the installation process. Be patient while the process takes place.

When the installation is complete, the server reboots. The installer then checks for network connectivity and access to a DNS server. If it cannot find these connections, an error message is displayed. If the installation process completes successfully, the message “The Installation of the Cisco TelePresence Manager Has Completed Successfully” is displayed.

**Caution**

Remove the DVD from the DVD drive after the installation/upgrade is complete. Leaving the DVD in the drive can prevent Cisco TelePresence Manager from restarting properly after rebooting the server.

Installation Page Values Defined

Table 7-3 explains in detail the window and field definitions of the Cisco TelePresence Manager installation process in detail.

Table 7-3 *Installation Window and field Definitions*

Installation Windows and Fields	Description and Usage
Installation Wizard	
Proceed:	The installation wizard requests necessary configuration information before installing CTS-Manager files.
Skip:	Skip this wizard and install CTS-Manager files without configuration information. After the files are installed and the system reboots, the installation program will request configuration information.
Cancel:	Cancel this installation.
Autonegotiation Window Configuration	
NIC Speed	<p>The speed of the server network interface card (NIC), in megabits per second.</p> <ul style="list-style-type: none"> The possible speeds are 10, 100, and 1000 mbps. Default is 100 mbps. <p>Note Cisco recommends a NIC speed of at least 100 mbps for best performance.</p>
Duplex Configuration	<p>The duplex setting of the server NIC.</p> <ul style="list-style-type: none"> The possible settings are Half and Full. Default is Full. <p>Note Cisco recommends full duplex for best performance.</p>
DHCP Configuration Window and Fields	
Host Name	<p>A hostname is an alias that is assigned to an IP address to help identify it.</p> <ul style="list-style-type: none"> Enter a hostname that is unique to your network. The hostname can consist of up to 64 characters and can contain alphanumeric characters and hyphens.
IP Address	<p>The IP address uniquely identifies a server on your network.</p> <ul style="list-style-type: none"> Enter the IP address in the form <i>ddd.ddd.ddd.ddd</i>, where <i>ddd</i> can have a value from 0 to 255 (except 0.0.0.0).

Table 7-3 *Installation Window and field Definitions (continued)*

Installation Windows and Fields	Description and Usage
IP Mask	<p>The IP subnet mask of this machine. The subnet mask together with the IP address defines the network address and the host address.</p> <ul style="list-style-type: none"> Enter the IP mask in the form <i>ddd.ddd.ddd.ddd</i>, where <i>ddd</i> can have a value from 0 to 255 (except 0.0.0.0). <p>Valid example: 255.255.240.0.</p> <p>Invalid example: 255.255.240.240.</p>
GW Address	<p>GW Address are for static configurations. A network point that acts as an entrance to another network. Outbound packets are sent to the gateway that will forward them to their final destination.</p> <ul style="list-style-type: none"> Enter the IP address of the gateway in the format <i>ddd.ddd.ddd.ddd</i>, where <i>ddd</i> can have a value from 0 to 255 (except 0.0.0.0). <p>Note If you do not have a gateway, you must still fill in this field by setting it to 255.255.255.255. Not having a gateway may limit you to communicating only with devices on your subnet.</p>
DNS Client Configuration	<p>You will be prompted to enter DNS server information. A DNS server is a device that resolves a hostname into an IP address or an IP address into a hostname.</p> <p>Note If you have a DNS server, Cisco requires choosing Yes to enable DNS. Disabling DNS limits the system's ability to resolve some domain names.</p>
Primary DNS	CTS-Manager contacts this DNS server first when attempting to resolve hostnames. This field is mandatory.
Secondary DNS (optional)	<p>When a primary DNS server fails, CTS-Manager will attempt to connect to the secondary DNS server.</p> <ul style="list-style-type: none"> Enter the IP address in dotted decimal format as <i>ddd.ddd.ddd.ddd</i>, where <i>ddd</i> can have a value from 0 to 255 (except 0.0.0.0).
Domain	A sequence of case-insensitive ASCII labels separated by dots (for example, "cisco.com")—defined for subtrees in the Internet Domain Name System and used in other Internet identifiers, such as hostnames, mailbox names, and URLs.

Table 7-3 *Installation Window and field Definitions (continued)*



Installation Windows and Fields	Description and Usage
Administrative Login Configuration	
Admin ID	<p>The username for the CTS-Manager Administrator. This is the administrator login that includes superuser permissions.</p> <ul style="list-style-type: none"> Ensure that the name is unique. It is recommended to start with a lowercase alphanumeric character and can contain alphanumeric characters (uppercase and lowercase), hyphens, and underscores. <p> Caution The admin ID cannot be changed after installation without reinstalling CTS-Manager. Record it for safekeeping.</p>
Password / Confirm	<p>A password that allows the administrator to log into CTS-Manager.</p> <ul style="list-style-type: none"> The password must be at least six characters long and maximum of 31 characters. It is recommended to start with a lowercase alphanumeric character, using English characters only. International characters are not supported in this version. <p>This field can be changed at Cisco TelePresence Manager web interface. Record it for safekeeping.</p> <p> Note The password cannot be changed until at least 24 hours after it was created, unless you reinstall CTS-Manager.</p> <p>Recovering Administrator and Security Passwords</p> <p>If you lose the administrator password or security password, two different procedures can be followed to reset these passwords. These procedures are in the section following this table.</p>
Certificate Signing Request Configuration	<p>A certificate signing request (CSR) is a message sent from an applicant to a certificate authority in order to apply for a digital identity certificate.</p> <ul style="list-style-type: none"> These values create a CSR for the server where the certificate will be installed.
Organization	Your company or organization name.
Unit	Your business unit, group, or organizational unit name.
Location	The physical location of the organization, most often a city.
State	The region, state, province, or other region where the organization resides.
Country	Your company or organization country of record.

Table 7-3 *Installation Window and field Definitions (continued)*

Installation Windows and Fields	Description and Usage
Network Time Protocol Client Configuration	NTP is used to synchronize the clocks on Cisco IP telephony servers with an external network time server that uses NTP.
NTP Server 1	Enter the hostname or IP address of one or more NTP server.
NTP Servers 2–5	<ul style="list-style-type: none"> NTP Server 1 value is mandatory; NTP Servers 2–5 are optional. <p>Tip Cisco strongly recommends that you enter the NTP server by which Cisco Unified CM synchronizes its clock as the primary NTP server. If these servers are out of synchronization, CTS-Manager will not operate properly.</p>
Database Access Security Configuration	Cisco TelePresence Manager uses the security password to communicate with its database.
Security Password / Confirm	<ul style="list-style-type: none"> The password must be at least six characters long and a maximum of 31 characters. It is recommended to start with a lowercase alphanumeric character., using English characters only.

Recovering Administrator and Security Passwords

If you lose the administrator password or security password, two different procedures can be followed to reset these passwords.



Note

During this procedure, you must remove and then insert a valid DVD in the disk drive to prove that you have physical access to the system.



Note

The password cannot be changed until at least 24 hours after it was created, unless you reinstall CTS-Manager (see [Recovery procedure 2](#)., page 7-10).

Recovery procedure 1:

- Step 1** Log in to the system with the following username and password:

Username: **pwrecovery**

Password: **pwreset**
- Step 2** The Welcome to platform password reset window displays.
- Step 3** Press any key to continue.
- Step 4** If you have a DVD in the disk drive, remove it now.
- Step 5** Press any key to continue. The system tests to ensure that you have removed the DVD from the disk drive.
- Step 6** Insert a valid DVD into the disk drive. The system tests to ensure that you have inserted the disk.
- Step 7** After the system verifies that you have inserted the disk, you see a prompt to enter one of the following options:
 - a. Enter **a** to reset the administrator password.

- b. Enter **s** to reset the security password.
- c. Enter **q** to quit.

Step 8 Enter a new password of the type that you chose.

Step 9 Reenter the new password.

Step 10 After the system verifies the strength of the new password, the password gets reset, and you're prompted to press any key to exit the password reset utility.

Recovery procedure 2:

If your password is lost, reinstall Cisco TelePresence Manager to regain access.

System Log Error Detection

When a problem is detected, you must collect system errors and logs files so they can be analyzed for prompt resolution

System Log

Choose the System Log window to see a list of system messages. You can filter the list by starting and ending dates and message type All, Fatal, Severe, Moderate, Warning, and Info, as follows:

- Use the Calendar icon to choose dates, or type the dates in the **Start On** and **End On** fields using the MM/DD/YYYY date format.
- Click **Filter** to generate the list.

Figure 7-1 System Log Window

Troubleshooting > System Log

System Log

Start on: 12/8/2008 End on: 12/8/2008 Type: All Filter

Showing 1 - 1 of 1 records

Time stamp (+)	Type	ID	Module	Message
12/08/2008 11:18 AM	SEVERE	3801	MultipointMgr	Failed to authenticate with MCU 'tsbu-ctm17'.

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

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

Table 7-4 lists the error information provided by the system.

Table 7-4 System Error Report

Field	Description
Timestamp	Date and time the message was logged. You can sort the messages in ascending or descending order by the time stamp.
Type	Message type.
ID	Message identification number. You can sort the reports in ascending or descending order by ID.
Module	Component within CTS-Manager that generated the error.
Message	Explanation of problem detected. Move your mouse pointer over a message field to see a complete description.

System Error - AXL Error or Invalid Credential

If the System Errors>Details message in the Syslog appears as seen in Figure 7-2, or the Invalid Credentials message appears when testing connections, the user should make sure that all the required services are running. Also, the user may need to refer to Chapter 5, “Configuring Cisco Unified CM for Cisco TelePresence Manager” to review what services need to be running on the Cisco UCM for CTS-Manager.

Figure 7-2 System Log - System AXL Error Message

The screenshot shows the Cisco TelePresence Manager interface. The left sidebar contains a navigation menu with options like System Information, Support, Dashboard, Scheduled Meetings, Rooms, MCU Devices, Unified CM, System Configuration, Security Settings, Database, Microsoft Exchange, LDAP Server, Discovery Service, Live Desks, Access Management, Policy Management, System Settings, Application Settings, Software Upgrade, Troubleshooting, System Log, and Log Files. The main content area is titled 'Troubleshooting > System Log' and displays a 'System Log' table. The table has columns for Time stamp (+), Type, ID, Module, and Message. The log shows several entries, including three fatal errors (ID 2404) and one info message (ID 2432). A 'Web Page Dialog' window titled 'System Errors > Details' is open, showing details for error ID 2404, which is a fatal error from the DiscoveryMgr module. The message is 'Failed to send AXL message to Unified CM 'tsbu-test-cucm1'. Error: (404)Not Found.' The dialog also shows the number of occurrences (1) and the most recent occurrence (07/30/2009 10:43 AM).

Time stamp (+)	Type	ID	Module	Message
07/30/2009 10:43 AM	FATAL	2404	DiscoveryMgr	Failed to send AXL message to Unified CM 'tsbu-test-cucm1'. Error: (404)Not Found.
07/30/2009 08:01 AM	FATAL	2404	DiscoveryMgr	Failed to send AXL message to Unified CM 'tsbu-test-cucm1'. Error: (404)Not Found.
07/30/2009 07:57 AM	FATAL	2404	DiscoveryMgr	Failed to send AXL message to Unified CM 'tsbu-test-cucm1'. Error: (404)Not Found.
07/30/2009 12:00 AM	INFO	2432	DiscoveryMgr	Discovery completed for Unified CM '172.28.68.118'...

Details for Error ID 2404:

- ID: 2404
- Type: FATAL
- Module: DiscoveryMgr
- SubModule: DiscoveryMgr
- Number of Occurrences: 1
- Most Recent Occurrence: 07/30/2009 10:43 AM
- Message: Failed to send AXL message to Unified CM 'tsbu-test-cucm1'. Error: (404)Not Found.
- Detail: (404)Not Found

If it is necessary to drill down further into error data, go to the Log files. For further information about Log details, go to [Chapter 13, "Troubleshooting Cisco TelePresence Manager"](#)

Software Upgrade

If you are the system administrator and know the superuser password, you can access the Software Upgrade window to monitor and maintain system software. This window reports the version number of the system software. There are also two buttons to assist you in version maintenance between primary and backup and upgrading the system software, as follows:

Figure 7-3 System Configuration - Software Upgrade Window

System Configuration > Software Upgrade	
Active Version:	1.5.0.0-272
Inactive Version:	Not Available
<input type="button" value="Switch Versions"/> <input type="button" value="Upgrade Software"/>	
Most Recent Upgrade Attempt	
Time:	Not Available
Status:	Not Available
From Version:	Not Available
To Version:	Not Available
Upgrade Log:	Not Available

- **Switch Version**—The hard drive on the server on which this CTS-Manager is installed is partitioned into two areas. Each area can contain a system image. The **Switch Version** button allows you to switch between the Active and Inactive versions of the system software.
- **Upgrade Software**—This button loads a patch file for upgrading system software. The Cisco-supplied patch file can be stored on a CD-ROM or a Secure FTP (SFTP) host network. A wizard displays dialog boxes to prompt you through the process. In addition to SFTP, FTP is also supported on a best-effort basis due to variations of behavior between different FTP servers. Only username/password-based login is supported. Anonymous login is not supported. Secure FTP (SFTP) is the recommended mode for downloading the upgrade software over the network.

Upgrading to Cisco TelePresence Manager 1.6

Switching calendar application type, e.g. changing from Exchange to Domino, during Cisco TelePresence Manager upgrade is not supported. A fresh install is required to install Cisco TelePresence Manager for Domino deployment.

- Software upgrade is only supported from CTS-Manager 1.4 or 1.5 to 1.6.
- Data are automatically migrated during software upgrade, with the exceptions of:
 - custom email templates
 - log files
- Perform a backup before performing a CTS-Manager upgrade and another backup after upgrade is completed and verified.
- If for any reason you must revert to a previous release after the upgrade is completed, you can switch to the old partition from CTS-Manager.

**Note**

Upgrades might take upto 5 hours or more - do not think the sytem is frozen during upgrades - do not reboot

Switch Version

The hard drive on the CTS-Manager server is divided into two partitions. CTS-Manager is always using the Active partition and contains the Active software version. The software image versions are identified in the System Configuration> Software Upgrade window.

You may find it necessary to switch the version of the CTS-Manager software.

- To switch between the two software versions stored in the partitions, click the **Switch Version** button.

The system will swap the software versions and reboot. Screens will describe activity.

Upgrade Software

This task upgrades the CTS-Manager software by loading and applying a patch file from either a CD-ROM or an SFTP/FTP host network. Before starting this task, determine the source of the patch file.

- To start the software upgrade process, click the **Upgrade Software** button. The Source Selection dialog box appears.

**Note**

Once you have launched the Upgrade Wizard the upgrade process cannot be started by any other user logged into the same Cisco TelePresence Manager server.

- Click the **CD-ROM** or **Network** radio button to choose the location of the patch file.

If you chose CD-ROM, click **Next** to go to the File Selection window.

If you chose Network, provide the following information, and then click **Next** to go to the File Selection window.

- **Host**—The hostname of the network server.
- **Port**—The port. By default, port 22 is used to access the server; supply the correct port number, if required.

**Note**

If you choose to perform the software upgrade using FTP you do not need to supply a port number.

- **Username and Password**—The user account and password needed to log into the server.
- **Storage Path**—The file path to the patch file, e.g. */localview/ctm_patch*

**Caution**

Perform FTP for Upgrade, Backup and Restore on a best-effort basis, due to potential variations in the responses sent by the FTP server. Only username/password-based login is supported. Anonymous login is not supported.

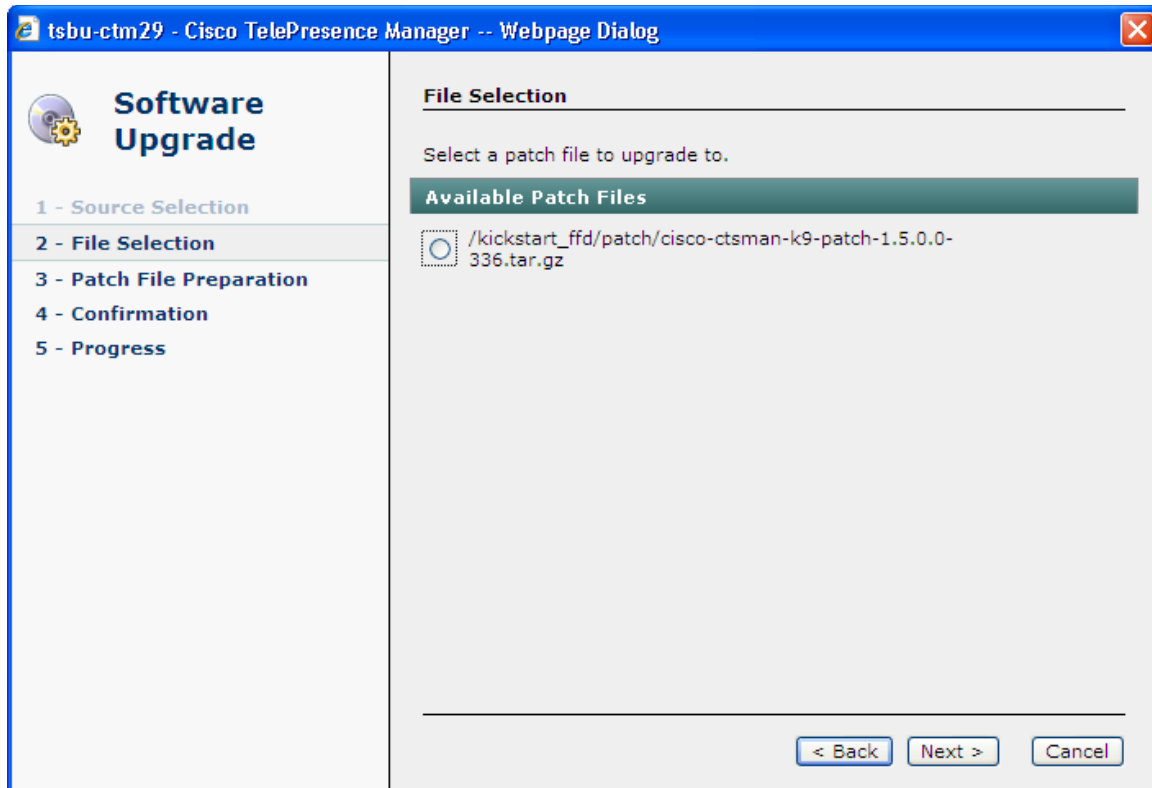
Secure FTP (SFTP) is the recommended mode of transferring files over the network.

Figure 7-4 *Software Upgrade - Source Selection Window*

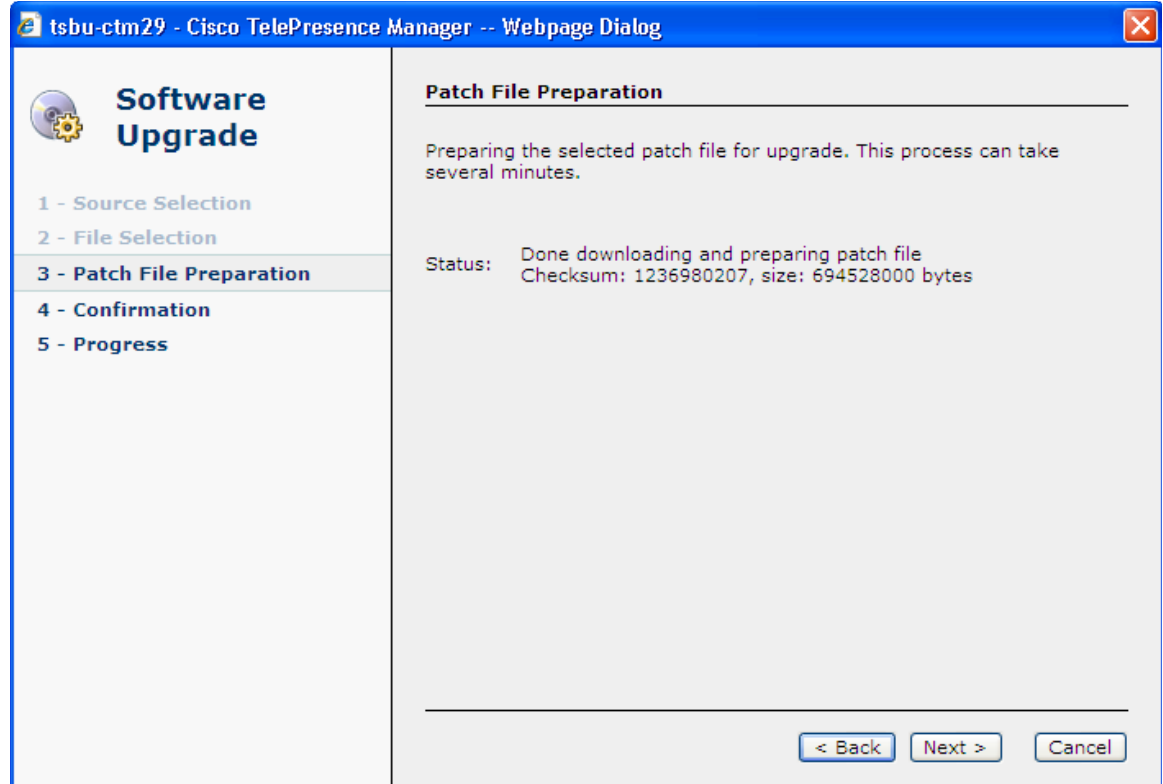
The screenshot shows a web-based dialog box titled "tsbu-ctm29 - Cisco TelePresence Manager -- Webpage Dialog". The window is divided into two main sections. On the left is a sidebar with a "Software Upgrade" header and a list of five steps: "1 - Source Selection", "2 - File Selection", "3 - Patch File Preparation", "4 - Confirmation", and "5 - Progress". The "1 - Source Selection" step is currently selected. The main area on the right is titled "Source Selection" and contains instructions: "Select the source of the patch file. CD-ROM is the CD-ROM drive mounted on the appliance itself. Network is a SFTP host." Below this, there are radio buttons for "CD-ROM" and "Network", with "Network" being selected. Under the "Network" selection, there are radio buttons for "SFTP" (selected) and "FTP". Below these are five input fields, each followed by a red asterisk indicating a required field: "Host:", "Port:" (containing the value "22"), "Username:", "Password:", and "Storage Path:". At the bottom right of the dialog are three buttons: "< Back", "Next >", and "Cancel".

- At the File Selection window, choose the file to load by clicking its radio button. Then click **Next**.

Figure 7-5 **Software Upgrade - File Selection window**



- The Patch File Preparation window appears. Watch this window to monitor the progress of the file download. Buttons will be inactive until the patch file is loaded.

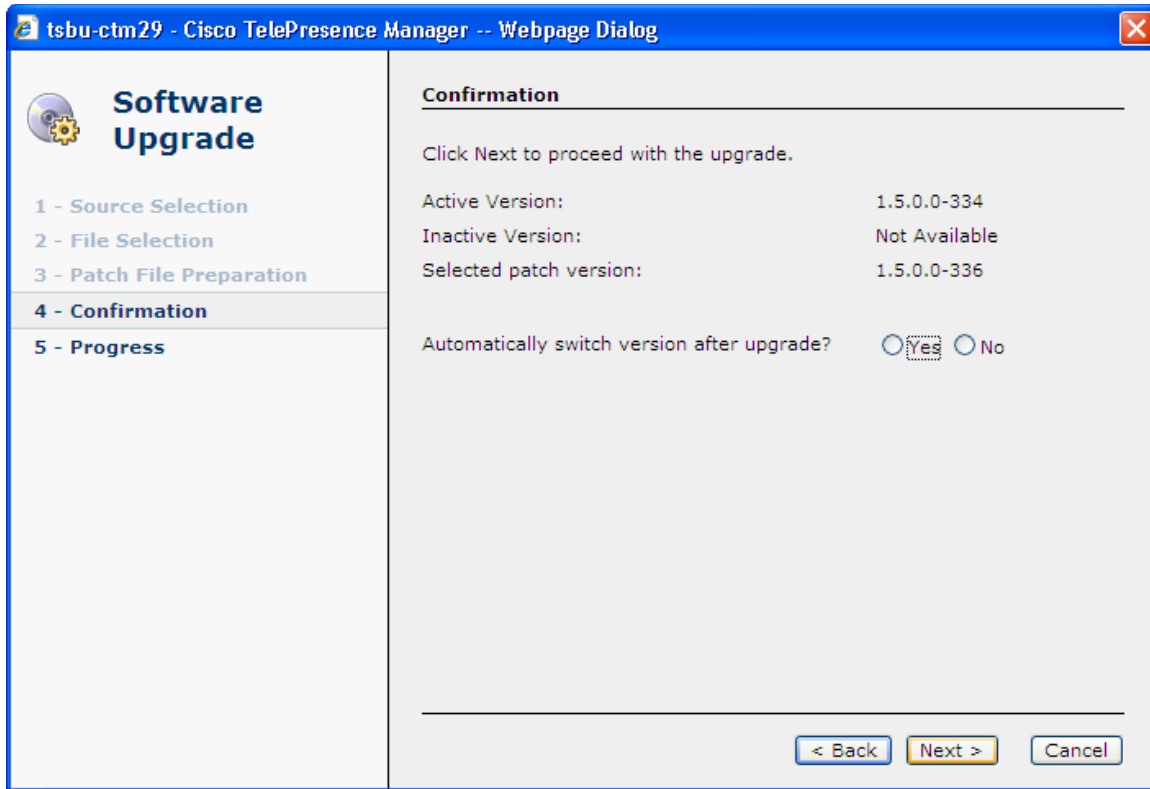
Figure 7-6 **Software Upgrade - Patch File Preparation Window**

- Once the file is loaded, the window displays a Confirmation message.

The software wizard displays the software versions that are installed and provides active Yes and No radio buttons so you can choose to switch the newly loaded software to the active partition.

- Click **Yes** or **No** to make your choice. Then click **Next** to finish the software upgrade task.

Figure 7-7 Software Upgrade - Confirmation Window

**Note**

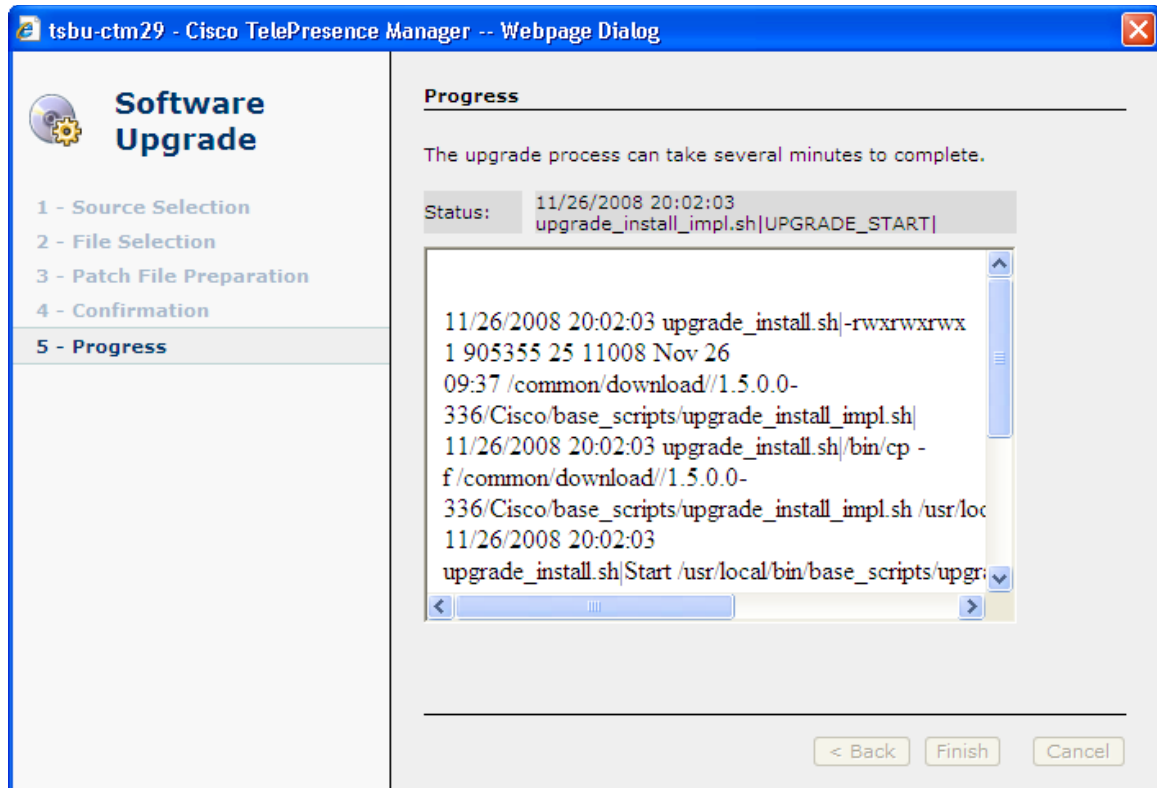
When you click **Yes**, you can still cancel the upgrade.

**Caution**

Once you click **Next** to confirm, you cannot cancel the upgrade.

The install wizard displays a dialog window that logs the progress of the update.

Figure 7-8 Software Upgrade - Progress Window

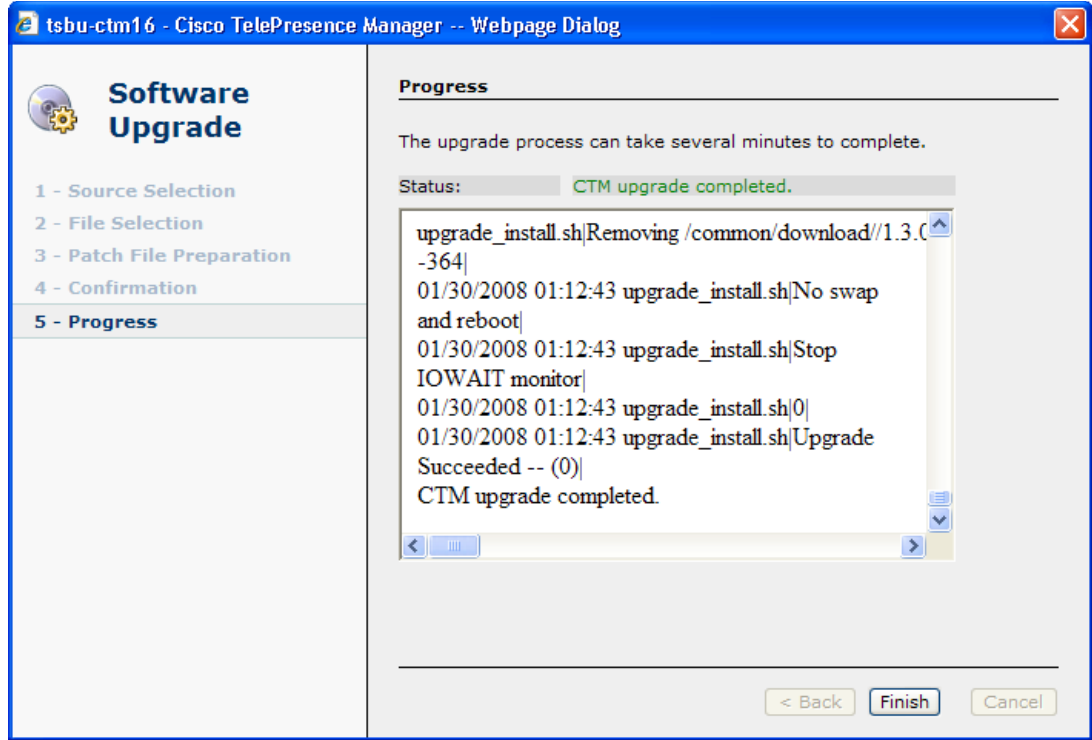


- When the log indicates that the files have been switched, click **Finish** to complete this task.

**Note**

If you selected to automatically switch to the new version, a message is displayed letting you know there is no connectivity to the server during the switch.

Figure 7-9 Software Upgrade - CTM Upgrade Completed Window



Cisco TelePresence Manager Window

The Cisco TelePresence Manager window is divided into several panes with different functionality.

Header Pane

Figure 7-10 Cisco TelePresence Manager Header Pane

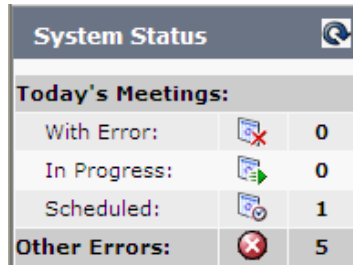






A header at the top of all CTS-Manager windows shows either "admin" or the login name of the concierge currently logged in and provides four links:

- **Logout**—Click to log out of the system.
- **Preferences**—Click to display the Browser's location information.
- **Help**—Click to display online help for using the CTS-Manager.
- **About**—Click to display licensing information.

System Status Pane

Figure 7-11 *System Status Pane*



System Status		
Today's Meetings:		
With Error:		0
In Progress:		0
Scheduled:		1
Other Errors:		5

System Status is always in view in the lower left corner of the CTS-Manager window. Both the concierge and the administrator must closely monitor this area for notification of system errors and changes in the status of today's meetings.

The icons and numbers are links. They will take you to a window in the CTS-Manager that helps you identify problems for the With Error state or see more information about meetings in the In Progress and Scheduled states.

The following meeting states are displayed for Today's Meetings:

- With Error
- In Progress
- Scheduled

The Other Errors area displays a cumulative number of errors listed in the Dashboard.

Navigation Pane

Figure 7-12 *Navigation Pane*



The navigation pane contains the list of commands you can run within Cisco TelePresence Manager. The commands are divided into three drop-down lists:

- **Support** — This drop-down list contains commands available to a Concierge, Administrator, or Superuser.
- **System Configuration** — This drop-down list contains commands available to an Administrator or Superuser. If you log in as a Superuser the System Settings and Software Upgrade commands are included in the list.
- **Troubleshooting** — This drop-down list contains commands available to an Administrator or Superuser.

Work Pane

Figure 7-13 Work Pane

System Information

SKU:	CTS-MAN1.5
Hostname:	tsbu-ctm18
IP Address:	172.28.68.165
Subnet Mask:	255.255.255.0
MAC Address:	00:1a:4b:33:2f:ec
Hardware Model:	7835H2
Software Version:	1.5.0.0 (272)
OS Version:	UCOS 4.0.0.0-7

Product Software Versions

Product Name	Supported	Actual
Microsoft Exchange	[08.00.10685, 08.01.10240, 6.5.6944, 6.5.7226, 6.5.7638]	6.5.7638
Active Directory	[2003]	2003
Cisco Unified Communications Manager	[6.1.2]	6.1.2.2000(1)

The frame to the right of the Navigation pane is the content area. The gray bar above the content area shows the navigational path so you can see where you are at any time.

The following sections describe objects, functions, and information displayed in the Work pane associated with a specific command.

Tabs

Some windows have tabs that you click to display additional functionality related to a command.

Filtering Information

Some windows provide fields where you can enter criteria to filter the information contained in a report. Click the Filter button to display the reports using the criteria you specify. The settings are temporary; when you exit the page, the criteria are removed.

Obtaining Additional Information and Help

To access additional information or relevant windows, click a highlighted link.

Navigating Long Lists

When there is a long list of data in a window, you can navigate through it using Next, Last, First, and Previous buttons at the bottom of the window. The Rows Per Page drop-down list also found at the bottom of the window can be used to change the number of rows displayed. Choose 10, 20, 50, or 100 rows per page. The setting is temporary, and when you exit the page the default setting is restored.

Copying and Pasting Information

You can place information displayed by the CTS-Manager in a file using standard copy-and-paste functions.

Typing Information in Fields

For information provided in fields, use the mouse to highlight and delete existing information. Type in new information.

New or modified information is applied using the Apply button.

To back out of changes and return to original settings, use the Reset button.

Typing Telephone Numbers

Telephone numbers must be entered into CTS-Manager fields exactly as they will be dialed by the IP phone. For example, if you need to dial 9 to get an outside telephone line and you are calling a different area code or international dialing code, you must provide all the required numbers to the CTS-Manager in the exact sequence in which they should be dialed. The following is an example: **915105550100**.

Typing Meeting Room Names

The names of meeting rooms must be typed into CTS-Manager fields exactly as they are stored in your Microsoft Exchange, or IBM Domino database. If a room is listed as **M-Room 1/3 at Main** in the Microsoft Outlook or Lotus Notes list of resources, that name must be typed exactly the same way in the CTS-Manager. Otherwise, the system will not be able to match records and an error occurs.

Viewing All Information

Sometimes only a portion of text is visible and is completed by ellipses. You can see the full text in a tooltip by slowly passing the mouse pointer over the partial text. You can do this in any field in the user interface where text is cut off.

Preferences

Clicking Preferences in the header pane displays the Preferences window.

Figure 7-14 Preferences Link in the Header Pane



The first time you login you need to specify the timezone you are in. This localizes Cisco TelePresence Manager's meeting times to your location. You can use the Preferences window to change the timezone.

Figure 7-15 **Preferences window**