



CHAPTER 13

Monitoring and Supporting Cisco TelePresence Manager

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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 endpoint utilization
- Users


Note

The meeting benefits, survey results and endpoint 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 13-1 *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 endpoints 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 14, “Meeting Manager and CTS-Manager Emails”

If at any time you encounter problems, go to [Chapter 16, “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
- Subject
- Organizer
- Endpoint
- Scheduling Device

Figure 13-1 Meetings window

Meetings

Start on: 10/04/2011 End on: 10/04/2011 Status: All

Name: Organizer: Bridge/Server: Filter Type:

All Meetings Showing 1-23 of 23 100 per page Go

Status	Start Time	End Time	Subject	Organizer	Endpoint	Scheduling Device
	10/04/2011 12:30 AM	10/04/2011 12:45 AM	Team Meeting	jsmith	Conf Rm 10	example-ctms-8
	10/04/2011 12:45 AM	10/04/2011 01:00 AM	Project Update	jsmith	Conf Rm 10	example-ctms-12
	10/04/2011 12:45 AM	10/04/2011 01:00 AM	Status Meeting	jsmith	Conf Rm 12	example-ctms-11 (RP)
	10/04/2011 01:00 AM	10/04/2011 01:15 AM	Customer Mtg	jsmith	Conf Rm 13	example-ctms-18
	10/04/2011 01:15 AM	10/04/2011 01:30 AM	Support Mtg	jsmith	Conf Rm 14	example-ctms-12
	10/04/2011 01:45 AM	10/04/2011 02:00 AM	Interview	jsmith	Conf Rm 15	example-ctms-12
	10/04/2011 02:30 AM	10/04/2011 02:45 AM	One-on-One	jsmith	Conf Rm 16	example-ctms-14
	10/04/2011 03:00 AM	10/04/2011 03:15 AM	Review Mtg	jsmith	Conf Rm 17	example-ctms-12

Details... Export...

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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.

The Rendezvous Point of a CTMS Network Multipoint meeting is indicated with **(RP)** next to the CTMS.



Note

A maximum of 5 concurrent users can filter an endpoint.

The 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 an endpoint (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 endpoint in CTS-Manager by going to **Configure > Microsoft Exchange**, selecting the endpoint and clicking **Resync**.

**Note**

When using the CTS-Manager Reporting API to retrieve information about meetings scheduled with a TelePresence Server, Call Detail Record (CDR) information is not available.

Call Detail Record Information for Point-to-Point Meetings with C, EX and MX-series Endpoints

Call Detail Record (CDR) information is available for point-to-point meetings scheduled with C, EX and MX-series endpoints in the following ways:

- Meetings that contain C, EX and MX-series endpoint(s) only:
 - CDR date is displayed after the meeting is completed.
 - Meetings that are in progress, display a status of “Scheduled”.
- Meetings that contain one or more C, EX or MX-series endpoints and one or more CTS endpoints:
 - If the meeting is started by a C, EX or MX-series endpoint, the CDR data will be available after the meeting is completed and meetings that are in progress, display a status of “Scheduled”.
 - If the meeting is started by a CTS, the CDR data for meeting Start Time and End Time are available in real time.

The CDR limitations of C, EX and MX-series endpoints are due to the fact that Meeting ID is not provided along with meeting start event.

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 rooms (endpoints) are in auto-accept mode. A room (endpoint) 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

- After modifying a meeting from Microsoft Outlook, you must click the Send Update button to send the updated information from Microsoft Exchange to CTS-Manager.
- If a meeting organizer updates the Subject field of a meeting scheduled with Lotus Notes that has already been synced with CTS-Manager, the phone's screen is not updated.
- It is advisable to avoid modifications to a meeting a few minutes before its start time.

- If a meeting is changed within a few minutes of the meeting's start time (such as a time change, or endpoint change), the change may not appear on the endpoint phone's screen for that endpoint, or in the Scheduled Meetings window of CTS-Manager. This does not affect a user's ability to schedule a new meeting at the original (pre-modified) time.
- A notification email is not generated if a meeting is processed as part of a server startup.
- No notification email is generated if a meeting is deleted from Outlook or Lotus Notes.
- Modifications to an in-progress or completed meeting, except for time, are ignored.
- Time modifications to an in-progress/completed meeting will generate a new meeting with the new time. The in-progress/completed meeting will remain unchanged.
- In order for Exchange to alert CTS-Manager to scheduled meeting changes, it is advisable not to make changes to the scheduled meeting from the calendar/mailbox of the TelePresence endpoint. Doing this may cause Exchange to not send an invite to the meeting organizer and, as a result, CTS-Manager will not get the notification to process the meeting accordingly.

**Note**


Tentative room reservations in CTS-Manager are not supported with 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 endpoint name in the **Name** 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, No Show, Not TelePresence meeting status.
- 

Note A meeting is in the Needs Help state if the Live Desk soft key on the endpoint phone/display device 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 13-2 describes the Meetings information.

Table 13-2 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 (displayed when moving your mouse pointer over the displayed icon).</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> <p>Note Meetings scheduled using a TelePresence Server only display the status of Scheduled. To determine if the meeting is In Progress or Completed, you must access the TelePresence server.</p> <p>Note In-progress point-to-point meetings between two EX or C series endpoints show as Scheduled until they are completed. If meeting includes a CTS, it will show as In Progress.</p>
Subject	<p>Information (such as the meeting subject) provided by the meeting organizer about the meeting.</p> <p>Note If the meeting organizer did not create a subject for the meeting, “No Subject” is displayed in this window and a dash (-) is displayed on the endpoint phone/display device.</p>
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.
Endpoint	Endpoint (room) name as specified in the Microsoft Exchange or IBM Domino database.
Scheduling Device	<p>Multipoint scheduling device used for meeting (if multipoint meeting).</p> <p>Note The Rendezvous Point of a CTMS Network Multipoint meeting is indicated with (RP) next to the CTMS.</p>
Details	Click this button to view detailed information about a selected meeting. See Meeting Details, page 13-8 for more information.

Table 13-2 Meetings Information (continued)

Field or Button	Description or Setting
Export	<p>Click this button to export your meeting data in tab-separated value (.tsv) format.</p> <p>Information includes:</p> <ul style="list-style-type: none"> • Meeting type (single or recurring) • Status • Endpoint • Organizer • Subject • MCU • Features enabled/disabled: <ul style="list-style-type: none"> – Video Conferencing – Intercompany – Recording – WebEx – Number to Dial <p>Meeting Subject on Phone</p>
Open Collaboration Manager	<p>Click this button to open Cisco Prime Collaboration Manager (CM) for a selected meeting. Cisco Prime CM is a web-based user application for managing and troubleshooting end-to-end video collaboration, over a borderless network. It provides a real-time unified view of all Cisco TelePresence sessions that are in progress.</p> <p>The Collaboration Manager button does not appear unless it is configured in CTS-Manager.</p> <p>To configure Collaboration Manager, go to Configure > Bridges and Servers.</p>

**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 13-2 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](#)
- [CTMS Network](#)
- [Intercompany](#)
- [WebEx](#)
- [Usage Survey](#)
- [Meeting Options](#)

Summary

The Summary tab provides basic information about the meeting.

Table 13-3 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.
Endpoints	Lists the endpoints 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 (if a single-endpoint 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 endpoints are scheduled). This window displays how many scheduling devices and endpoints are reserved for the meeting and allows the administrator to migrate the multipoint meeting from one CTMS to another and change the Cisco Media Experience Engine (MXE) assigned to the meeting, if Interoperability with Video Conferencing is enabled. If the meeting is a network multipoint meeting, two or more CTMS devices are displayed and the Rendezvous Point CTMS is noted with an '(RP)' next to it.



Note

If an MXE video conference (VC) endpoint 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 endpoint = multipoint meeting pushed to CTMS

Table 13-4 Bridges and Servers Tab

Field or Section Name	Description
Call-In Number	The call-in number for TelePresence endpoints to attend the meeting, if selected by the meeting organizer. If it is not selected by the meeting organizer the call-in number still exists, but is not published to the meeting organizer or participants.
Meeting Number	The unique ID number generated by CTS-Manager to identify the scheduled meeting.
Scheduling Device	<p>The scheduling devices used for the meeting.</p> <p>The Rendezvous Point of a CTMS Network Multipoint meeting is indicated with (RP). The CTMS to which the call-in number is associated is indicated with a phone icon.</p> <p>If a CTMS is part of a device group, the group is displayed in parentheses () next to the CTMS name.</p> <p>You have the option to migrate the meeting to a different scheduling device, by selecting it from the drop-down menu corresponding to the scheduling device from which you want to migrate.</p> <p>Network multipoint meetings only support CTMS devices, so migration will only be possible to another CTMS. Migration of CTMS devices for multipoint meetings is supported only with CTMS 1.9 or later.</p> <p>Note If you migrate a CTMS to a TS and your meeting has the following features: Studio Mode Recording, WebEx, Intercompany or Extend Multipoint Meetings, those features will be removed, because TS is not compatible with them.</p>
Endpoint	The endpoints used for the meeting
Bridge Call-In Number	<p>The call-in number for video conferencing endpoints to attend the meeting.</p> <p>Note Video conferencing is not permitted when Intercompany is in use or if Studio Mode Recording is enabled.</p>
MXE Associated	<p>The MXE used for the meeting (if applicable).</p> <p>Note If Interoperability with Video Conferencing is enabled, multipoint meetings require a CTMS and an MXE in a scheduled state.</p>

Guidelines for Migrating CTMSs for Network Multipoint Meetings

When migrating CTMSs associated with a network multipoint meeting, follow these guidelines:

- Only one CTMS can be migrated at a time
- Destination CTMSs must be running release 1.9 or later software
- Destination CTMSs must have enough resources to support the meeting that is being migrated
- If it is a recurring meeting, the destination CTMSs must have enough resources to support all occurrences of the meeting that is being migrated
- If Intergroup Scheduling is disabled, the source and destination CTMSs must be in the same device group.
- To migrate all meetings on a CTMS, including NMP meetings, go to Configure > Bridges and Servers. For more information, see [Editing a Bridge or Server, page 11-60](#).

CTMS Network

The CTMS Network tab appears only if the meeting is a network multipoint meeting. This window displays the scheduling devices and endpoints that are reserved for the meeting, including their device group and time zone. Also displayed is the number of CTMS segments reserved for the meeting.

Table 13-5 CTMS Network Tab

Field or Section Name	Description
Name	Name of device
Type	Type of device (CTMS or endpoint model). If the CTMS is a rendezvous point, (RP) will be displayed.
Device Group	Group to which the device belongs
Description	Description of the device
Time Zone	Time zone of the device

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 13-6 Intercompany Tab

Field or Section Name	Description
Does this meeting include TelePresence endpoints 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 endpoint phone/display device will call to join the meeting. This number is provided by the meeting Host's CTMS or your Service Provider's CTMS.

Table 13-6 *Intercompany Tab*

Field or Section Name	Description
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 endpoints require Telepresence Resources.	If another company is hosting an Intercompany Cisco TelePresence meeting, the number of resources required for your endpoints to participate is listed. Provide this number to the host at the other company.

**Note**

For a CTMS Network Multipoint Intercompany meeting, participants from the other companies (not hosting the meeting) always dial directly into Rendezvous Point (RP) CTMS.

Recurring Intercompany Meetings

If you make changes to a recurring intercompany meeting, those changes are applied to all future instances of the meeting. It is not possible to change a single instance only.

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 13-7 WebEx Tab

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 13-11 sections, for more information.

Mark this meeting as private: Allows you to show or hide the TelePresence meeting subject on the phone of the TelePresence endpoint.

Provide a call-in number for other participants?: Allows you to provide a call-in number for TelePresence endpoints that were not originally invited to the meeting to be able dial in to the meeting.

The following two options are available only for a meeting scheduled with one endpoint (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 endpoint-scheduling functions.


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

Figure 13-3 Monitor > Status Dashboard



Table 13-8 **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"> • Bridges and Servers—Clicking the link displays the summary information in the Support > Bridges and Servers window and filters the list to those bridges and servers with an error status. • Application Servers—Clicking the link displays the summary information in the Cluster Management > Application Servers window. (Only appears if CTS-Manager is part of a cluster). <p>Cisco no longer provides support for the clustering feature originally introduced in release 1.8. For questions, contact Ron Lewis: ronlewis@cisco.com.</p> <ul style="list-style-type: none"> • Database Servers—Clicking the link displays the summary information in the Cluster Management > Database Servers window. (Only appears if CTS-Manager is part of a cluster). <p>Cisco no longer provides support for the clustering feature originally introduced in release 1.8. For questions, contact Ron Lewis: ronlewis@cisco.com.</p> <ul style="list-style-type: none"> • TelePresence Endpoints—Clicking the link displays the status information in the Support > Endpoints window. • VC Endpoints—Clicking the link displays the status information for VC endpoints in the Support > Endpoints window. • Unified CM—Clicking the link displays the information in 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 is • Endpoint Mailbox Sync
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 13-8 **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 (if enabled) • LDAP Server • Endpoint Control • 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 the elapsed running time since the last restart.</p> <ul style="list-style-type: none"> • Services—Services displayed in the Services section. • TelePresence Engine—Cisco TelePresence database engine. • System Platform—Hardware host for CTS-Manager.

Metrics Dashboard

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



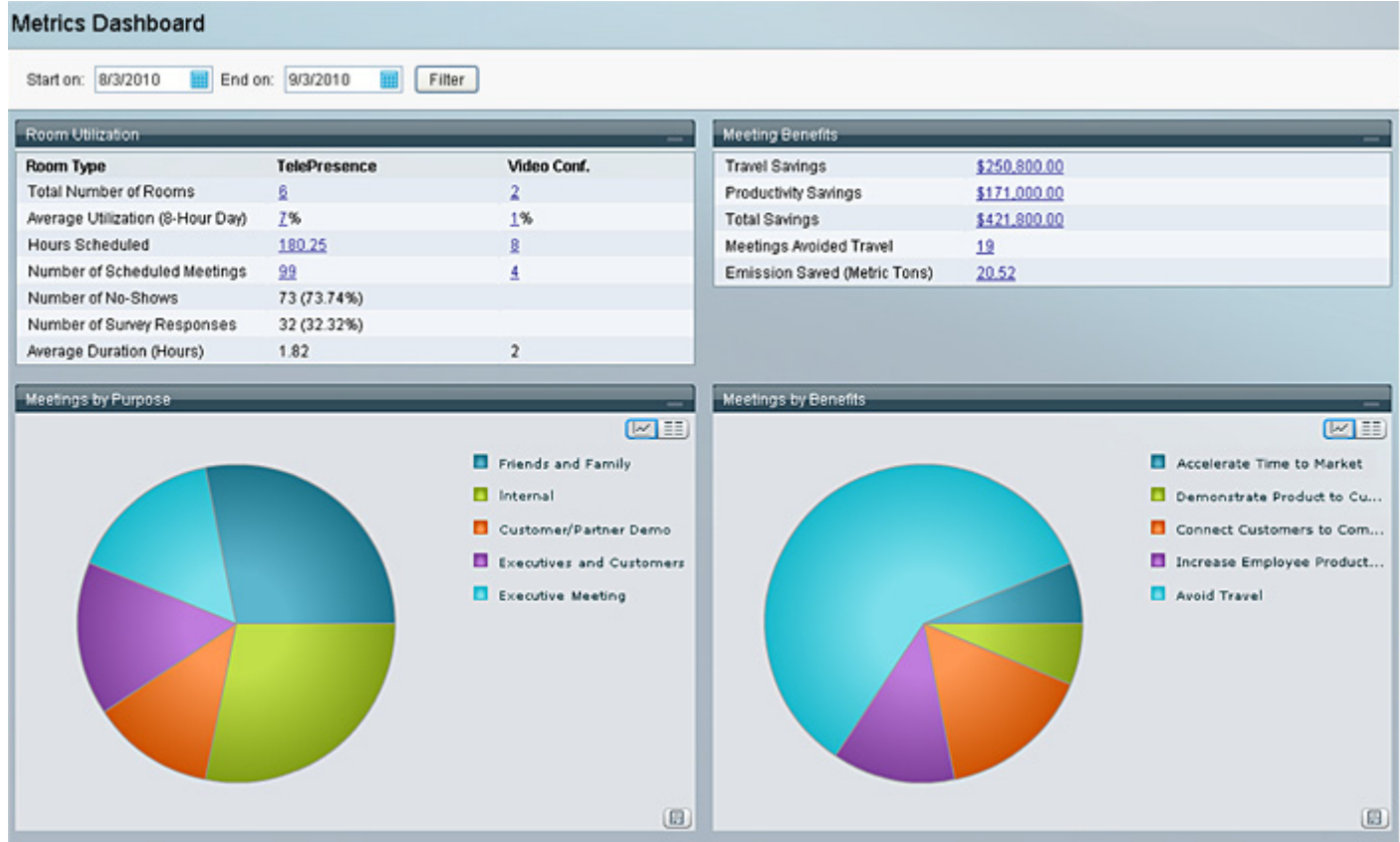
Caution

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 13-4 Monitor > Metrics Dashboard

**Note**

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

Except for the Endpoint 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:

- [Endpoint Utilization, page 13-18](#)
- [Meeting Benefits, page 13-19](#)

- [Meetings by Purpose, page 13-20](#)
- [Meetings by Benefits, page 13-20](#)
- [Scheduled Meetings, page 13-20](#)
- [Ad Hoc Meetings, page 13-20](#)
- [Meetings Avoided Travel, page 13-20](#)
- [Travel Savings, page 13-20](#)
- [Emissions Savings, page 13-21](#)
- [Productivity Savings, page 13-21](#)
- [Endpoints Added, page 13-21](#)

**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.

Endpoint Utilization

The Endpoint Utilization information helps you understand how TelePresence and video conferencing endpoints are used.

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

Table 13-9 Endpoint Utilization Description

Endpoint Type	TelePresence / Video Conferencing
Total Number of Endpoints	Total number of TelePresence and video conferencing endpoints which are currently configured in CTS-Manager.
Average Utilization	Average percentage of TelePresence and video conferencing endpoints 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 endpoints 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 13-10 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.

Endpoints Added

The Endpoints Added information shows the number of endpoints 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 Endpoints Added column corresponds to the number of endpoints added on that date.

TelePresence Utilization

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

Table 13-11 *TelePresence Utilization Description*

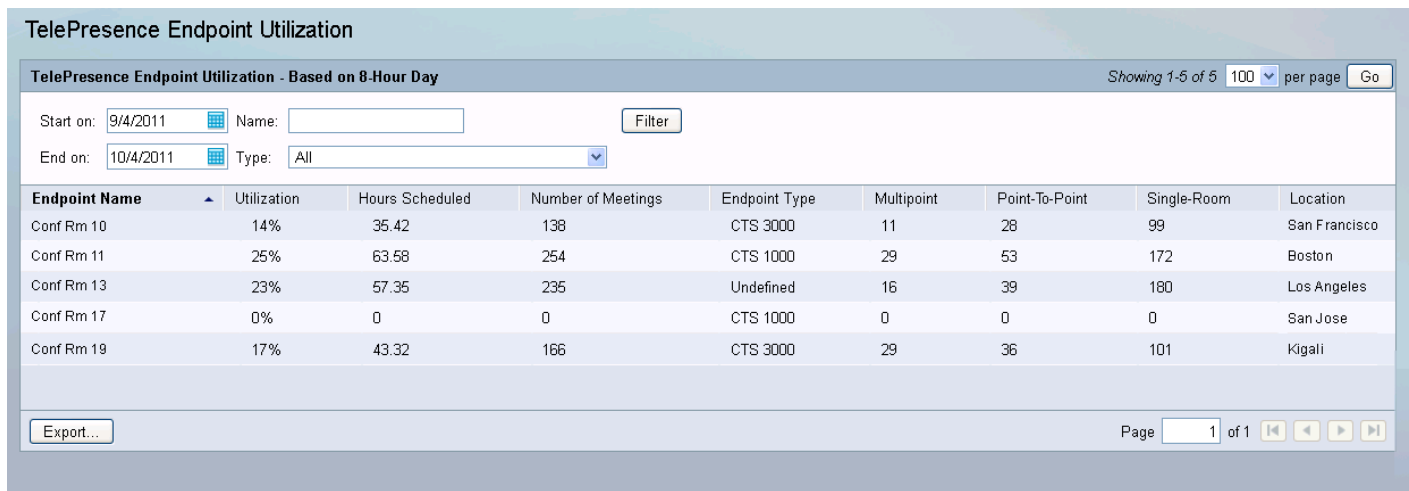
Endpoint Name	Name of TelePresence endpoint. Note An individual endpoint will appear twice in the following situation: The endpoint is initially discovered by CTS-Manager and is scheduled for meetings. Later, its Unified CM profile is changed and it is rediscovered by CTS-Manager.
Utilization	Percentage of the time during an 8-hour day that the TelePresence endpoint is being used.
Hours Scheduled	Number of hours TelePresence endpoint is currently scheduled
Number of Meetings	Total number of meetings using the TelePresence endpoint

Table 13-11 *TelePresence Utilization Description (continued)*

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

**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 13-5 *Monitor > TelePresence 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 13-12 Meeting Benefits Description

Benefit	Value
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 13-6 Monitor > Meeting Benefits



VC Utilization

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

Table 13-13 VC Utilization Description

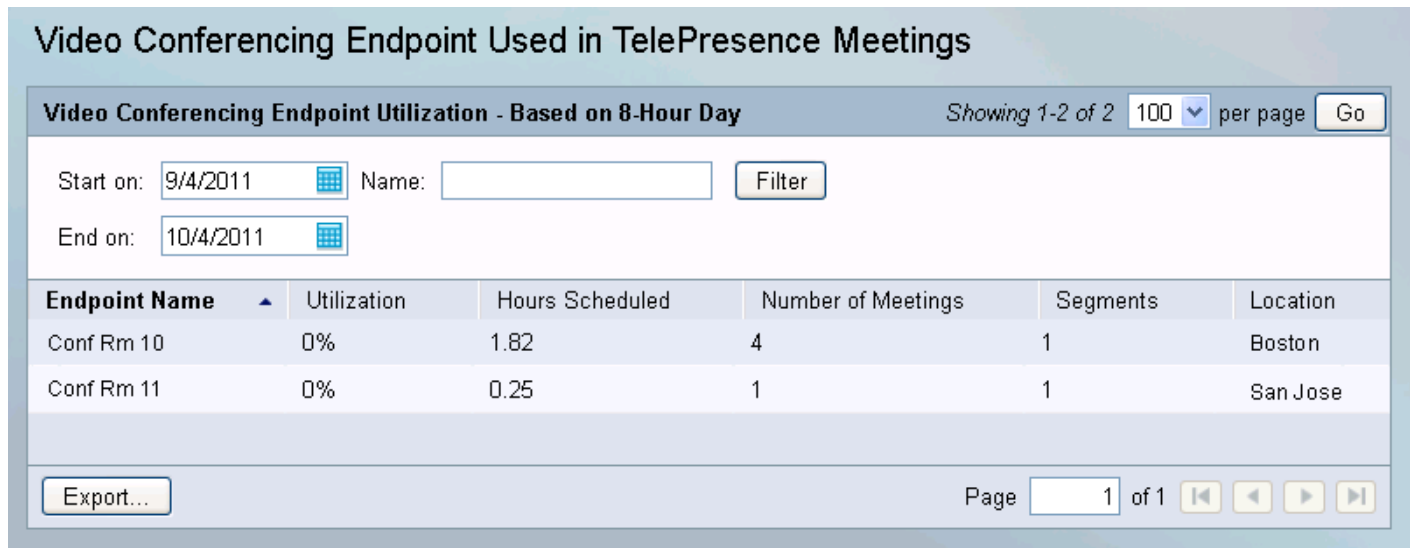
Endpoint Name	Name of video conferencing endpoint
Utilization	Percentage of the time during an 8-hour day that the video conferencing endpoint is being used
Hours Scheduled	Number of hours video conferencing endpoint is currently scheduled
Number of Meetings	Total number of meetings in the video conferencing endpoint
Segments	Number of segments of the video conferencing endpoint
Location	Location of video conferencing endpoint
Country	Country where video conferencing endpoint 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 endpoints added to CTS-Manager in the Configure > Endpoints window.

Figure 13-7 Monitor > VC 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 13-14 *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.
Delegates	Other users to which the meeting organizer has given permission to manage their meetings.

Figure 13-8 *Monitor > Users > Current Logins*

Users

Current Logins Meeting Organizers

Users Currently Logged onto Cisco TelePresence System Manager Showing 1-1 of 1 100 per page Go

Role: All User ID: Filter

Login Time (+)	User ID	Role	IP Address	Delegates
10/04/2011 01:01 PM	admin	SysAdmin	128.107.141.115	

Export...

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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 13-15 *Meeting Organizers Description*

Field	Description
Name	Name of meeting organizer.
Email	Email address of meeting organizer.

Table 13-15 Meeting Organizers Description

Field	Description
Delegates	Other users to which the meeting organizer has given permission to manage their meetings.
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 13-9 Monitor > Users > Meeting Organizers

Users

Current Logins **Meeting Organizers**

Showing 1-2 of 2 100 per page Go

Start on: 9/4/2011 Name: Organization: Filter

End on: 10/4/2011 Country:

Name	Email	Delegates	Number of Meetings	Title	Organization	Location	Country
John Smith	jsmith@example.com	kjohnson	205	Product Manager	Marketing	San Jose	Costa Rica
Kent Johnson	kjohnson@example.com	jsmith	466	Engineer	Engineering	Milpitas	USA

Export...

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Endpoints

The Support > Endpoints window displays information about endpoints. This window is divided into three, tabbed views.

- The **Summary** view displays the status of all Cisco TelePresence endpoints registered with Cisco TelePresence Manager, as well as Cisco Unified CM, Microsoft Exchange or IBM Domino. [Table 13-16 on page 13-28](#) describes information in this window.

- The **Capability** view displays the availability of certain Cisco TelePresence features. [Table 13-17](#) describes information in this window.

Generating Endpoint Reports

You can generate a report about specific meeting endpoints 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

An endpoint is in the Needs Help state if the Live Desk soft key on the endpoint phone/display device has been selected.

- Step 2** Enter the endpoint name in the **Name** field.

- Step 3** Click **Filter**.



Note

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

Figure 13-10 Support > Endpoints > Summary

Endpoints

Summary Capability

Endpoint Status Showing 1-1 of 1 100 per page Go

Status: All Type: All Name: Filter

	Status	Name	Type	Phone	Live Desk	Time Zone	Device Group	Description	IP Address
<input type="radio"/>	✓	CTS_4@example.com	CTS 1000	5507	40017	America/Los_Angeles	Davenport	Mark System	209.165.201.31
<input type="radio"/>	✗	Conf Rm 11	CTS 1000	5591	40076	America/Los_Angeles	Aptos	2nd floor	209.165.201.29
<input type="radio"/>	✓	Conf Rm 12	CTS 1000	4538	40078	America/Los_Angeles	Santa Cruz	3rd floor	209.165.201.30
<input type="radio"/>	✗	Conf Rm 13	CTS 3000	5577	40072	America/Los_Angeles	Kigali	4th floor	209.165.201.25
<input type="radio"/>	✓	Conf Rm 14	CTS 1000	5528	5528	America/Los_Angeles	San Jose	3rd floor	209.165.201.36

Details... Update Schedule View Meetings Export...

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Table 13-16 Endpoints Summary

Field	Description or Setting
Status	Endpoint status: All, OK, Error, Needs Help, or In Use
Name	Name of the endpoint
Type	Type and model of endpoint

Table 13-16 Endpoints Summary (continued)

Field	Description or Setting
Phone	Endpoint phone number
Live Desk	Live Desk who is assigned to the endpoint as the help contact
Time Zone	Displays the Time Zone location of the TelePresence endpoint
Device Group	The group to which the endpoint is assigned. You can change this group in the Configure > Device Groups page.
Description	Endpoint 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 endpoint. Click the address to go to the endpoint administration login page
Unified CM	IP address of Cisco Unified CM
Assigned Server	Server managing the endpoint
Licensed	Green checkmark indicates the endpoint is licensed. Red X indicates it is not licensed
Connectivity with	
Unified CM	Status of connectivity between endpoint and Unified CM. A check indicates connectivity is supported. An “X” indicates a problem with the connection between Unified CM and the Cisco TelePresence endpoint.
CTS Manager	A check indicates connectivity is supported. An “X” indicates a problem with the connection between Cisco TelePresence Manager and the Cisco TelePresence endpoint.
Device Error	A check indicates communication is supported. An “X” indicates a problem with the Cisco TelePresence endpoint.
CUCM	
Email ID	A check indicates the Cisco TelePresence System email ID stored in Unified CM is valid. An “X” indicates a problem with the Cisco TelePresence System email ID stored in Unified CM.
Microsoft Exchange or IBM Domino	
Subscription	A check indicates a subscription between the TelePresence endpoint and Microsoft Exchange is supported. An “X” indicates a subscription problem between the TelePresence endpoint and Microsoft Exchange. A subscription error may be indicated by an “X” when there is no error.
Sync	A check indicates synchronization between the endpoint and Microsoft Exchange is supported. An “X” indicates a synchronization problem between the endpoint and Microsoft Exchange.

Manually Updating Schedules on the Cisco TelePresence Endpoint Phone or Control Device

To update an endpoint's IP phone/or control device 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 an endpoint.
- Step 2** Click **Update Schedule**.
-

Viewing Scheduled Meetings for a Specific Endpoint

To obtain additional information about any meetings associated with an endpoint, perform the following steps:

-
- Step 1** Click the radio button associated with an endpoint.
- Step 2** Click **View Meetings**.
-

Figure 13-11 *Support > Endpoints > Capability*

Endpoints

Summary **Capability**

Endpoint Capability Showing 1-6 of 6 100 per page Go

Status: All Type: All Name: Filter

Status	Name	Version	Projector	Document Camera	Conference Termination
✓	Conf Rm 10	CTS 1.7.4(270) P1 2011-06-29 15:00:43 SrcRev:87497	✓	✓	✓
✗	Conf Rm 11	CTS Main(1578) P1 2011-09-08 18:56:59 SrcRev:90071	✗	✗	✓
✗	Conf Rm 12	CTS 1.7.4(270) P1 2011-06-29 15:00:43 SrcRev:87497	✗	✗	✓
✗	Conf Rm 13	CTS Main(1578) P1 2011-09-08 18:56:59 SrcRev:90071	✓	✗	✓
✓	Conf Rm 14	Not Available	✗	✗	✗
✓	Conf Rm 18	Not Available	✗	✗	✗

Export... Page 1 of 1

Table 13-17 Endpoints Capability Information

Field	Description or Setting
Status	Endpoint 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.
Endpoint Name	Endpoint device name.
Version	Displays the software release version for the endpoint. Note Versions of CTS prior to 1.5 only display “Not Available” in this field. This does not affect any functionality.
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 endpoints.



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 (endpoint) 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 (endpoint) for meetings. A CTS-Manager tentative reservation is identical to an accepted reservation.

To enable tentative room reservations for a TelePresence endpoint:

Step 1 Click **Tentative Room Reservation**.

A popup window displays each endpoint with a check box next to it.

Step 2 Check the check box next to the endpoint to select it.

**Note**

Endpoints 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 endpoint, click **Tentative Room Reservation**, uncheck the endpoint 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 endpoint phone/control device. If a scheduled meeting is updated and the meeting invitation has not been read yet, the phone/control device will not be updated. In this case, the room (endpoint) or proxy mode room (endpoint) calendar may show double bookings.

Once all endpoint reservations are confirmed, the meeting appears in the Scheduled Meetings window and the phone/control device 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) endpoints.

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 (endpoint) (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 (endpoint) 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 endpoints (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 endpoints and conference room endpoints 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 endpoint can occur. Thus, the best practice for public or conference endpoints is to not have this feature enabled and force a proxy confirmation acceptance.

Endpoint Subscription - Synchronization Change

As shown in the Support > Endpoints > Status window, an endpoint was successfully synchronized sometime in the past. Then the endpoint capability is changed, i.e., recording disabled. If performing a Discovery on this change, the result is the endpoint 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 endpoint which was successful in this case.

Bridges and Servers

The Support > Bridges and Servers window displays information about the bridges or servers associated with Cisco TelePresence Manager. The Bridges and Servers window is divided into two tabs:

- [Summary](#)
- [Capability](#)

Summary

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, IP address or Device Group in the field and select the corresponding item in the drop-down menu.
 - 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 13-12 Support > Bridges and Servers > Summary

Status	Hostname	IP Address	Type	Scheduled	Device Group	Interop Quality	Schedule Segments
<input type="radio"/> <input checked="" type="checkbox"/>	example.webex.com	https://example.webex.com	mctg WebEx	—	—	—	—
<input type="radio"/> <input checked="" type="checkbox"/>	example-ts	209.165.201.29	TelePresence Server	Yes	Paris	CIF	0
<input type="radio"/> <input checked="" type="checkbox"/>	example-ctrs	209.165.201.30	CTMS	Yes	Paris	—	24
<input type="radio"/> <input checked="" type="checkbox"/>	example-ctms	10.22.148.9	CTMS	No	Paris	—	24
<input type="radio"/> <input checked="" type="checkbox"/>	example-ctrs	10.22.148.145	CTRS	No	ungrouped	—	0

Table 13-18 Support > Bridges and Servers > Summary Tab

Field	Description or Settings
Status	Bridge or server status: All, OK, or Error. A CUVC device always shows a status of OK.
Hostname	The address of the bridge or server.
IP Address	The IP Address of the bridge or server.
Type	CTS-Manager supports the following types of bridges or servers: <ul style="list-style-type: none"> • Cisco TelePresence Multipoint Switch (CTMS) • Cisco Unified Video Conferencing (CUVC) • Cisco TelePresence Recording Server (CTRS) • TelePresence Server (TS) • WebEx Site • Collaboration Manager • Cisco Media Experience Engine (MXE)
Scheduled	If Yes is displayed, a bridge or server is available (schedulable) for meetings. Note Meetings scheduled using a TelePresence Server only display the status of Scheduled. To determine if the meeting is In Progress or Completed, you must access the TelePresence server.

Table 13-18 Support > Bridges and Servers > Summary Tab

Field	Description or Settings
Device Group	The group to which the CTMS is assigned. You can change this group in the Configure > Device Groups page. Note Only CTMS devices and endpoints can be grouped.
Interop Quality	Indicates either SD (CIF) or HD (720p or 1080p) resolution.
Schedule Segments	Indicates the number of segments that can be used for scheduling meetings.
Description	Information about the bridge or server.
Call-In Number	Call-in number for the bridge or server.

Figure 13-13 CTMS Details Window

Bridge or Server Details	
Type:	CTMS
Hostname:	example-ctms-10
Username:	admin
Timezone:	America/Los_Angeles
Call-In Numbers:	9000
Segment Count:	24
Scheduled:	Yes
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Table 13-19 CTMS Details Window Information

Field	Description or Settings
Type	The bridge or server type: CTMS.
Hostname	This is the address of the CTMS.
Username	Username used to log into the CTMS.
Timezone	Displays the time zone where the CTMS is located.
Call-In Numbers	The CTMS call-in number.
Segment Count	The number of resources available on the CTMS.
Scheduled	If Yes is displayed, the CTMS is available (schedulable) for meetings.

**Note**

To migrate all meetings from a CTMS, go to **Configure > Bridges and Servers**, select the CTMS from which you want to migrate meetings, click **Edit**, select **Migrate All Meetings**, select a CTMS to migrate to and then click **Save**.

Figure 13-14 CUVC Details Window

Details...	
Type:	CUVC
Hostname:	209.165.201.1
Call-In Number Prefix for CTMS:	90006
Call-In Number Prefix for Video Conference Participants:	90006
Meeting Number Length:	3
Maximum Participants per Conference:	20
Minimum Participants per Conference:	2
Total resources:	20
Scheduled:	Yes
<input type="button" value="Close"/>	

Table 13-20 CUVC Details Window Information

Field	Description or Settings
Type	The bridge or server type:CUVC Note Only one CUVC can be supported by a single CTS-Manager
Hostname	This is the LHS of the complete hostname.
Call-In Number Prefix for CTMS	The call-in number prefix for your CUVC 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 CUVC 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.

Table 13-20 CUVC Details Window Information (continued)

Field	Description or Settings
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.
Scheduled	If Yes is displayed, the CUVC is available (schedulable) for meetings. If No is displayed Interop meetings using CUVC will not be schedulable.

Figure 13-15 CTRS Details Window for CTRS

Bridge or Server Details	
Type:	CTRS
Hostname:	209.165.201.30
Username:	admin
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Table 13-21 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 13-16 TelePresence Server Details Window

Bridge or Server Details	
Type:	TelePresence Server
Hostname:	example-ts-03
Username:	admin
Scheduled:	Yes
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Table 13-22 *TelePresence Server Details Window Information*

Field	Description or Settings
Type	The bridge or server type: TelePresence Server
Hostname	Hostname of the TelePresence Server
Username	SysAdmin username of the TelePresence Server
Scheduled	If Yes is displayed, the TelePresence Server is available (schedulable) for meetings.

Figure 13-17 *MXE Details Window*

Bridge or Server Details	
Type:	MXE
Hostname:	10.22.147.6
Username:	admin
Timezone:	EST
Call-In Numbers:	433
Segment Count:	30
Scheduled:	Yes
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Table 13-23 *MXE Details Window Information*

Field	Description or Settings
Type	The bridge or server type: MXE
Hostname	The configured hostname of the MXE device.
Username	SysAdmin username of the MXE.
Timezone	Displays the time zone where the MXE is located.
Call-In Numbers	MXE call-in phone number(s).
Segment Count	Number of resources available on the MXE. Each VC endpoint requires two resources. If WebEx is included in the meeting, an additional resource is required.
Scheduled	If Yes is displayed, the MXE is available (schedulable) for meetings.

**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 13-18 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"/>	

Figure 13-19 WebEx Details Window

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

Table 13-24 WebEx Details Window Information

Field	Description or Settings
Type	<p>The bridge or server type: WebEx</p> <p>Note If WebEx does not appear in the drop-down list, make sure WebEx is enabled in the Configure > Application Settings > Bridges and Servers window.</p>
Hostname	<p>A name identifying the WebEx site hostname to the administrator. This typically can be the same name as the hostname used in the site URL.</p> <p>Note Multiple WebEx sites can have the same hostname. This is not used to connect to the WebEx site and therefore is not validated during testing of connection.</p>
URL	<p>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/display device.</p>

Table 13-24 WebEx Details Window Information

Field	Description or Settings
WebEx Admin Username	WebEx administrator's username (provided by the WebEx team)
Connection Type	CTS-Manager connection to the WebEx site. Can be direct or via a proxy server.

Figure 13-20 Collaboration Manager Details Window

Bridge or Server Details	
Type:	Collaboration Manager Server
Hostname:	209.165.201.6
URL:	https://209.165.201.6/emsam
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Table 13-25 Collaboration Manager Details Window

Field	Description or Settings
Type	Always Collaboration Manager
Hostname	The configured hostname of the collaboration manager server.
URL	The configured URL of the collaboration manager server.

Capability

The Capability tab identifies the Cisco TelePresence features available for each bridge or server device.

Figure 13-21 Support > Bridges and Servers > Capability

Bridges and Servers

Summary

Capability

Capability of Bridges and Servers

Showing 1-4 of 410 per pageGo

Status: All

Hostname:

Filter

Status	Hostname	Type	Version	Conference Termination	HD Interop	WebEx	Inter-Device Security	TC5-Compatible	TelePresence Call-In Number
✗	209.165.201.30	CTMS	1.8.0.0(946)	✓	✓	✓	✗	✓	✗
—	209.165.201.29	Collaboration Manager	—	—	—	—	—	—	—
✓	209.165.201.21	CUVC	—	✗	✗	✗	✗	✗	✗
✓	example-ts04	TelePresence Server	2.2(1.20)	✗	✓	✗	✗	✓	✗

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Table 13-26 Support > 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	The bridge or server type.
Version	Displays the software version running on the device. The version is not displayed for the CUVC device type.
Conference Termination	A check indicates the device supports conference termination. Refer to Policies, page 11-92 in Chapter 11, “Additional Installation Configurations for Cisco TelePresence Manager”
HD Interop	<p>A check indicates the device supports HD (720p) video quality</p> <p>A check also indicates that the video quality of a scheduled meetings using this bridge or server are 720p quality. It doesn't, however, indicate 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>
WebEx	A check indicates the device supports WebEx.
Inter-Device Security	A check indicates that connectivity between CTS-Manager and CTMS is secured via HTTPS.
TC5-Compatible	A check indicates the device supports endpoints running TC5.0 or later software.
Call-In Number	A check indicates the device supports the TelePresence Call-In Number feature.
Network Multipoint	<p>A check indicates that the CTMS is running a software version that supports CTMS Network Multipoint.</p> <p>Note Only CTMS 1.9 or later supports Network Multipoint.</p>

Unified CM


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

Figure 13-22 *Support > Unified CM*

Status	Hostname	IP Address	Version Information	Security
OK	example-cm12	209.165.201.18	8.6.1.10000(43)	
OK	example-cm7	209.165.201.14	8.6.1.10000(43)	

Table 13-27 describes fields and settings for the Cisco Unified CM.

Table 13-27 *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 endpoints 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 endpoints.</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.

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

