

CHAPTER 12

Monitoring and Supporting Cisco TelePresence Manager

First Published: September 27, 2010, OL-22226-01

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Introduction

CTS-Manager monitoring features allow you to monitor:

- Scheduled meetings
- Status of system services
- Meeting benefits and survey results
- TelePresence and video conferencing room utilization
- Users


Note

The meeting benefits, survey results and room utilization monitoring features require the Reporting API and Meeting Benefits license. For more information, see [Licensing for CTS-Manager](#).

Post-Install Guidelines for CTS-Manager

The purpose of this chapter is to outline the information you will need to reference in order 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 12-1 *Post-Install Guidelines for CTS-Manager*

Setup Procedure Guidelines after Installing CTS-Manager	Description	Location
Monitoring and Supporting CTS-Manager	Describes the support features available when you log into CTS-Manager using a Live Desk role.	Current Chapter.
CTS-Manager Emails and End-User Web UI	The Calendar service (either Microsoft Exchange or IBM Domino) sends and 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 13, “CTS-Manager Emails and Meeting Manager”

If at any time you encounter problems, go to [Chapter 15, “Troubleshooting Cisco TelePresence Manager”](#) to see how to correct the problem.

Meetings

The Monitor > Meetings window allows you to view information about the scheduled meetings, including:

- Status
- Start Time
- End Time
- Meeting Subject
- Meeting Organizer
- Rooms

Figure 12-1 Meetings window

Meetings

Start on: 5/24/2010 End on: 5/24/2010 Status: All

Room Name: Organizer: CTMS: Filter

Showing 1-2 of 2 10 per page Go

Status	Start Time (+)	End Time (+)	Subject	Organizer	Room
	05/24/2010 10:00 AM	05/24/2010 10:45 AM	weekly change rooms from 2 to 3	user cts1/TRQ	room4/site2 list4/site2
	05/24/2010 01:00 PM	05/24/2010 02:00 PM	3 daily one is deleted	user cts1/TRQ	room4/site2 room4/site2

Export... Details...

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(+) All times are shown in time zone America/Los_Angeles (GMT -7.0)

When a 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 CTS-Manager must be reachable from an Exchange Server for Meeting Notification to work.



Note

A maximum of 5 concurrent users can filter a room.

The Scheduled Meetings window provides another way to view and modify meeting details.

In the current version of CTS-Manager, it is possible to search from 1 to 15000 meeting records.



Warning

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.

**Note**

If meetings do not appear automatically in CTS-Manager, you must do a manual sync. Make sure you can ping the CTS-Manager hostname from the Exchange server.

**Note**

If you remove a room from Microsoft Exchange and it is not removed from a meeting in CTS-Manager, schedule at least one meeting for the affected room in Exchange, then resync the room in CTS-Manager by going to **Configure > Microsoft Exchange**, selecting the room and clicking **Resync**.

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's screen within 15 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 synchronized 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 (premodified) time.
- A notification email is not generated if a meeting is processed as part of a server startup.
- Modifying an individual occurrence of a recurring meeting, like changing its start or end time, makes it an exception (standalone) meeting. If you delete a room from any of the original recurring meeting occurrences, you must send an update from your Calendar client to all attendees, so that it is only deleted from the original recurring meeting occurrences and not from the exception meeting.
- Modifications to an in-progress or completed meeting, except for time, are ignored.
- Time modifications to an in-progress/completed meeting generate a new meeting with the new time. The in-progress/completed meeting remains unchanged.

**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** Enter the meeting room name in the **Room** field.
 - Step 2** Enter the user name of the meeting organizer in the **Organizer** 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 Live Desk soft key on the room phone has been selected.
-
- Step 4** Use the Calendar icon to choose beginning and ending dates, or enter the dates in the Start On and End On fields using the MM/DD/YYYY date format.
 - Step 5** Enter the name of the bridge or server.
 - Step 6** Click **Filter**.
-

Table 12-2 describes the Scheduled Meetings information.

Table 12-2 *Scheduled Meetings Information*

Field or Button	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	<p>Meeting status: All, With Error, In Progress, Scheduled, Completed, or No Show.</p> <p>Note Moving your mouse pointer over the status icon of a meeting reveals the meaning of the status.</p> <p>Note A meeting that has been started, is shown as In Progress. When a TelePresence meeting is ended, the meeting is shown as Completed. A meeting can be started multiple times before its scheduled end time.</p>

Table 12-2 *Scheduled Meetings Information (continued)*

Field or Button	Description or Setting
Subject	Information (such as the meeting subject) provided about the meeting.
Organizer	Login name of the person who scheduled the meeting. Click the arrow in the header of the Organizer column to sort the list in ascending or descending alphabetical order.
Room	Meeting room name as specified in the Microsoft Exchange or IBM Domino database.
Details	Click this button to view detailed information about a selected meeting. See Meeting Details, page 12-7 for more information.

**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 12-2 Viewing Exported Scheduled Meeting Data

	A	B	C	D	E	F	G	
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 [P All]
2	2/10/2009 10:00	2/10/2009 10:30	Recurring Meeting (Instance)	No Show	TelepresenceRoom31 TelepresenceRoom32 TelepresenceRoom33	chen@example.com	3 days no end	
3	2/10/2009 11:00	2/10/2009 11:30	Single	Scheduled	TelepresenceRoom32 TelepresenceRoom31	superuser@example.com	Testing again	
4	2/10/2009 15:00	2/10/2009 15:30	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom32 TelepresenceRoom31	shrivastav@example.com	more than 800 occurrences	
5	2/11/2009 15:00	2/11/2009 15:30	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom31 TelepresenceRoom32	shrivastav@example.com	more than 800 occurrences	
6	2/12/2009 11:30	2/12/2009 12:00	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom31 TelepresenceRoom32	Motwani@example.com	Test 1	
7	2/12/2009 15:00	2/12/2009 15:30	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom32 TelepresenceRoom31	shrivastav@example.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@example.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@example.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@example.com	3 days no end	
11	2/13/2009 14:32	2/13/2009 14:49	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom33 TelepresenceRoom32	chen@example.com	daily no end	
12	2/13/2009 15:00	2/13/2009 15:30	Recurring Meeting (Instance)	Scheduled	TelepresenceRoom32 TelepresenceRoom31	shrivastav@example.com	more than 800 occurrences	
13								
14	Report generated at: Tuesday, February 10, 2009 11:01 AM (America/Los_Angeles)							

Meeting Details

The meeting details window provides detailed information about a specific meeting and allows the administrator to make changes to the meeting's settings and correct possible errors.

To access the meeting details window:

Step 1 Click the radio button next to the scheduled meeting to select it.

Step 2 Click **Details**.

The meeting details window appears displaying summary information for the selected meeting.



Tip

You can also click the meeting subject to open the meeting details window.

The Meeting Details window is divided into the following tabs:

- [Summary](#)
- [Bridges and Servers](#)
- [Intercompany](#)
- [WebEx](#)
- [Usage Survey](#)
- [Meeting Options](#)

Summary

The Summary tab provides basic information about the meeting.

Table 12-3 Meeting Details Summary 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.
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.
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.

Bridges and Servers

The bridges and servers tab appears if the meeting is a multipoint meeting (three or more rooms are scheduled). This window displays how many segments are reserved for the meeting and allows the administrator to change the multipoint meeting switch and the Cisco Media Experience Engine (MXE) assigned to the meeting, if Interoperability with Video Conferencing is enabled.



Note

If an MXE video conference (VC) room is added to a meeting with one CTS endpoint, it becomes a multipoint meeting, even though there are only two endpoints. 1 CTS and 1 MXE VC Room = multipoint meeting pushed to CTMS

Table 12-4 Bridges and Servers Window

Field or Section Name	Description
Multipoint Meeting Switch	The Cisco TelePresence Multipoint Switch (CTMS) used for the meeting.
Multipoint Call-In Number	The call-in number for TelePresence rooms to attend the meeting.
Meeting Number	The unique ID number generated by CTS-Manager to identify the scheduled meeting.

Table 12-4 Bridges and Servers Window

Field or Section Name	Description
Bridge Call-In Number	The call-in number for video conferencing rooms to attend the meeting. Note Video conferencing is not permitted when Intercompany is in use or if Studio Mode Recording is enabled.
MXE Associated	The MXE used for the meeting. Note If Interoperability with Video Conferencing is enabled, multipoint meetings require a CTMS and an MXE in a scheduled state.

Intercompany

The Intercompany window provides the ability to schedule TelePresence meetings with other companies.

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

Table 12-5 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	
Intercompany Call-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.

WebEx

The WebEx window displays WebEx information for the meeting and provides the ability to enable or disable WebEx for the meeting.


Note

If the meeting organizer's WebEx username is not registered with CTS-Manager, WebEx cannot be enabled for the meeting.

Allow WebEx users to participate in this meeting

Selecting **Yes** enables WebEx for this meeting. Selecting **No** disables Webex for this meeting.

WebEx Call-In Information

This section displays the WebEx information necessary for both the host and participants to join the meeting

Table 12-6 Meeting Details WebEx Window

Field or Section Name	Description
Call-in Toll Free Number	Toll free number for WebEx participants.
Call-In Toll Number	Toll number for WebEx participants.
WebEx Meeting Host Key	Code for host to regain control of the meeting from an attendee.
WebEx Meeting ID	The unique ID number generated by WebEx to identify the scheduled meeting.
Meeting Password	Password for WebEx participants.
URL	URL for WebEx meeting.

Usage Survey

The Usage Survey window displays 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.


Note

Meeting options are different for Intercompany Meeting. See the [Intercompany](#), [page 12-9](#) sections, for more information.

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

The following two options are available only for a meeting scheduled with one room:

Is TelePresence Needed For This Meeting?: Allows you to enable or 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.

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

Status Dashboard

The Monitor > Status Dashboard window displays a concise list of system activity, including a snapshot of scheduled meetings for the day and the status of system services. This is a good place to monitor meetings and equipment. Click highlighted links in this window for quick access to other windows that provide meeting and room-scheduling functions.


To update the Status Dashboard, click the **Force refresh** icon. 

Figure 12-3 Monitor > Status Dashboard

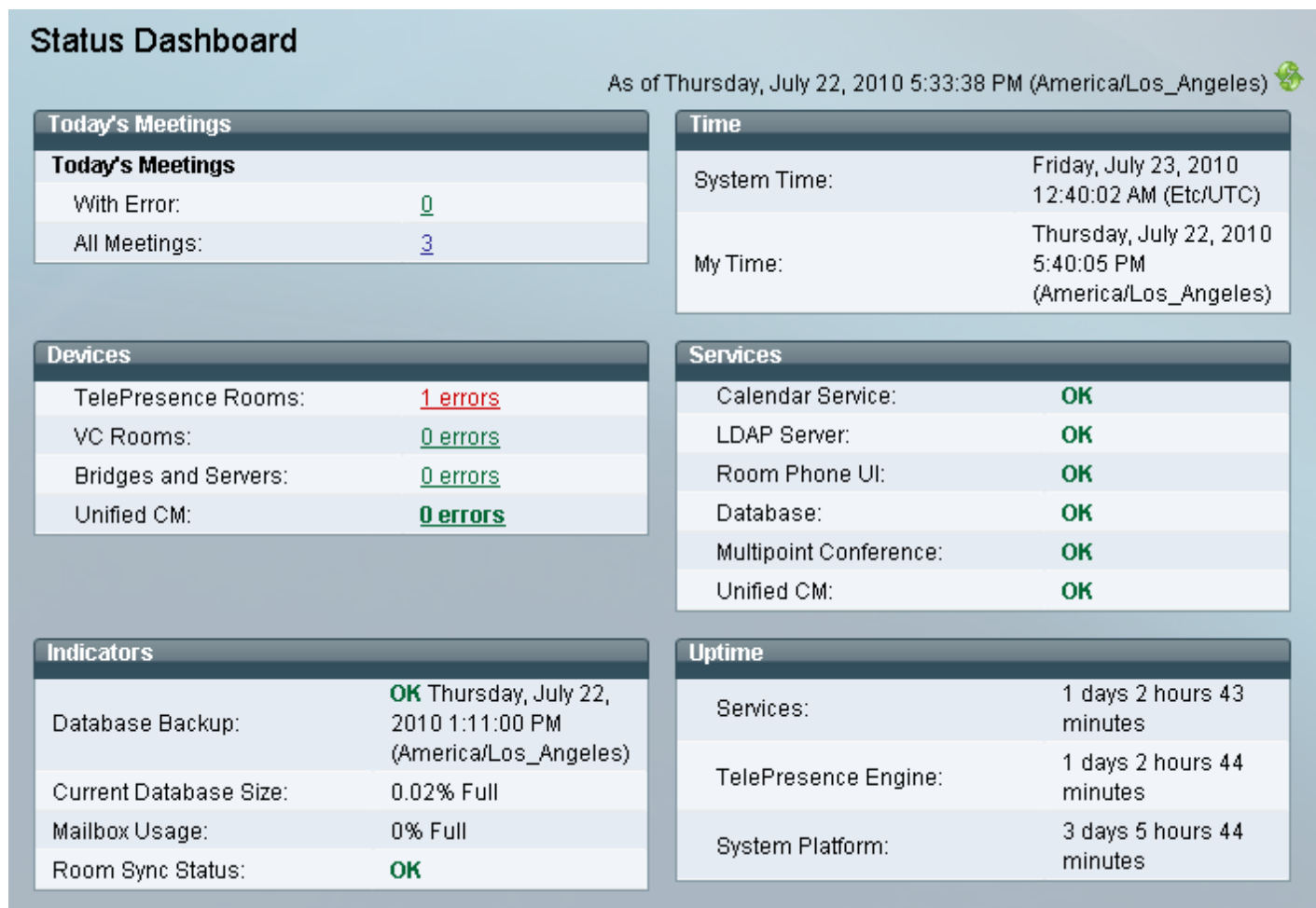


Table 12-7 **Status Dashboard Fields and Descriptions**

Field	Description or Setting
Today's Meetings	<p>Status of current and upcoming meetings:</p> <ul style="list-style-type: none"> • With Error—Displays the number of meetings that have errors. • All Meetings—All meetings scheduled for today. <p>Click the link associated with each meeting or device's information to go to the Meetings window.</p>
Devices	<p>Status information for the following devices:</p> <ul style="list-style-type: none"> • TelePresence Rooms—Clicking the link displays the status information from the Support > TelePresence Rooms window. • VC Rooms—Clicking the link displays the status information from the Support > VC Rooms window. • Bridges and Servers—Clicking the link displays the summary information from the Support > Bridges and Servers window and filters the list to those bridges and servers with an error status. • Unified CM—Clicking the link displays the information from the Support > Unified CM window. <p>Note An error may occur if the connection to Unified CM was caused by a network outage. You can remove the error status by restarting Cisco TelePresence Manager.</p>
Indicators	<p>Status Indicators for:</p> <ul style="list-style-type: none"> • Database Backup • Current Database Size • Mailbox Usage • Room Sync Status
Time	<p>Status of the following times:</p> <ul style="list-style-type: none"> • System Time—Day, date, and time in coordinated universal time (UTC, formerly known as Greenwich mean time or GMT). • My Time—Local day, date, and time.

Table 12-7 **Status Dashboard Fields and Descriptions (continued)**

Field	Description or Setting
Services	<p>Status information for the following system services:</p> <ul style="list-style-type: none"> • Calendar Service • WebEx • LDAP Server • Room Phone UI • Database • Multipoint Conference • Unified CM <p>Status is either OK or is a highlighted link listing the number of errors. You can click a link to see further system log status information and troubleshoot problems. You can also roll your mouse over a highlighted link to see a brief description of the error.</p>
Uptime	<p>Status information about uptime since the last restart.</p> <ul style="list-style-type: none"> • Services is the list of services above. • TelePresence Engine is the Cisco TelePresence database engine. • System Platform is the hardware host for CTS-Manager.

Metrics Dashboard

The Monitor > Metrics Dashboard window displays system-wide information about how TelePresence rooms are used and the associated benefits of their usage.



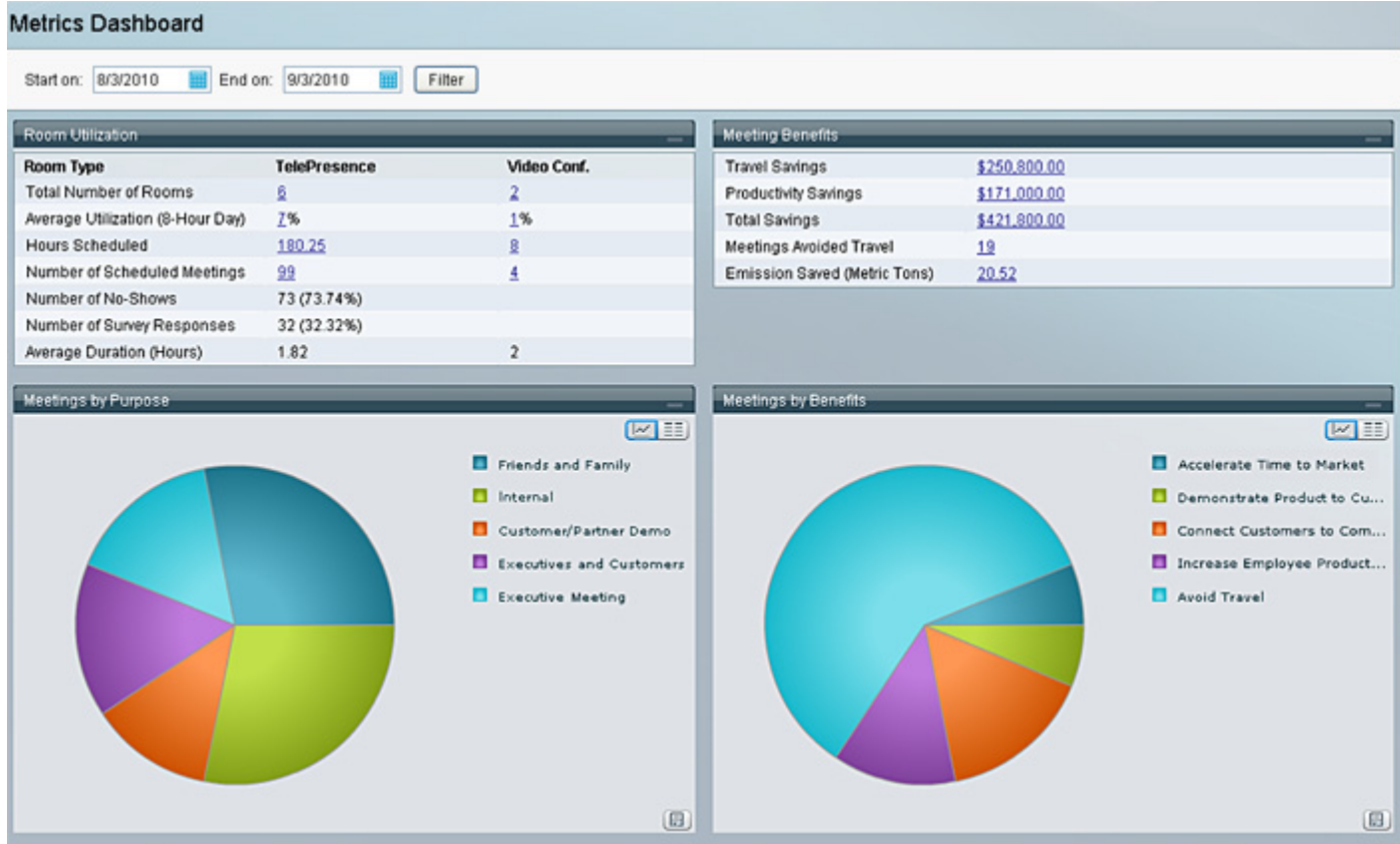
Caution

Changing parameters in the Meeting Benefit Report Parameters of the Configure > Application Settings Usage Survey window changes the Metric Dashboard data retroactively.

To view information for a specific range of time:

- Select dates for Start on and End on and click **Filter**.

Figure 12-4 Monitor > Metrics Dashboard

**Note**

You can enter a date or click the calendar icon to select a date from the calendar.

Except for the Room Utilization and Meeting Benefits information, the information in this window can be viewed in a graphical format. You can view the information either as a chart or a list (grid).

To view information as a chart, click the **View as Chart** button. This is the default view.

View as Chart

**Note**

When viewing information in a pie chart, roll your mouse over the different colored areas to see the exact percentage for each area and the number of survey respondents that provided that answer. When viewing information in a line chart, roll your mouse over different points on the line to see the exact numbers for specific dates.

To view the information as a list, click the **View as Grid** button.

View as Grid

To open a chart as an image in a new window, click the **Show as Image** button.

Show as Image

The following information is available in the Metrics Dashboard:

- [Room Utilization](#), page 12-15
- [Meeting Benefits](#), page 12-16

- [Meetings by Purpose, page 12-17](#)
- [Meetings by Benefits, page 12-17](#)
- [Scheduled Meetings, page 12-17](#)
- [Ad Hoc Meetings, page 12-17](#)
- [Meetings Avoided Travel, page 12-17](#)
- [Travel Savings, page 12-17](#)
- [Emissions Savings, page 12-18](#)
- [Productivity Savings, page 12-18](#)
- [Rooms Added, page 12-18](#)

**Note**

This window is only displayed if the Metrics Dashboard and Reporting API license has been uploaded in the Configure > Licenses > License Files window and Enable Meeting Organizer Usage Survey and Benefits Report is enabled in the Configure > Application Settings > Usage Survey window.

Room Utilization

The Room Utilization information helps you understand how TelePresence and video conferencing rooms are used.

This information is calculated using the Meeting Benefit Report Parameters entered in the Configure > Application Settings > Usage Survey window.

Table 12-8 Room Utilization Description

Room Type	TelePresence / Video Conferencing
Total Number of Rooms	Total number of TelePresence and video conferencing rooms which are currently configured in CTS-Manager.
Average Utilization	Average percentage of TelePresence and video conferencing rooms utilization based on the work hours per day and work days per week configured in the Configure > Application Settings > Usage Survey window.
Hours Scheduled	Total number of hours that TelePresence and video conferencing rooms were scheduled as computed by CTS-Manager based on the number of meetings scheduled.
Number of Scheduled Meetings	Total number of scheduled TelePresence and video conferencing meetings as computed by CTS-Manager based on the number of scheduled meetings the within selected timeframe.
Number of No-Shows	Total number of scheduled meetings that never took place
Number of Survey Responses	Total number and percentage of survey responses for TelePresence meetings
Average Duration (Hours)	Average duration of TelePresence meetings in hours

**Note**

This window is only displayed if the Metrics Dashboard and Reporting API license has been uploaded in the Configure > Licenses > License Files window and Enable Meeting Organizer Usage Survey and Benefits Report is enabled in the Configure > Application Settings > Usage Survey window.

Meeting Benefits

The Meeting Benefits information helps you understand how TelePresence meetings benefit your organization in terms of cost and productivity savings, as well as reduced environmental impact.

This information is calculated using the Meeting Benefit Report Parameters entered in the Configure > Application Settings > [Usage Survey](#) window.

Table 12-9 Meeting Benefits Description

Benefit	Value
Travel Savings	Total amount of money saved by using TelePresence instead of traveling as configured in the cost per trip and trips eliminated per meeting parameters in the Configure > Application Settings > Usage Survey window if the meeting organizer selects Avoid Travel as the response for required Benefit question in the usage survey. The meeting organizer must choose the Avoid Travel answer for the meeting to be counted as saving travel.
Productivity Savings	Total amount of money (in USD) saved through increased productivity when people avoid travel by using TelePresence based on the travel hours per trip, employee hourly cost, number of people who avoid travel per meeting and the number of meetings that avoided travel per the meeting, configured in the Configure > Application Settings > Usage Survey window. The meeting organizer must choose the Avoid Travel answer to the Benefit question for the meeting to be counted as saving travel, increasing productivity and saving emissions.
Total Savings	Total amount of money (in USD) saved by using TelePresence. This is the sum of travel savings and productivity savings.
Meetings Avoided Travel	Total number of meetings that replaced business trips, based on the number of meeting organizers who selected Avoid Travel for the Benefit question.
Emissions Saved (Metric Tons)	Total number of carbon emissions saved by using TelePresence, based on the carbon emissions per trip, the trips eliminated per meeting, as configured in the Configure > Application Settings > Usage Survey window, the number of people who avoided travel per meeting, and the number of meetings which avoided travel. The meeting organizer must choose the Avoid Travel answer to the Benefit question for the meeting to be counted as saving emissions.

Meetings by Purpose

The Meetings by Purpose information shows the percentage of survey respondents for all meetings that chose each purpose as the purpose for their meeting. This information is gathered from the meeting purpose question in the usage survey for each meeting and is displayed in a pie chart by default. In grid view, the number displayed in each row of the Value column corresponds to the number of survey respondents that provided that answer.

Meetings by Benefits

The Meetings by Benefits information shows the percentage of survey respondents for all meeting that chose each benefit as the benefit for their meeting. This information is gathered from the meeting benefit question in the usage survey for each meeting and is displayed in a pie chart by default. In grid view, the number displayed in each row of the Value column corresponds to the number of survey respondents that provided that answer.

Scheduled Meetings

The Scheduled Meetings information shows the number of daily scheduled meetings over time. The information is displayed in a line chart by default. You can view the information for the Past Week, Past Month and Past Quarter by clicking the appropriate link at the top of the chart. In grid view, the number displayed in each row of the Scheduled Meetings column corresponds to the number of scheduled meetings for that date.

Ad Hoc Meetings

The Ad Hoc Meetings information shows the number of daily ad hoc meetings over time. The information is displayed in a line chart by default. You can view the information for the Past Week, Past Month and Past Quarter by clicking the appropriate link at the top of the chart. In grid view, the number displayed in each row of the Ad Hoc Meetings column corresponds to the number of Ad Hoc meetings for that date.

Meetings Avoided Travel

The Meetings Avoided Travel information shows the number of meetings over time that replaced business trips. The information is displayed in a line chart by default. You can view the information for the Past Week, Past Month and Past Quarter by clicking the appropriate link at the top of the chart. In grid view, the number displayed in each row of the Meetings Avoided Travel column corresponds to the number of meetings that replaced business trips for that date.

Travel Savings

The Travel Savings information shows the amount of money (in USD) saved by using TelePresence instead of traveling. The information is displayed in a line chart by default. You can view the information for the Past Week, Past Month and Past Quarter by clicking the appropriate link at the top of the chart. In grid view, the number displayed in each row of the Travel Savings column corresponds to the amount of money (in USD) saved by using TelePresence instead of traveling on that date.

Emissions Savings

The Emissions Savings information shows the carbon emissions saved (in Metric Tons) by using TelePresence instead of traveling. The information is displayed in a line chart by default. You can view the information for the Past Week, Past Month and Past Quarter by clicking the appropriate link at the top of the chart. In grid view, the number displayed in each row of the Emissions Savings column corresponds to the amount of carbon emissions (in Metric Tons) saved by using TelePresence instead of traveling on that date.

Productivity Savings

The Productivity Savings information shows the amount of money (in USD) saved through increased productivity by using TelePresence. The information is displayed in a line chart by default. You can view the information for the Past Week, Past Month and Past Quarter by clicking the appropriate link at the top of the chart. In grid view, the number displayed in each row of the Productivity Savings column corresponds to the amount of money (in USD) saved in increased productivity by using TelePresence on that date.

Rooms Added

The Rooms Added information shows the number of rooms added over time. The information is displayed in a line chart by default. You can view the information for the Past Week, Past Month and Past Quarter by clicking the appropriate link at the top of the chart. In grid view, the number displayed in each row of the Rooms Added column corresponds to the number of rooms added on that date.

TelePresence Room Utilization

The Monitor > TelePresence Room Utilization window displays information about how each TelePresence room is currently used. You can export all TelePresence room utilization data to a Tab-separated values (.tsv) file, by clicking Export.

Table 12-10 *TelePresence Room Utilization Description*

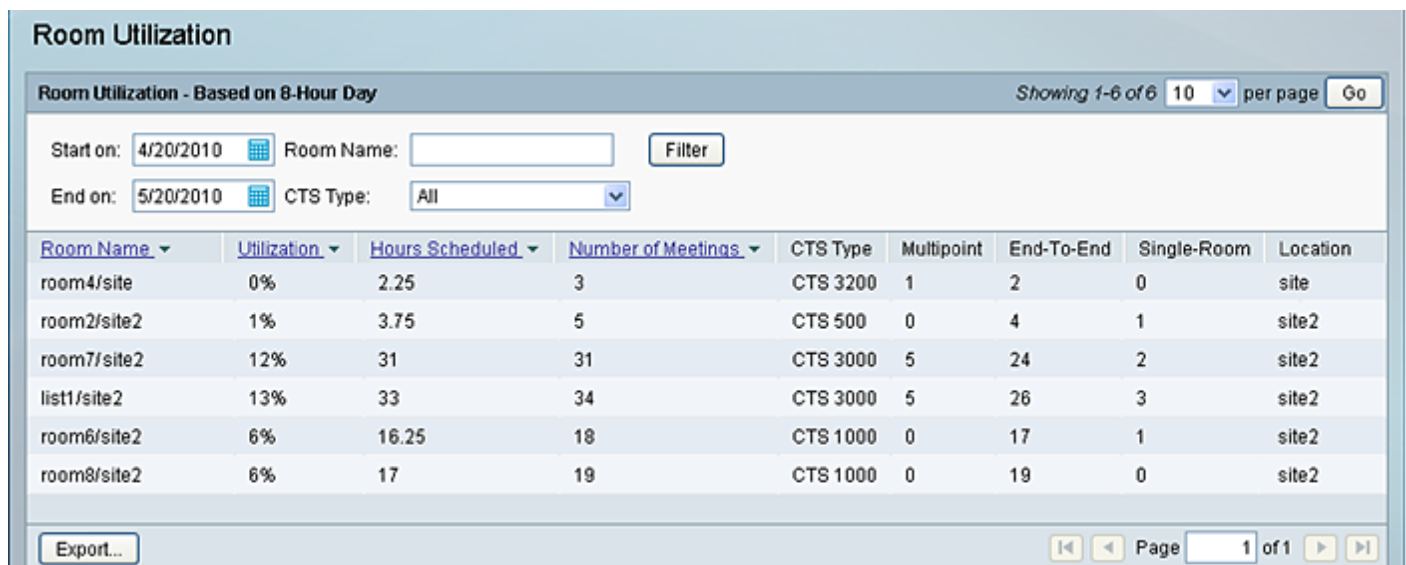
Room Name	Name of TelePresence room
Utilization	Percentage of the time during an 8-hour day that the TelePresence room is being used.
Hours Scheduled	Number of hours TelePresence room is currently scheduled
Number of Meetings	Total number of meetings in the TelePresence room

Table 12-10 *TelePresence Room Utilization Description (continued)*

CTS Type	<p>Type of TelePresence system</p> <p>Note CTS submodel type is not displayed. Example: CTS1300-65 is displayed as CTS1300.</p> <p>Note When CTS configurations in Unified CM are changed, CTS-Manager rediscovers the devices and creates new room entries. It marks any previous entries not rediscovered as deleted and removes their Telepresence equipment information. Because the TelePresence Room Utilization report shows historical utilization data for each room, CTS Type information for old rooms is displayed as 'Undefined'.</p>
Multipoint	If the meeting is a multipoint meeting or not
End-to-End	If the meeting is an end-to-end meeting or not
Single Room	If the meeting is a single room meeting or not
Location	Location of TelePresence room
Country	<p>Country where TelePresence room is located</p> <p>Note Country information is not available for meetings scheduled with Lotus Notes.</p>

**Note**

This window is only available if the Metrics Dashboard and Reporting API license has been uploaded in the Configure > Licenses > License Files window and Enable Meeting Organizer Usage Survey and Benefits Report is enabled in the Configure > Application Settings > Usage Survey window.

Figure 12-5 *Monitor > TelePresence Room Utilization*

Meeting Benefits

The Monitor > Meeting Benefits window displays information about the benefits for all TelePresence meetings. From this window you can modify the benchmark parameters used to generate this information, based on your company's approved benchmarks, by clicking Modify Parameters. You can also export all meeting benefits data to a Tab-separated values (.tsv) file, by clicking Export.

Table 12-11 Meeting Benefits Description

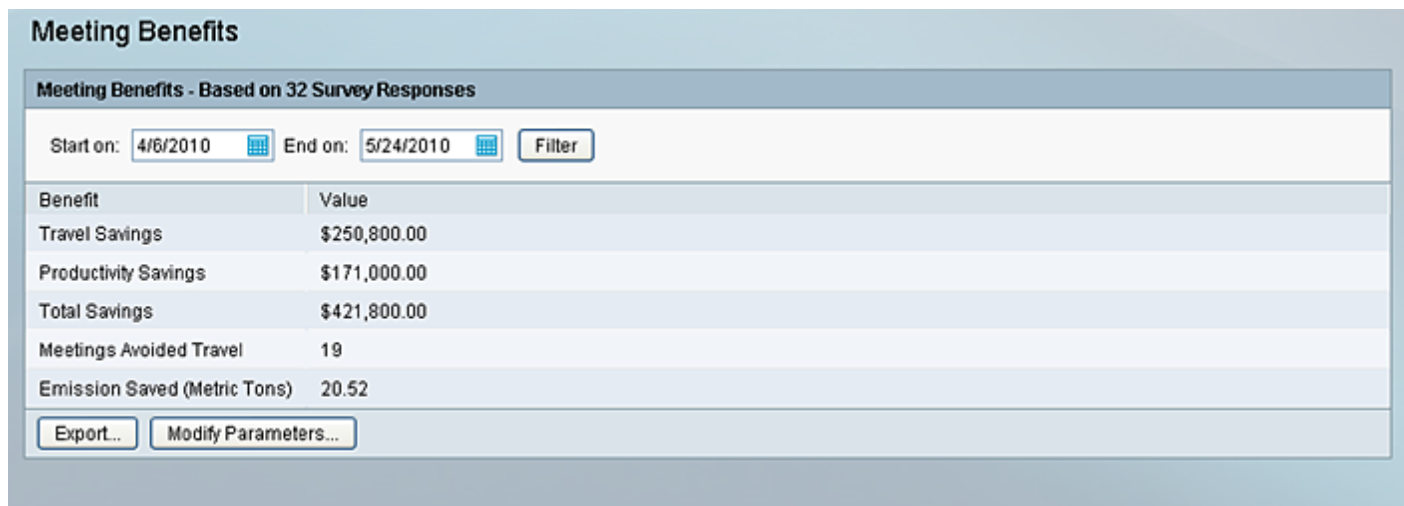
Travel Savings	Total amount of money saved by using TelePresence instead of traveling
Productivity Savings	Total amount of money (in USD) saved through increased productivity by using TelePresence.
Total Savings	Total amount of money (in USD) saved by using TelePresence.
Meetings Avoided Travel	Total number of meetings that replaced business trips
Emissions Saved (Metric Tons)	Total number of carbon emissions saved by using TelePresence



Note

This window will only be displayed if the Metrics Dashboard and Reporting API license has been uploaded in the Configure > Licenses > License Files window and Enable Meeting Organizer Usage Survey and Benefits Report is enabled in the Configure > Application Settings > Usage Survey window.

Figure 12-6 Monitor > Meeting Benefits



VC Room Utilization

The VC Room Utilization window displays information about how each video conferencing room is currently used. You can export all video conferencing room utilization data to a Tab-separated values (.tsv) file, by clicking Export.

Table 12-12 VC Room Utilization Description

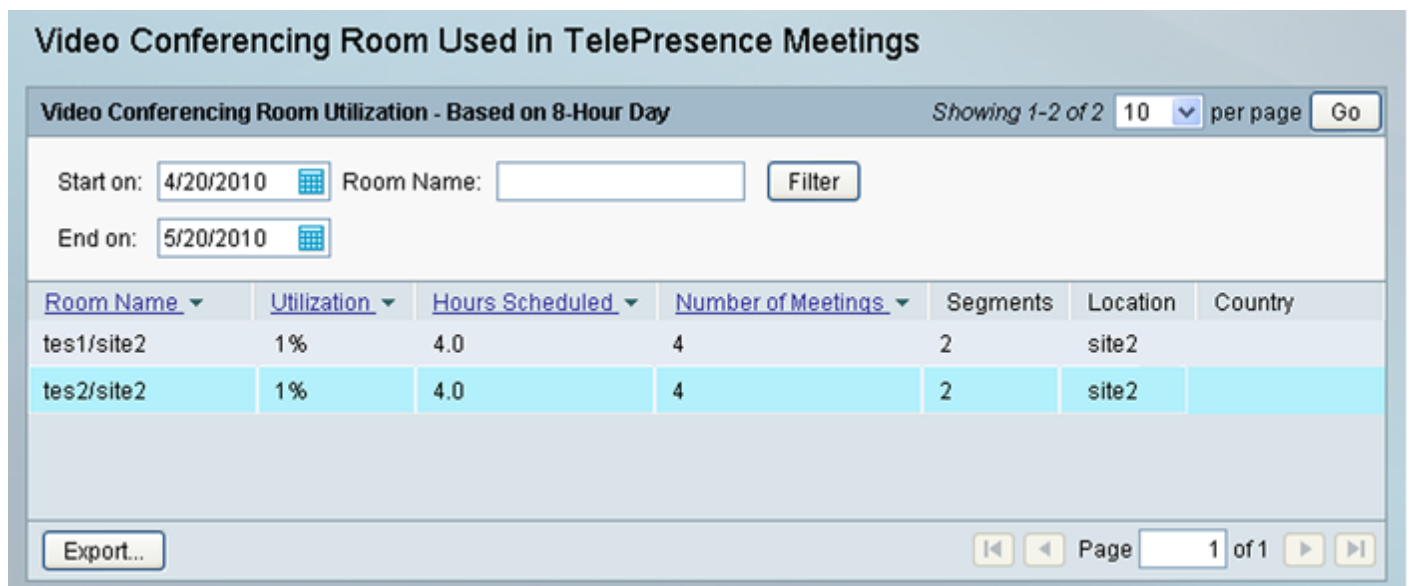
Room Name	Name of video conferencing room
Utilization	Percentage of the time during an 8-hour day that the video conferencing room is being used.
Hours Scheduled	Number of hours video conferencing room is currently scheduled
Number of Meetings	Total number of meetings in the video conferencing room
Segments	Number of segments of the video conferencing room
Location	Location of video conferencing room
Country	Country where video conferencing room is located. Note Country information is not available for meetings scheduled with Lotus Notes.



Note

This window will only be displayed if Interoperability with Video Conferencing is enabled in the Configure > Application Settings > Bridges and Servers window and there are video conferencing rooms added to CTS-Manager in the Configure > VC Rooms window.

Figure 12-7 Monitor > VC Room Utilization



Users

The Monitor > Users window displays information about Cisco TelePresence Manager users. It is divided into two tabs:

- Current Logins
- Meeting Organizers

Current Logins

Choose Support > Monitor > Current Logins to view information about who is currently logged into CTS-Manager, what their system role is and their IP address. You can filter this window to display information about the following users:

- All (all system roles)
- Administrator
- Meeting Organizer
- Live Desk
- SysAdmin

To further filter this list, you can enter a specific User ID. Once you've selected your filtering criteria, click **Filter**.



Note

If a user closes their browser window without logging out of CTS-Manager first, they will remain logged in for 15 minutes until CTS-Manager detects their lack of activity and expires their session. Cisco recommends that users log out explicitly instead of closing their CTS-Manager browser window.

Table 12-13 *Current Logins Description*

Field	Description
Login Time(+)	Date and time user logged in.
User ID	User's CTS-Manager User ID.
Role	User's CTS-Manager role.
IP Address	IP address of where the user logged in.

Figure 12-8 Monitor > Users > Current Logins Window

Meeting Organizers

The Monitor > Users > Meeting Organizers window displays the meeting organizers of currently scheduled meetings.

This information can be exported to create lists of organizers, and additional information about them and the number of meetings that they set up.

Table 12-14 Meeting Organizers Description

Field	Description
Name	Name of meeting organizer
Email	Email address of meeting organizer
Number of Meetings	Number of meetings that meeting organizer has scheduled
Title	Meeting organizer's job title
Organization	Organization of meeting organizer
Location	Location of meeting organizer
Country	Country of meeting organizer



Note

This window is only displayed if the Metrics Dashboard and Reporting API license has been uploaded in the Configure > Licenses > License Files window and Enable Meeting Organizer Usage Survey and Benefits Report is enabled in the Configure > Application Settings > Usage Survey window.

Figure 12-9 Monitor > Users > Meeting Organizers

Users

Current Logins Meeting Organizers

Showing 1-2 of 2 10 per page Go

Start on: 4/24/2010 Name: Organization: Filter

End on: 5/24/2010 Country:

Name	Email	Number of Meetings	Title	Organization	Location	Country
user cts1/TRQ	user cts1/TRQ	56	scheduler end user	sbu	Milpitas	USA
irina Mose/TRQ	irina Mose/TRQ	2	eng		Mountain View	USA

Export...

Page 1 of 1

TelePresence Rooms

The Support > TelePresence Rooms window displays information about the Cisco TelePresence meeting rooms. This 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 12-15 on page 12-25](#) 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 12-16](#) describes information in this window.
- The **Capability** view displays the availability of certain Cisco TelePresence features. [Table 12-17](#) 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 Live Desk soft key on the room phone has been selected.

- Step 2** Enter 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 12-10 Support > TelePresence Rooms > Summary

Status	Room Name	Room Phone	Live Desk	Time Zone	Description	IP Address	Unified CM
Error	room4/site2	40076	Not Available	America/Los_Angeles	CTS 40076	192.168.33.16	example-dom-ccm1
Error	room2/site2	40072	Not Available	America/Los_Angeles	CTS 40072	192.168.33.17	example-dom-ccm1
Error	list1/site2	40071	Not Available	America/Los_Angeles	CTS 40071	192.168.33.18	example-dom-ccm1
OK	room8/site2	40078	Not Available	America/Los_Angeles	CTS 40078	192.168.33.19	example-dom-ccm1
OK	room9/site2	40092	Not Available	America/Los_Angeles	CTS 500 40092	192.168.33.20	example-dom-ccm1
Error	room90/site	40090	Not Available	America/Los_Angeles	CTS-3200 40090	192.168.33.21	example-dom-ccm1

Table 12-15 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	Live Desk 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 12-11 Support > TelePresence Rooms > Status

The screenshot shows the 'TelePresence Rooms' interface with the 'Status' tab selected. The page title is 'Status of TelePresence Rooms'. It includes a search bar with 'Status: All' and 'Room Name:'. Below the search bar is a table with columns: Status, Room Name, Licensed, Connectivity (Unified CM/CTS, CTS Man/CTS), CTS (CTS Error), Unified CM (Email ID), and Microsoft Exchange (Subscription, Sync). The table lists five rooms: room6/site2, room2/site2, room5/site2, room8/site2, and room90/site2. Room5/site2 has a red 'X' in the CTS Man/CTS column.

Status	Room Name	Licensed	Connectivity		CTS	Unified CM	Microsoft Exchange	
			Unified CM/CTS	CTS Man/CTS	CTS Error	Email ID	Subscription	Sync
OK	room6/site2	✓	✓	✓	✓	✓	✓	✓
OK	room2/site2	✓	✓	✓	✓	✓	✓	✓
Error	room5/site2	✓	✓	✗	✓	✓	✓	✓
OK	room8/site2	✓	✓	✓	✓	✓	✓	✓
OK	room90/site2	✓	✓	✓	✓	✓	✓	✓

Table 12-16 Room Status Information

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.
Licensed	A check indicates the endpoint subscribes to a room license.
Connectivity	
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.

Table 12-16 Room Status Information (continued)

Field	Description or Setting
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 12-12 Support > TelePresence Rooms > Capability

TelePresence Rooms

SummaryStatusCapability

Capability of TelePresence Rooms

Status: All Room Name: Filter

Status	Room Name	CTS Version	Multipoint Conference	Projector	Document Camera	Conference Termination	SD Interop
OK	room6/site2	CTS 1.7.0(4658)	✓	✓	✓	✓	✓
OK	room2/site2	CTS 1.7.0(4658)	✓	✗	✗	✓	✓
Error	room5/site2	CTS 1.7.0(4658)	✓	✗	✗	✓	✓
OK	room8/site2	CTS 1.7.0(4658)	✓	✓	✗	✓	✓
OK	room90/site2	CTS 1.7.0(4658)	✓	✗	✗	✓	✓

Tentative Room Reservation...

Showing 1-5 of 5 1 Showing 1-2 of 2 10 per page Go

HD Interop	Satellite Room	30 FPS	Recording	Inter-Device Security	WebEx	Tentative Reservation
✓	✗	✓	✓	✗	✓	✗
✓	✗	✓	✓	✗	✓	✓
✓	✗	✓	✓	✗	✓	✓
✓	✗	✓	✓	✗	✓	✓
✓	✗	✗	✓	✗	✓	✓

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254518

Table 12-17 TelePresence Room Capability Information

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.

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Table 12-17 **TelePresence Room Capability Information (continued)**

Field	Description or Setting
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.
Interop	A check specifies the endpoint supports SD (CIF) Interop calls.
HD Interop	A check specifies the endpoint supports HD (720p) Interop calls.
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.
Recording	A check specifies the endpoint supports recording.
Inter-Device Security	A check specifies the endpoint supports HTTPS communications.
WebEx	A check specifies the endpoint supports WebEx.
Tentative Reservation	A check specifies the endpoint supports tentative room reservations. (Microsoft Exchange only)

Tentative Room Reservation

The Tentative Room Reservation button allows you to enable tentative room reservations for individual TelePresence rooms.



Note

This option is supported only with Microsoft Exchange. Tentative Room Reservations must be enabled in the Configure > Application Settings > Meeting Options window.

A tentative room reservation is a meeting invitation that has been viewed by the room owner or a proxy room owner, but not accepted yet. A room owner refers to a person who has a TelePresence system in their office or personal conference room, rather than a TelePresence system located in a regular conference room which has no owner. A proxy room owner is a person who is assigned the proper privileges by the room owner to reserve their room for meetings. A CTS-Manager tentative reservation is identical to an accepted reservation.

To enable tentative room reservations for a TelePresence room:

- Step 1** Click **Tentative Room Reservation**.
A popup window displays each room with a check box next to it.
- Step 2** Check the check box next to the room to select it.



Note

Rooms that are already checked, currently have tentative reservations enabled.

- Step 3** Click **Apply**.
A message appears, asking you to confirm your changes.
- Step 4** Click **OK**.

Step 5 Click **Close**.

To disable tentative room reservations for a TelePresence room, click **Tentative Room Reservation**, uncheck the room you want to disable and follow steps 3 through 5 above.

**Note**

A meeting participant must read the meeting invitation for it to appear on the phone UI. If a scheduled meeting is updated and the meeting invitation has not been read yet, the phone UI will not be updated. In this case, the room or proxy mode room calendar may show double bookings.

Once all room reservations are confirmed, the meeting appears 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 approximately 10-15 minutes.

Cisco recommends enabling tentative room reservations for private (office) rooms.

Tentative meeting not enabled

The following describes the behavior of the CTS-Manager when the tentative meeting is not enabled.

If the user creates a meeting with 1 auto-accept room (AAA) and 1 proxy room. The Proxy room accepts the meeting and the meeting is processed as a point-to-point meeting in CTS-Manager. Then the meeting is modified to a different time and the proxy room has not opened the meeting invite or clicked on the tentative or accept buttons. The meeting schedule in CTS-Manager is modified with a new time with both rooms shown and marked as scheduled without error. However, the proxy room calendar does not have the modified meeting time updated. To have the times sync, the proxy room must accept the modified time.

Problems can occur if public rooms and conference rooms are set up with tentative enabled. If the meeting is not accepted, the proxy setting can be out-of-sync and double booking of the room can occur. Thus, the best practice for public or conference rooms is to not have this feature enabled and force a proxy confirmation acceptance.

Room Subscription - Synchronization Change

As shown in the Support > TelePresence Rooms > Status window, a room was successfully synchronized sometime in the past. Then the Room Capability is changed, i.e., recording disabled. If performing a Discovery on this change, the result is the room subscription shows error, but the synchronization is in "OK" state. The synchronization status has historical value as it shows the result of the last synchronization on that room which was successful in this case.

Bridges and Servers

The Bridges and Servers window provides the ability to add and delete TelePresence devices. There are five devices supported by CTS-Manager:

- Cisco TelePresence Multipoint Switch (CTMS)
- Cisco Unified Video Conference device (CUVC)
- Cisco TelePresence Recording Server (CTRS)
- Cisco Media Experience Engine (MXE)
- WebEx

A CTMS communicates with Cisco TelePresence Manager. Cisco TelePresence Manager provides the scheduling information to the different CTMSes and each CTMS provides the multipoint switching capabilities for the conference. For information about CUVC configuration, see [Unified CM](#) in the section following the Bridges and Servers information.

Specifying a CUVC as Non-Scheduled means the CUVC will not be used when a meeting is scheduled.

The support Bridges and Servers window is described in two sections, one for Summary and one for Capability:

Summary Tab

The Summary tab lists the bridges or servers associated with CTS-Manager.

Generating Bridges or Servers Reports

You can generate a report about specific bridges or servers with the following steps:

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



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 bridge or server and click **View Meetings** to display a list of meetings assigned to that bridge or server.
-

Figure 12-13 Support > Bridges and Servers > Summary

Bridges and Servers

Summary Capability

Summary of Bridges and Servers Showing 1-3 of 3 10 per page Go

Status: All Hostname: Filter

	Status	Hostname	Type	Control State	Interop Quality	Description
<input type="radio"/>	OK	example-ctms-1	CTMS	Scheduled	Not Applicable	CTMS
<input type="radio"/>	OK	192.168.33.29	CUVC	Scheduled	720p	CUVC
<input type="radio"/>	OK	example.webex.com	WebEx			

Table 12-18 Support > Bridges and Servers > Summary

Field	Description or Settings
Status	<p>Bridge or server status: All, OK, or Error.</p> <p>Error:</p> <ul style="list-style-type: none"> Can indicate username and password mismatch between CTS-Manager and CTMS. Network connectivity issue between CTS-Manager and CTMS. <p> Note A CUVC always shows a status of OK</p>
Hostname	The configured hostname of the bridge or server. Clicking the hostname hyperlink opens a new browser window, with the CTMS login page.
Type	<p>The bridge or serve types are:</p> <ul style="list-style-type: none"> CTMS CUVC CTRS MXE WebEx
Control State	The Control State is either Scheduled or Non-Scheduled. If Non-Schedules is listed, the resource allocation function won't be used.
Interop Quality	This area shows the selected SD (CIF) or HD (720p) quality. This is not the quality the device can support, but it is the video quality mode currently set in the Application Setting window

Table 12-18 Support > Bridges and Servers > Summary (continued)

Field	Description or Settings
Description	The Description field displays the bridge or server device description, added when the device was added. CUVC is the default; CTMS is configured in the CTMS program.
Details	Click radio button to select the bridge or server, then view the details of it.
Update Schedule	Click radio button to select the bridge or server, then select Update Schedule to get the most current schedule on that device.
View Meetings	Click radio button to select the bridge or server, then view the details of the meeting on that device.

Figure 12-14 CTMS Details Window

Bridge or Server Details	
Type:	CTMS
Hostname:	example-ctms-1
Username:	admin
Timezone:	America/Los_Angeles
Call-In Numbers:	9000
Segment Count:	24
Control State:	Scheduled
Both CTMS involved will not be available for new scheduled meetings during migration, do you want to continue?: <input type="checkbox"/> <input checked="" type="checkbox"/>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Table 12-19 CTMS Details Window Information

Field	Description or Settings
Type	This is always CTMS.
Hostname	This is the address of the bridge or server.
Username	Username used to log into the bridge or server.
Timezone	Displays the time zone where the bridge or server is located.
Call-In Numbers	The conference bridge call-in phone number.
Segment Count	The number of resources available on the bridge or server.

Table 12-19 CTMS Details Window Information


Field	Description or Settings
Control State	Scheduled or Non-scheduled. A bridge or server is available for meetings if it is in a Scheduled state.
Migrate All Meetings	All meetings scheduled to use the CTMS can be migrated to a Non-scheduled CTMS. Click the checkbox and choose another CTMS from the drop-down list. <div>  Caution This feature does show any warning message when migrating meetings from a non-secure to a secure CTMS. </div>

Figure 12-15 CUVC Details Window

Details...	
Type:	CUVC
Hostname:	192.168.33.31
Call-In Number Prefix for CTMS:	90006
Call-In Number Prefix for Video Conference Participants:	890006
Meeting Number Length:	3
Maximum Participants per Conference:	20
Minimum Participants per Conference:	2
Total resources:	20
Control State:	Scheduled
<input type="button" value="Close"/>	

Table 12-20 CUVC Details Window Information

Field	Description or Settings
Type	The bridge or server type: CUVC Note Only one CUVC can be supported by one CTS-Manager
Hostname	This is the LHS of the complete hostname.

Table 12-20 CUVC Details Window Information (continued)

Field	Description or Settings
Control State	Specify whether the CUVC is available (scheduled) for meetings. The resources of a scheduled CUVC can be used when meetings are scheduled. Specifying a CUVC as Non-Scheduled means an Interop meeting will not be available when a meeting is scheduled.
Call-In Number Prefix for CTMS	The call-in number prefix for your CTMS is based on your enterprise dialing plan.
Call-In Number Prefix for Video Conferencing Participants	This call-in number prefix is based on your enterprise dialing plan.
Meeting Number Length	The meeting number can be 1-8 digits in length. The system-generated meeting number is used to create an Interop Call-In Number used by the CTMS to establish the conference call. It is also used to create the Interop Call-In Number sent in an email to meeting participants, as the dial-in phone number. The meeting number length is based on your enterprise dialing plan.
Maximum Participants per Conference	Enter a numeric value for the maximum number of CUVC 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.
Total Resources	This value should be greater than the Maximum Participants per Conference.

Figure 12-16 CTRS Details Window for CTRS

Bridge or Server Details	
Type:	CTRS
Hostname:	http://example-ctrs-55
Username:	admin
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

(Available with the Commercial Bundle only)

Table 12-21 CTRS Details Window Information

Field	Description or Settings
Type	The bridge or server type: CTRS
Hostname	The configured hostname of the CTRS device. This is the LHS of the complete hostname
Username	This is the account name used to log into the CTRS.

Figure 12-17 MXE Details Window

Bridge or Server Details	
Type:	MXE
Hostname:	example-mxe-55
Username:	admin
Control State:	Scheduled
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Table 12-22 MXE Details Window Information

Field	Description or Settings
Type	The bridge or server type: MXE
Hostname	The configured hostname of the MXE device server. This is the LHS of the complete hostname.
Username	This is the account name used to log into the MXE device.
Control State	Select either Scheduled or Non-Scheduled. Specify whether the MXE is available (scheduled) for meetings. MXEs in a scheduled state cannot be used to migrate meetings from other MXEs.If Non-scheduled is selected, resource allocation is not available. Selecting Scheduled allows resource allocations.

**Note**

If MXE does not appear in the Type drop-down menu, go to the **Configure > Application Settings > Bridges and Servers** window and make sure Interoperability with Video Conferencing is enabled and MXE-HD is selected

Figure 12-18 WebEx Details Window

Bridge or Server Details	
Type:	WebEx
Hostname:	example.webex.com
URL:	http://example.webex.com /example
WebEx Admin Username:	admin
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Table 12-23 WebEx Details Window Information

Field	Description or Settings
Type	The bridge or server type: WebEx
Hostname	The configured hostname of the WebEx scheduling server.
URL	The address used to construct the URL that's used to access this meeting. This is the actual URL that CTS-Manager uses to communicate with WebEx. This is published in the email from CTS-Manager, and is displayed to users on the WebEx page of the CTS phone UI.
WebEx Admin Username	WebEx administrator's username (provided by the WebEx team).

Capability Tab

The Capability tab identifies the Cisco TelePresence features available for each bridge or server device, refer to [Figure 12-19](#).

Figure 12-19 Support > Bridges and Servers > Capability

Bridges and Servers

Summary

Capability


Capability of Bridges and Servers

Showing 1-2 of 2 10 per page Go

Status: All Hostname: Filter

Status	Hostname	Type	Version	Switching	Conference Termination	Interop	HD Interop	Inter-Device Security
OK	example-ctms-12	CTMS	1.7.0.0(380)	✓	✓	✓	✓	✗
OK	192.168.15.12	CUVC	Not Available	✗	✗	✗	✗	✗

Table 12-24 *Bridges and Servers > Capability Information*

Field	Description or Settings
Status	<p>Bridge or Server status: All, OK, or Error.</p> <p>Error:</p> <ul style="list-style-type: none"> • Can indicate username and password mismatch between CTS-Manager and CTMS. • Network connectivity issue between CTS-Manager and CTMS. <p>Note A CUVC always shows a status of OK.</p>
Hostname	The configured hostname for the bridge or server device. Clicking the hostname hyperlink opens a new browser window, with the CTMS login page.
Type	Identifies the bridge or server.
Version	Displays the software version running on the device. The version is not displayed for the CUVC device type.
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 in Additional Installation Configurations for CTS-Manager.
SD Interop	<p>A check specifies the device is running a software version that supports SD (CIF) video quality.</p> <p>CUVC always shows No for Interop since CTS-Manager does not detect true capability of CUVc.</p>
HD Interop	<p>A check specifies the device is running a software version that supports HD (720p) video quality</p> <p>A check indicates that the video quality of the scheduled meeting is at 720p quality. It doesn't specify that the actual capability that this bridge or server can support.</p> <p>CUVC always shows "No" for HD Interop since CTS-Manager does not detect the true capability of CUVc.</p> <p> Note To enable HD Interop, all endpoints must be running software version 1.6 or later.</p>
Inter-Device Security	A check specifies that connectivity between CTS-Manager and CTMS is secured via HTTPS.

Unified CM

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

Figure 12-20 *Support > Unified CM*

Unified CM

Unified Cisco Call Managers Showing 1-1 of 1 10 per page Go


Status: All Hostname: Filter

Status	Hostname	IP Address	Version Information	Security
OK	example-ccm-1	192.168.14.18	7.1.3.33020(1)	false

View Rooms Refresh Page 1 of 1

Table 12-25 describes fields and settings for the Cisco Unified CM

Table 12-25 *Unified CM Settings*

Field	Description or Settings
Status	<p>Display-only status report of system services.</p> <p>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.</p> <div>  <p>Caution An error status is displayed if the connection to the Unified CM server was lost due to a network outage or if the Unified CM server was down during the CTS-Manager maintenance cycle. You can resolve the error status by going to the Configure > Unified CM window and clicking Discover Rooms.</p> </div>
Hostname	Name of the Cisco Unified CM server host.
IP Address	IP address of Cisco Unified CM server host.
Version Information	Version of Cisco Unified CM server host.
Security	Security setting of Cisco Unified CM server host.

VC Rooms

The Support > VC Rooms window displays status information for all video conferencing meeting rooms registered with Cisco TelePresence Manager. Table 12-26 describes the information in this window for Microsoft Exchange deployment.

Figure 12-21 Support > VC Rooms

Video Conferencing Rooms							
Showing 1-2 of 2 10 per page Go							
Status: All Name: Filter							
	Status	Name	Segments	Phone	IBM Domino		Assigned Node
					Subscription	Synchronization	
<input type="radio"/>	OK	tes2/site2	2	5529	✓	✓	example-dom1
<input type="radio"/>	OK	tes1/site2	2	5528	✓	✓	example-dom1

Table 12-26 VC Rooms Settings

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.
Name	Video conferencing room name
Segments	Number of segments of the video conferencing room.
Phone	Phone number of the video conferencing room.
Microsoft Exchange Subscription	Status of the Microsoft Exchange subscription. A green checkmark indicates the subscription is activated.
Microsoft Exchange Synchronization	Status of the Microsoft Exchange synchronization. A green checkmark indicates the last synchronization was successful.
IP Address	IP address of the video conferencing room.
Assigned Node	Assigned name of CTS-Manager.

Command Line Interface

Starting a CLI Session

The SysAdmin can access the CTS-Manager CLI remotely or locally:

- From a web client workstation, such as the workstation that you use for CTS-Manager administration, you can use SSH to connect securely to CTS-Manager.
- Using the monitor and keyboard that you used during installation, you can access the CTS-Manager CLI directly or by using a terminal server that is connected to the serial port. Use this method if a problem exists with the IP address.

Before You Begin

Ensure you have the following information that gets defined during installation:

- A primary IP address and hostname
- The SysAdmin ID
- The SysAdmin password



Note

SysAdmin ID and password are the Administrator ID and password that are created during installation of CTS-Manager.

You will need this information to log in to the Cisco IPT Platform.

Perform the following steps to start a CLI session:

Step 1

Do one of the following actions depending on your method of access:

- From a remote system, use SSH to connect securely to the Cisco IPT Platform. In your SSH client, enter

```
ssh sysadminname@hostname
```

where **sysadminname** specifies the Administrator ID created during installation and **hostname** specifies the hostname that was defined during installation.

For example, **ssh admin@ipt-1**.

- From a direct connection, you receive this prompt automatically:

```
ipt-1 login:
```

where **ipt-1** represents the host name of the system.

Enter the SysAdmin ID.

In either case, the system prompts you for a password.

Step 2

Enter your password.

The CLI prompt displays. The prompt represents the SysAdmin ID; for example: `admin:`

For all commands for the CTS-Manager, refer to the Cisco TelePresence Manager help or the CLI Book set at:

http://www.cisco.com/en/US/products/ps7074/tsd_products_support_series_home.html

