Cisco Prime Collaboration Manager 1.2

The following list of frequently asked questions is meant to help quickly address some of the commonly asked questions regarding Cisco Prime™ Collaboration Manager (CPCM). For more information on the product, refer to the CPCM product page at http://www.cisco.com/go/cpcm.

Q. What is Cisco Prime™ Collaboration Manager?

A. Cisco Prime Collaboration Manager is a video service assurance and management system that helps you to monitor, troubleshoot, and report the Cisco TelePresence sessions. It provides service and network operators with a real-time, unified view of all Cisco TelePresence sessions.

Cisco Prime CM also provides immediate visibility into the associated media paths of each session, and isolates the source of problems. When Mediatrace-capable devices are deployed in the network, Cisco Prime CM provides network path visibility, down to the granularity of video flow statistics.

Q. What is new in Cisco Prime™ Collaboration Manager 1.2?

A. Cisco Prime Collaboration Manager 1.2 includes the following new features:

- Provides customizable dashboards, and new dashboards - Endpoints and Infrastructure - to give you at-a-glance status of health and utilization of endpoints and infrastructure devices.
- Allows customization of event monitoring by disabling the events that are not of importance and by changing their event severity.
- Allows customization of visibility of endpoints to determine the monitoring level operation for endpoints.
- Provides new out-of-box reports and a reporting framework including scheduling.
- Provides capability to facilitate the readiness assessment of a network to deploy Cisco Video or TelePresence systems, using media path analysis agent.
- Provides a set of pre-defined and user defined groups on all pages (Session Monitoring, Endpoint Monitoring, Device Inventory pages, Alarm and Event browser) to show details of a single device, or a group of devices.
- Support for new personal telepresence endpoints as well as Video Infrastructure devices.

Support for Cisco TelePresence Endpoints

Q. Which Cisco TelePresence endpoints does Cisco Prime Collaboration Manager support?

A. Collaboration Manager will support the following Cisco TelePresence System endpoints: CTS 500 Series, CTS 1000, CTS 1100, CTS 1300 Series, CTS 3000 Series, CTS 3200 Series running software version 1.7 or later, and Cisco TelePresence System EX/Profile/Integrator C/Quick Set series endpoints running software version 4.1 or later. For personal video endpoints, Cisco Prime Collaboration Manager supports CIUS, 89xx, 99xx, Jabber Video, E20, MXP, MX 200/300, SX20 and Polycom HDX/VSC endpoints.

Q. Does Collaboration Manager require any agents to be installed on Cisco TelePresence endpoints?

A. No, Collaboration Manager does not require any additional agent software on monitored service infrastructure devices (including Cisco TelePresence endpoints, CTS Manager, Cisco TelePresence Multipoint Switches, and Cisco® Unified Communications Manager), network infrastructure devices (routers and switches), or the operator workstation. It uses standard interfaces to receive events and statistics and will periodically poll the devices for status information.

Support for CTS Manager

Q. Does Cisco Prime Collaboration Manager work with CTS Manager?

A. Yes, Collaboration Manager works with CTS Manager to discover Cisco TelePresence scheduled session information. Collaboration Manager also polls CTS Manager periodically to assess the status of CTS Manager CPU and memory levels, as well as essential services running on the device, and displays these statistics in dashboard views. The polling intervals for CTS Manager can be configured through Collaboration Manager administration features. Collaboration Manager will support CTS Manager running software version 1.7 or later.

Q. What are the differences between the capabilities of Collaboration Manager and CTS Manager?

A. CTS Manager allows end users to schedule both point-to-point and multipoint Cisco TelePresence sessions from Microsoft Outlook or Lotus Notes. It also collects and provides status information about Cisco TelePresence endpoints. Collaboration Manager provides end-to-end monitoring and troubleshooting of Cisco TelePresence sessions and endpoints, as well as visibility into the network infrastructure devices transporting the video for Cisco TelePresence sessions. Collaboration Manager utilizes the scheduling information from CTS Manager to deliver visualized session topologies for the operator. CTS Manager and Collaboration Manager are fully complementary systems that work together.

Q. What capabilities does Collaboration Manager have when working with CTS Manager?

A. Through working with CTS Manager, Collaboration Manager is able to discover Cisco TelePresence endpoints known to CTS Manager and streamline the process of adding them to the Collaboration Manager inventory database. Additionally, Collaboration Manager periodically imports from CTS Manager the most current list of scheduled Cisco TelePresence sessions so that Collaboration Manager can provide real-time visualization of these sessions as well as monitor and display any alarms associated with the sessions. Collaboration Manager can also monitor CPU/memory utilization and key services running on CTS Manager, as well as its Lightweight Directory Access Protocol (LDAP) and database connectivity status.

Support for Cisco TelePresence Management Suite

Q. Does Cisco Prime Collaboration Manager work with the Cisco TelePresence Management Suite?

A. Collaboration Manager supports Cisco TMS 13.1 and later. Collaboration Manager utilizes the scheduling information from TMS to deliver visualized session topologies for the operator.

Q. Is Cisco Prime Collaboration Manager going to replace Cisco TMS?

A. No. TMS and Collaboration Manager are complementary products and together provide capabilities that are unmatched in the marketplace. From centralized scheduling and advanced conference control to being able to visualize and troubleshoot sessions down to media flow statistics, these two products provide you all the tools you need to successfully manage your Cisco TelePresence deployment.

Support for Cisco TelePresence Conferencing Devices

Q. Does Cisco Prime Collaboration Manager work with the Cisco TelePresence Multipoint Switch?

A. Yes, Collaboration Manager works with Cisco TelePresence Multipoint Switch devices to discover Cisco TelePresence multipoint session information. Collaboration Manager also polls any discovered Cisco TelePresence Multipoint Switch devices periodically to assess the status of their CPU and memory levels, as well as essential services running on the devices, and displays these statistics in dashboard views. The polling intervals for Cisco TelePresence Multipoint Switch devices can be configured through Collaboration Manager administration features. Collaboration Manager will support Cisco TelePresence Multipoint Switch devices running software version 1.7 or later.

Q. What other conferencing devices does Cisco Prime Collaboration Manager work with?

A. Collaboration Manager supports the 4500 Series and MSE 8510 MCUs running software version 4.1 and later as well as the 8710 and TS 7000 Series Cisco TelePresence Servers running software version 2.1 and later. Collaboration Manager monitors basic health and resources for these devices.

Support for Cisco Unified Communications Manager

Q. Does Cisco Prime Collaboration Manager work with Cisco Unified Communications Manager?

A. Yes, Collaboration Manager works with Cisco Unified Communications Manager to obtain information about endpoints initiating and terminating participation in Cisco TelePresence sessions. Collaboration Manager also polls Communications Manager periodically to assess the status of the Communications Manager CPU and memory levels, as well as essential services running on the device, and displays these statistics in dashboard views. The polling intervals for Cisco Unified Communications Manager can be configured through Collaboration Manager administration features. Collaboration Manager will support Communications Manager devices running system version 8.6 or later.

Q. Does Cisco Prime Collaboration Manager work with Cisco TelePresence Video Communication Server (VCS)?

A. Yes, Collaboration Manager works with Cisco VCS and VCS Express products to assess health information of these devices as well as to retrieve call control information pertinent to sessions.

Support for Network Infrastructure Devices

Q. Can Cisco Prime Collaboration Manager work with a non-Cisco based network?

A. Yes, Collaboration Manager will still have full capabilities for session and endpoint monitoring. However, Collaboration Manager will not be able to provide health statistics (CPU, memory levels) and ingress/egress interface statistics for non-Cisco routers and switches.

Q. What extra capability does Collaboration Manager deliver for a Cisco-based network versus a non-Cisco-based network?

A. For Cisco-based network routers and switches, Collaboration Manager is able to identify Cisco device types in a media path visualization diagram and provide health statistics (CPU, memory levels) and ingress/egress interface statistics for these devices so that service operators can identify issues affecting video collaboration service quality.

Additional Capabilities Provided Through Medianet

Q. How does Cisco Prime Collaboration Manager allow customers to benefit from medianet?

A. In a network where Cisco's new medianet capabilities are deployed, Collaboration Manager can use video performance monitoring and flow-based measurements. It helps enable service and network operators to use Cisco's unique and powerful medianet capabilities such as Mediatrace, Performance Monitor, and IP service-level agreement (IP SLA) video operations to provide enhanced path computation, statistics collection, and synthetic traffic generation for medianet-capable network devices. This allows for a richer set of end-to-end information available to service operators as they identify and isolate video collaboration service-related issues.

Q. What extra capability does Collaboration Manager deliver for Cisco medianet network elements?

A. For Cisco medianet-capable network routers and switches, Collaboration Manager is able to provide network flow information in a media path visualization diagram so that service operators can more easily pinpoint where network traffic issues (including jitter and packet loss) are affecting video collaboration service quality. Medianet-capable network routers and switches can also act as initiators and responders for IP SLA video operations, enabling proactive diagnostics associated with video. With medianet Performance Monitor, Collaboration Manager can offer a snapshot view of what other traffic is occurring at network hotspots that could be affecting a particular Cisco TelePresence session.

For more information about general medianet features, visit the Cisco Enterprise Medianet Homepage. For more information about specific medianet features utilized by Collaboration Manager, visit the Mediatrace and IP SLA Video Operations feature pages.

Packaging and System Requirements

Q. How is Collaboration Manager packaged?

A. Collaboration Manager is deployed as a virtual appliance. A single downloadable open virtual appliance (OVA) image, which contains the Collaboration Manager virtual machine (VM), will be provided for installation onto a VMware server. For further details, see the "System Requirements" section below.

Table 1. Virtual Machine Templates

VM Template	vCPU	vMemory	vDisk	vNIC
Up to 1000 endpoints	4	8 GB	90 GB	1 GB NIC
More than 1000 endpoints	4	16 GB	90 GB	1 GB NIC

Table 2 outlines the minimum system requirements for the VMware server onto which the Collaboration Manager OVA image will be installed.

Table 2. System Requirements: Server

Description	Specifications
Hardware	All the hardware components such as servers, CPU, storage, and Storage Area Network (SAN) models should be compatible with the VMware comprehensive compatibility guides posted at http://www.vmware.com. Cisco Unified Computing System™ (Cisco UCS™) is recommended, but other servers can also be used.
Software (hypervisor)	VMware ESXi 4.1

Table 3 outlines the minimum system requirements for client systems.

Table 3. System Requirements: Client

Description	Specifications
Browser	Mozilla Firefox 8.0, 9.0 and 10.0 (Linux, MAC and Windows) Internet Explorer 8.0, 9.0
Flash Plug-in	Adobe Flash Player 10.x
Resolution	1024 x 768 minimum

Miscellaneous Questions

Q. How do I know if a router supports Mediatrace?

A. Please check the Cisco medianet documents to know which Cisco IOS® Software versions and which Cisco platforms support medianet tools. Some links you may find useful are:
http://www.cisco.com/go/medianet
http://www.cisco.com/go/autoconfiguration
http://www.cisco.com/go/mediamonitoring

Q. How do I know if a router is configured to respond to IP SLA requests?

A. To check the IP SLA configuration from Collaboration Manager, you can go to **Inventory > Device Inventory**. Here in the last three columns, you will see Mediatrace Role, IP SLA role, and Performance Monitor status. If the IP SLA status reads “Initiator or Responder” then IP SLA is configured on it; otherwise it will show “Unsupported” or “Unknown”. To configure IP SLA video operations, please refer to the IP SLA Video Operations Guide.

Q. How do I know if a router supports Performance Monitor?

A. To check the Performance Monitor configuration from Collaboration Manager 1.2, you can go to **Inventory > Device Inventory**. The last column shows the Performance Monitor status. It can be either “Configured” or “Unsupported” or “Unknown”. To configure Performance Monitor from the command-line interface (CLI) you can refer to the Cisco Performance Monitor Configuration Guide.

Q. I have started an ad hoc point-to-point session but I don’t see the session on my Session Monitoring Page. Why?

A. Collaboration Manager gets information on the participants from call processors. It collects details, such as when a user joins the session or disconnects from it. All the endpoints need to be added as controlled devices in Cisco Unified Communications Manager for call detection to happen. Collaboration Manager polls call processors every 15 minutes by default. To modify the polling intervals go to **Administration > Device Monitoring Configuration**. For more details read the Collaboration Manager User Guide.

Q. I have scheduled a session on TMS/Cisco TelePresence Manager (CTS-Man) but I don’t see the session on my Session Monitoring Page. Why?

A. If you just scheduled a session on TMS/CTS-Man, by default, you will have to wait 6 hours before the next automatic import kicks in. You can modify the interval for importing scheduled sessions in the system configuration page under the Admin menu. Be aware, however, that the import operation is CPU intensive on the TMS/CTS-Man and hence you should use this option carefully. You can also import sessions manually by clicking the Import Sessions button on the Session Monitoring Page. See the Collaboration Manager User Guide for more information.

Q. How often do the scheduled sessions get updated on the Session Monitoring Page?

A. Scheduled sessions are imported every 6 hours from the CTS-Man/TMS by default. You can bring this down to 1 hour if you prefer. Go to **Administration > Device Monitoring Configuration > Management > Scheduled Session Polling Interval** to change the polling interval.

Q. The landing page dashlet only shows the "Top 10 Utilized" endpoints. Can I get a utilization report for all endpoints?

A. Go to **Reports > Endpoint Utilization Report** and you will get a list of all endpoints, their usage in minutes, and also the utilization percentage calculated based on a 10-hour workday.

Q. The landing page dashlet only shows "Top 10 No Show Endpoints". Can I get a list of all "No Show" endpoints?

A. Go to **Reports > No Show Endpoint Summary Report**. There you will see a detailed summary with the No Show percentage of meetings that were scheduled and how many actually occurred.

Q. I don't see any devices in the drop-down list on the Proactive Troubleshooting page?

A. This may happen if you have no IP SLA responders configured. To check the IP SLA configuration from Collaboration Manager, you can go to **Inventory > Device Inventory**. Here in the last three columns, you will see Mediatrace Role, IP SLA role, and Performance Monitor status. If the IP SLA status reads "Initiator or Responder" then IP SLA is configured on it; otherwise it will show "Unsupported" or "Unknown".

Q. How do I know if a router is medianet capable from the Troubleshooting page?

A. After troubleshooting a session, if you see a filmstrip decorator on the router in the topology, then that device is medianet enabled.

Q. How do I know if there is a NAM module installed on a router/switch from the Troubleshooting page?

A. After troubleshooting a session, if you see a heart pulse decorator on the router/switch in the topology, then that means the device has a NAM installed.

Q. I have a session in progress for multiple days and I created that session a couple days back and I don't see it on the Session Monitoring page

A. The Session Monitoring page defaults to the current date and it will show sessions that are created today. If you want to see sessions that were created in the past, then select the appropriate date from the calendar in the Session Monitoring toolbar above the Session Monitoring table. Also, note that you can see Ad Hoc Sessions, Scheduled Sessions, Sessions with Critical Alarms, Sessions with Major Alarms, and so on by clicking the appropriate button in the Session Monitoring toolbar. So, if you want to see the In Progress sessions, click the In Progress button.

Q. I have a VCS, an Oslo H.323 endpoint A registered to VCS, and another Oslo Session Initiation Protocol (SIP) endpoint B registered to the same/different VCS. If A calls B, will it show up in Collaboration Manager?

A. Yes. Such a call is called a traversal call and Collaboration Manager will show the call in the Session Monitoring page.

Q. I have two CTS SIP endpoints A and B each registered to the same Cisco Unified Communications Manager (UCM) cluster. Will the call from A to B show up in Collaboration Manager?

A. Yes. Such a call is called a native call and will show up on the Session Monitoring page.

Q. I have two CTS SIP endpoints A and B each registered to a different UCM cluster. Will the call from A to B show up in Collaboration Manager?

A. Yes. Collaboration Manager supports intercluster calls.

Q. I have two H.323 endpoints A and B registered to the same VCS server. Will the call from A to B show up in Collaboration Manager?

A. Yes. Such a call is called a native call and it will show up on the Session Monitoring page.

Q. Does Collaboration Manager show calls going through a VCS Expressway?

A. Yes, Collaboration Manager shows the firewall traversal calls if the calls are going through the VCS Expressway in a DMZ. But note that if the VCS Expressway is in the DMZ then the Simple Network Management Protocol (SNMP) ports and the Secure Shell (SSH) Protocol port will be blocked and hence it will not be manageable. So, it will show up as Unknown. However, if you unblock the SSH and SNMP ports and put in the appropriate credentials, the VCS Expressway should be managed in Collaboration Manager.

Q. Does Collaboration Manager support managing all blades in the MSE chassis?

A. MSE chassis will contain a supervisor blade and optional ISDN blades (MSE 8321), MCU blades (MSE 8510), and TP Server Blade (MSE 8710). Collaboration Manager can manage the MCU, Cisco TelePresence Server (TPS), and the supervisor blades. You can see the status of your supervisor and the MCU master and slaves (if MCU is configured in clustered mode) from the MCU dashlet in the Infrastructure summary section on the landing page. You can also see the supervisor status on the Device Inventory page. Just use the quick filter and search by name or IP address.

Q. Does Collaboration Manager show calls going through a Cisco TelePresence Server?

A. Yes. If your TPS is managed then you can see the topology of your call in the Session Monitoring page. For the versions supported, please refer to the Collaboration Manager User Guide for more information.

Q. I want to disable specific events for endpoints. Can I do that?

A. Yes. You can do that by going to **Administration > Event Settings** and disabling the events you want. To set severity for events, you can do this at the **Administration > Event** Settings.

Q. I want to increase/decrease the polling interval to reduce load on my devices. How do I do that?

A. Go to **Administration > Device Monitoring Configuration** and make the appropriate changes to polling intervals.

Q. How do I change the time zone setting for Collaboration Manager?

A. Go to **Administration > User Preference Configuration**.

Q. Are there any training videos for Collaboration Manager?

A. Yes, click the E-learning button on the far right end of the Global Toolbar (the Global Toolbar is the toolbar that contains links to Home, Monitoring, Inventory, Reports, and Administration) to go to the E-learning page. There you can find training material to help you get acquainted with Collaboration Manager.

Q. How can I see the version number of Collaboration Manager that is currently installed?

A. You can see the version number before you log in on the login page. The version number is displayed right below the Cisco Prime Collaboration Manager logo. After login, you can click the “About” button on the Global Toolbar (the Global Toolbar is the toolbar that contains links to Home, Monitoring, Inventory, Reports, and Administration). The “About” button is on the far right end of the global toolbar.

Q. Where can I see my license usage and calculate how many more license units I need?

A. You can calculate license usage and see your current usage from the **Administration > License Management** page. For more information on license units for codecs, refer to the Collaboration Manager User Guide.

Q. How do I create more restricted accounts? I don't want everyone to use the "admin" account.

A. You can create accounts with different roles. Go to **Administration > User Management** and click the Add button in the User Management toolbar. You can then pick a role to assign to the new user; the predefined roles are Administrator, Operator, and User. The Administrator account is not restricted; the User account is the most restricted, with many administrative functions disabled.

Q. Does Collaboration Manager support forwarding event notifications northbound?

A. Yes, you can configure Collaboration Manager to forward events or alarms or both northbound either through email or through SNMP traps. Collaboration Manager supports up to five trap destination servers.

Q. Can I export Collaboration Manager reports?

A. Yes, all reports are exportable as a comma-separated value (CSV) file.

For More Information

For more information about Cisco Prime Collaboration Manager, visit http://www.cisco.com/go/cpcm, contact your local account representative, or send an email to the product marketing group at ask-collaboration-manager@cisco.com.

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