CTS-Manager Emails and Meeting Manager

Contents

Introduction

Cisco TelePresence meetings are scheduled between one or more conference rooms. The calendar server sends an acceptance email to the meeting organizer, with the notice that the rooms have been reserved and placed on the calendar. CTS-Manager sends either a Confirmation email or an Error email in which action is required from the meeting organizer.

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 logs into CTS-Manager using their Windows logon account (account name and password). For more information about confirmation emails refer to the various meeting sections below. For more information about the CTS-Manager Meeting Details window, refer to the section Meeting Manager Window.

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

User Authentication

In order to log in to CTS-Manager, the user needs to provide their Exchange or Domino email ID for authentication. For Exchange servers using multiple LDAP forests, the user account can reside in a remote forest. This will be associated with a disabled user account in the local forest using the Windows attribute "Associate External Account to Mailbox." Only an associated user account can authenticate with CTS-Manager. User accounts which have read access to the mailbox but are not associated will not be able to authenticate with CTS-Manager.

Point-to-Point Meetings

The Point-to-Point meeting confirmation email is described in Table 13-1.

Table 13-1   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.
Meeting Details	This section displays information about the scheduled meeting.

Table 13-1   Point-to-Point Meeting Confirmation Email

Email Section	Description
Modify Your Meeting	This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include:
	WebEx: clicking this button allows the organizer to go to the Meeting Options window to set WebEx so it can be used for this meeting.
	The WebEx button does not appear if the meeting organizer is a WebEx Non-Permitted user.
	Note Firefox users may receive an error message when clicking the WebEx button. Click OK in the error message to continue on to the WebEx window.
	Intercompany: clicking this button allows the organizer to go to the Intercompany window to enable Intercompany to allow TelePresence rooms from outside your company to participate in the TelePresence meeting.
	Note If you enable Intercompany, you cannot add video conferencing (VC) rooms to your meeting.
	Usage Survey: clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting.
	Meeting Options: clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting.
	Note When a meeting organizer modifies their meeting in Microsoft Outlook, they must click the Send Update button for the changes to be sent to CTS-Manager.
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.
	Note For this link to work, the CTS-Manager hostname must have a DNS entry.

Figure 13-1   *Point-to-Point Meeting Confirmation Email*

Multipoint Meetings

The Multipoint meeting confirmation email is described in Table 13-2.

Table 13-2   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.
Meeting Summary	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 Call-In Number and the meeting's Meeting Number.
Modify Your Meeting	This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include:
	WebEx: clicking this button allows the organizer to go to the Meeting Options window to set WebEx so it can be used for this meeting.
	The WebEx button does not appear if the meeting organizer is a WebEx Non-Permitted user.
	Note Firefox users may receive an error message when clicking the WebEx button. Click OK in the error message to continue on to the WebEx window.
	Intercompany: clicking this button allows the organizer to go to the Intercompany window to enable Intercompany to allow TelePresence rooms from outside your company to participate in the TelePresence meeting.
	Note If you enable Intercompany, you cannot add video conferencing (VC) rooms to your meeting.
	Usage Survey: clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting.
	Meeting Options: clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting.
	Note When a meeting organizer modifies their meeting in Microsoft Outlook, they must click the Send Update button for the changes to be sent to CTS-Manager.
Copy the meeting information to your other participants	Copy the information in this section, paste it into an email and send it to your other meeting participants.
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.
	Note For this link to work, the CTS-Manager hostname must have a DNS entry.

Figure 13-2   Multipoint Meeting Confirmation Email

cisco Cisco TelePresence

✓ Your TelePresence meeting is confirmed and will appear in the calendar shown on the TelePresence phone(s) in the scheduled room(s).

Meeting Details

Subject	meeting
Organizer	John Smith (jsmith@example.com)
Start Time	Tuesday, April 27, 2010 08:00 PM (GMT -8.0 STANDARD / GMT -7.0 DAYLIGHT)
End Time	Tuesday, April 27, 2010 08:30 PM (GMT -8.0 STANDARD / GMT -7.0 DAYLIGHT)
Rooms	JC21-3-OCEANVIEW 1300 (6)
	JC21-3-LAKEVIEW 1300 (6)
	JC21-2-MOUNTAINVIEW (20)

Modify Your Meeting

WebEx...	Allow WebEx users to participate in this meeting
Intercompany...	Allow Cisco TelePresence rooms from outside your company to participate
Usage Survey...	Complete the survey for this meeting
Meeting Options...	Meeting options include:

- **Hide Subject** -- For private meetings / hide the subject on the phone's calendar

This message has been sent from an unmonitored mailbox. Please do not respond to this email.

Contact your TelePresence Help Desk for additional information.

If the buttons above are not working, click the following link.

https://xxmn-mtgs.example.com/adminui/meetingMgr/schedulerHome.do?systemID=040000008200E00074C5B71
01A82E00800000000A0E78C656C01CB010000000000000000100000008A230E12CE76AD429AC2F1F7F89C2B17
&schedulerID=jsmith@example.com&serialID=110492

Video Conferencing Meetings

Table 13-3   Video Conferencing Meeting Confirmation Email

Email Section	Description
Confirmation Statement (below the email banner)	This section confirms the meeting is properly scheduled.
Meeting Details	This section displays information about the scheduled meeting, including Subject, Organizer, Start Time, End Time and Rooms that have been scheduled.
Modify Your Meeting	This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include: WebEx: clicking this button allows the organizer to go to the Meeting Options window to set WebEx so it can be used for this meeting. The WebEx button does not appear if the meeting organizer is a WebEx Non-Permitted user. **Note** Firefox users may receive an error message when clicking the WebEx button. Click OK in the error message to continue on to the WebEx window. Usage Survey: clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting. Meeting Options: clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting. **Note** When a meeting organizer modifies their meeting in Microsoft Outlook, they must click the Send Update button for the changes to be sent to CTS-Manager.
Copy the meeting information to your other participants	This section displays the Call-In Phone Number for that the meeting organizer should send to the participants attending via a video conferencing room.
Email footer	The URL displayed at the bottom of the email is a link that provides the email in plain text format. **Note** For this link to work, the CTS-Manager hostname must have a DNS entry.

Figure 13-3   *Video Conferencing Meeting Confirmation Email*

Video Conferencing Error Email

The error email is sent to the meeting organizer when the video conference room is not reserved for a meeting. Follow the instructions in the email header to schedule video conference rooms for a meeting.

Figure 13-4   Video Conference Meeting Error Email

Action Required Email

Action Required emails are sent to the meeting organizer to alert them of the following error conditions. The Action Required email is described in Table 13-4.

- **501205 - 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 13-4. 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 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 email is sent to the meeting organizer.

- **501211 - Room Not Compatible**: One or more Cisco TelePresence rooms are running software that is incompatible with the Cisco TelePresence Multipoint Switch.

- **501212 - Resource Not Available**: Not enough Cisco TelePresence Multipoint Switch resources are available to support the multipoint meeting.

- **501213 - Bridge or Server Not Configured**: A Cisco TelePresence Multipoint Switch has not been configured for the network.

- **501217 - CUVC Resource Not Available**: Insufficient Video Conferencing resources to setup multipoint meeting.

- **29105 - Inactive WebEx Account**: Inactive WebEx user account. Whether the account is reactivated or a new one is created, the meeting organizer must reauthenticate with WebEx.

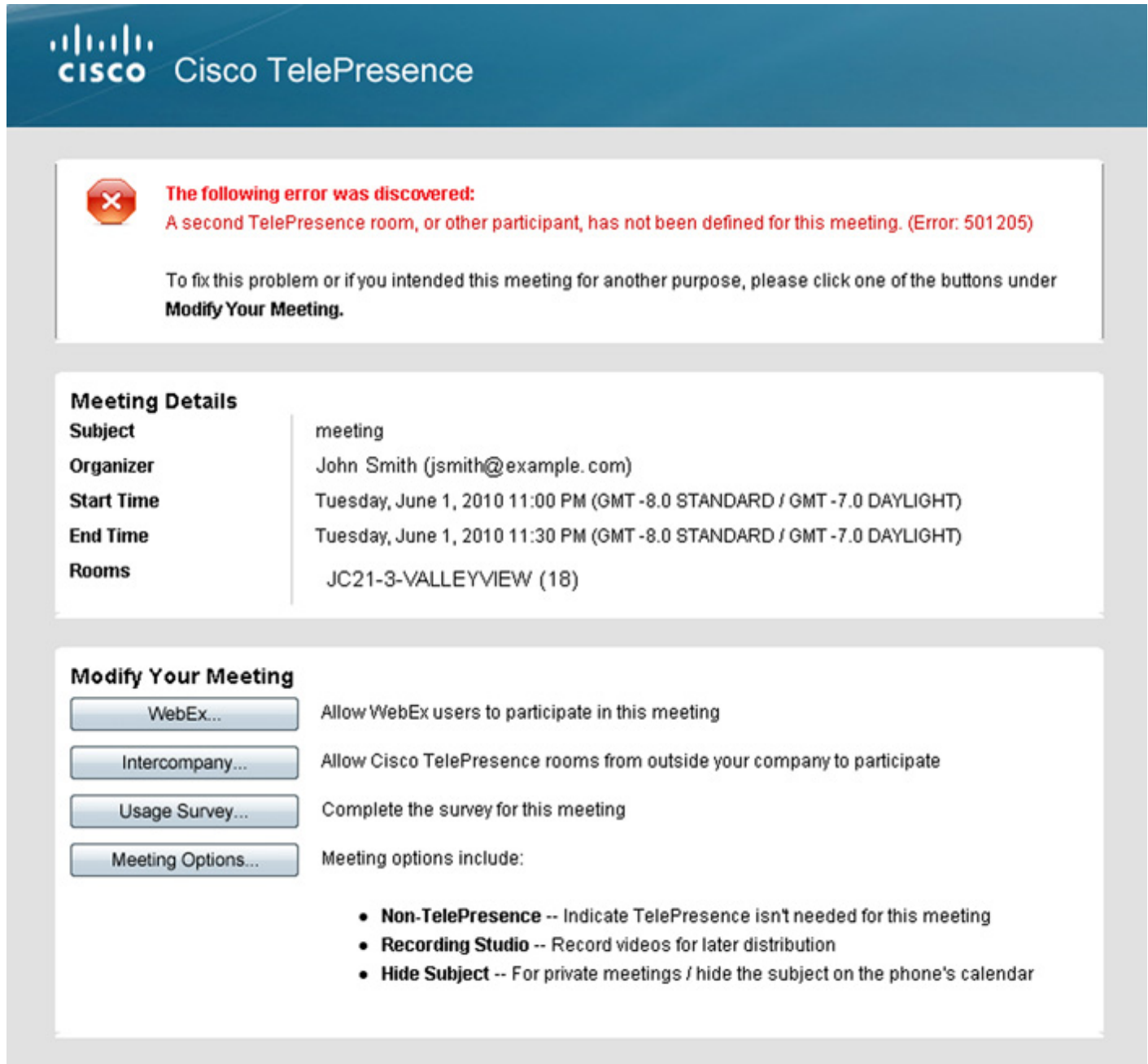*Figure 13-5   Action Required Email*

Table 13-4   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.
	✎
	Note 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, has edited some of the instances using the calendar client. 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 any occurrence with an icon showing a red X to resolve the error.
Meeting Details	This section displays information about the scheduled meeting, including some options that are set in the Meeting Details window.

Meeting Manager Window

The meeting organizer accesses the Meeting Manager window through the confirmation email they receive from CTS-Manager after they schedule a meeting. By clicking one of the buttons in the Modify Your Meeting section or the link at the bottom of the email, they log in to CTS-Manager using their corporate network username and password to open the Meeting Details window.

The Meeting Details window allows the meeting organizer to specify options not available via their calendar application and allows them to correct possible errors. The Meeting Details window is divided into the following sections:

- Summary tab
- Intercompany tab
- WebEx tab
- Usage Survey tab
- Meeting Options tab

Summary

The Summary window provides a basic summary of information about the meeting, as described in Table 13-5.

Figure 13-6   Meeting Details > Summary Window

Table 13-5   Meeting Details > Summary Information

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.
Time	Displays the date, time and duration of the meeting.
Rooms	Lists the rooms that are participating in the meeting.
Notification Email	If the system is set up for email notification, clicking the Send Email button sends a meeting confirmation email to the meeting organizer.
WebEx	Displays the WebEx information (if used) for the meeting.
Intercompany	Displays the Intercompany information for the meeting.
Video Conferencing Interop	Displays the video conferencing interoperability information for the meeting.
Record Meeting	Displays the video recording information for the meeting.

Table 13-5   Meeting Details > Summary Information

Field or Section Name	Description
Hide Meeting Subject	Displays whether the meeting subject will be displayed on the TelePresence phone or not.
Not a TelePresence Meeting	Indicates if the meeting is not a TelePresence meeting.

Number to Dial

If you have included only one Cisco TelePresence room in a scheduled meeting you need to use the Number to Dial field in the Meeting Details > Summary window to supply a Call-in phone number. This field only appears when there is a meeting scheduled with one room. If you mistakenly included only one Cisco TelePresence room the you must use the Calendar client to add additional rooms.

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. **Note** You must enter only numbers. Other characters including dashes are not permitted.

Recurring Meetings

If you schedule a recurring meeting, the Meeting Details window displays two panes:

- All Occurrences: A list of each meeting by date. Clicking the date displays the details for the meeting for that date.

- Occurrence Details: The details for a specific occurrence of a recurring meeting.

Figure 13-7   *Meeting Details > Summary WIndow for Recurring Meeting*

Intercompany

The Intercompany window allows you to enable the ability to schedule TelePresence meetings with other companies.

To enable this feature, click **Yes** and then click **Apply**.

Table 13-6   Meeting Details Intercompany Window

Field or Section Name	Description
Does this meeting include TelePresence rooms from another company?	Select Yes to enable Intercompany TelePresence for the meeting. **Note** Additional fields appear when Intercompany is enabled.
Which company will host the TelePresence multipoint bridge?	Select Our Company if your company will be hosting. Select Another Company if another company will be hosting. **Note** Selecting this option will reveal additional fields.
Enter the sum of TelePresence resources required by all other companies participating in this meeting. (This field appears only if Our Company is selected.)	If your company is hosting, you must get the total number of resources required from all other companies participating and enter the number in this field. 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
Enter the following information provided by the meeting host when Another Company is hosting	
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.
Intercompany Meeting Number	This number is generated by the host's CTMS or your service Provider's CTMS
The host needs to know that your rooms require Telepresence Resources.	If another company is hosting an Intercompany Cisco TelePresence meeting, the number of resources required for your rooms to participate is listed. Provide this number to the host at the other company.

Figure 13-8   Intercompany Host Meeting Options

Figure 13-9   Intercompany Participant Meeting Options

WebEx

The WebEx window allows the meeting organizer to enable WebEx for their meeting.

Note   Non-Permitted WebEx users do not have access to this window.

First-Time WebEx Setup

The first time a meeting organizer sets up WebEx for a TelePresence meeting, they must register their WebEx ID user account with CTS-Manager. This makes using WebEx with future TelePresence meetings as easy as possible.

To set up WebEx:

Step 1   Click **Authenticate with WebEx.**

The WebEx login window appears.

> **Note**   Note If a Security warning message appears: In Internet Explorer 6, click **Yes**. In Internet Explorer 8, click **No**

Step 2   Enter your WebEx Username and Password and click **Log In**.

Once you log in, you are redirected back to the Meeting Details window for your meeting.

> **Note**   If a security warning message appears, click **No**.

Step 3   Click the WebEx tab, select the **YES** radio button, then click **Apply**.

WebEx is enabled and the following WebEx details appear:

- Call-in Toll-Free Number
- Call-in Toll Number
- WebEx Meeting Host Key
- WebEx Meeting ID
- Meeting Password
- URL

After a few minutes, you will receive an updated confirmation email with the WebEx information listed in the "Provide the following information to your other participants" section.

Step 4   Copy the WebEx information from the confirmation email

Step 5   In your email program, create a new email addressed to your WebEx participants.

Step 6   Paste the WebEx information into the email and send it.

WebEx participants join the meeting by clicking the URL you sent in the email or copying and pasting it into their browser.

TelePresence participants join the meeting by pressing the button on their TelePresence phone.

Step 7   When you are finished making changes in the WebEx window, click **Apply** to save your changes.

> **Note**   The process of authenticating with WebEx maps the meeting organizer's enterprise user account to their WebEx account. If their WebEx account changes after they log into WebEx the first time, they will use the Re-authenticate button to log into WebEx the next time with their new username and password and, after successful login, the mapping will be updated to their new WebEx account. Any WebEx account created for the meeting organizer's company can be used to authenticate with WebEx, as long as the meeting organizer knows the correct username and password. If your WebEx account is reactivated, or a new one is created, you must reauthenticate with WebEx to be able to schedule WebEx-enabled TelePresence meetings.

Reactivating a WebEx Account

If the meeting organizer's WebEx account is inactive, they will not be able to schedule WebEx-enabled TelePresence meetings. CTS-Manager sends an email to the meeting organizer to inform them of this situation and tell them how to reactivate their account.

To reactivate their WebEx account, the meeting organizer must:

1. Contact their WebEx administrator.

2. Open the confirmation email for an upcoming Cisco TelePresence meeting they scheduled. If they have no upcoming meetings, they must schedule one now.

3. Click the WebEx button in the email.

4. Log in to Cisco TelePresence Manager using their enterprise user ID and password.

5. Click the Authenticate with WebEx button and log in to WebEx using their reactivated account username and password.

After successful login, they are redirected to Cisco TelePresence Manager where they can enable WebEx for their TelePresence meeting.

WebEx Roles

The CTS-Manager administrator is responsible for assigning WebEx roles to users. Until the administrator assigns a role to a meeting organizer, their role is determined by the WebEx default user type configured in the Configure > Application Settings > Bridges and Servers window.

There are three types of WebEx users:

- WebEx Permitted User
- WebEx Premium User
- WebEx Non-Permitted User

WebEx Permitted User

WebEx Permitted users can request WebEx on a meeting-by-meeting basis.

To enable WebEx for their meeting, they do the following:

Step 1 Click the WebEx tab, select the **YES** radio button, then click **Apply**.

WebEx is enabled and the following WebEx details appear:

- Call-in Toll-Free Number
- Call-in Toll Number
- WebEx Meeting Host Key
- WebEx Meeting ID
- Meeting Password
- URL

After a few minutes, you will receive an updated confirmation email with the WebEx information listed in the "Provide the following information to your other participants" section.

Step 2 Copy the WebEx information from the confirmation semail

Step 3 In their email program, creates a new email addressed to your WebEx participants.

Step 4   Paste the WebEx information into the email and send it.

WebEx participants join the meeting by clicking the URL you sent in the email or copying and pasting it into their browser.

TelePresence participants join the meeting by pressing the button on their TelePresence phone.

Step 5   When you are finished making changes in the WebEx window, click **Apply** to save your changes

WebEx Premium User

WebEx Premium users, automatically have WebEx included with every meeting they schedule.

All they have to do is provide the WebEx information to your meeting participants:

Step 1   Copy the WebEx information from the confirmation email

Step 2   In their email program, create a new email addressed to their WebEx participants.

Step 3   Paste the WebEx information into the email and send it.

WebEx participants join the meeting by clicking the URL you sent in the email or copying and pasting it into their browser.

TelePresence participants join the meeting by pressing the button on their TelePresence phone.

Note   All existing meetings scheduled by the user before they become a WebEx Premium User will remain unchanged. All meetings scheduled thereafter will have WebEx enabled. WebEx can be enabled for an existing meeting only by adding or deleting rooms or changing the time of the meeting.

WebEx Non-Permitted User

WebEx Non-Permitted users are not permitted to use WebEx with any of your meetings.

The WebEx button in the confirmation email and the WebEx tab in the confirmation meeting details window are not available.

Usage Survey

The Usage Survey window allows the meeting organizer to fill out the survey, as set up by the administrator in the Configure > Application Settings > Usage Survey window.

Note   This tab is not available if the Metrics Dashboard and Reporting API license has not been uploaded in the Configure > Licenses > License Files window.

Meeting Options

The meeting options window allows the meeting organizer to adjust other options for their meeting.

Should TelePresence Be Disabled For This Meeting: Allows you to disable TelePresence for the meeting.

Is this meeting intended for recording a video to be distributed later?: Allows you to record the meeting for distribution later.

Meeting Subject on Phone: Allows you to show or hide the TelePresence meeting subject on the phone in the TelePresence room.

When you are finished making changes in the Meeting Options window, click **Apply** to save your changes.

System Alert Notification

Each day after the CTS-Manager maintenance cycle, the SysAdmin receives a system alert notification email if there are any meetings that were scheduled but never took place (no-show meetings), and meetings for which the survey was not completed by the meeting organizer.

This email displays the following information:

Table 13-7   Organizers of No-Show Meetings

Field Name	Description
Organizer Name	The meeting organizer who scheduled the meeting.
Meeting Count	The number of scheduled meetings that never took place
Total Hours	The total number of hours associated with the meetings that never took place

Meetings without Usage Survey Responses

Field Name	Description
Organizer Name	The meeting organizer who scheduled the meeting
Meeting Count	The number of scheduled meetings for which the Usage Survey has not been completed.

Note   The Meetings without Usage Survey Responses information will not be available if the Metrics Dashboard and Reporting API license is not uploaded. To upload the Metrics Dashboard and Reporting API license, go to the **Configure > Licenses** window, click the **License Files** tab and click **Upload**.