



Using Your Dashboard

This module describes the features on your Cisco WebEx Server dashboard and how to use them.

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About Your Dashboard

This section describes the features on your dashboard and how to use them. The dashboard is the home page of the administration site and provides several displays and graphs of key monitoring features.

The dashboard includes the following sections:

- System messages—One or more system messages appear in a bar at the top of the page. Three types of system messages might appear at the top of the page:
 - Warning—Indicated by a red bar. Warning messages indicate the system is in a special state. For example, maintenance mode.
 - Alert—Indicated by a yellow bar. Alerts indicate time-sensitive issues such as license expiration dates.
 - Information—Indicated by a blue bar. Informational messages that notify you of important information. For example, these messages might inform you that a first-time tutorial is available or display the status of a disaster recovery procedure.
- System Monitor—This section displays the system status and time stamp and includes the following subsections:
 - Status—Indicates overall system status, Good or Down.

- Meetings in Progress—Select to open the **Meeting Trend** page that displays the total number of participants and meetings on your system over a specified period of time. You can select the following:
 - 1 day—By default, data for the previous day is displayed. Use the date selector to select a single day during the preceding six-month period.
 - 1 week—By default, data for the previous week is displayed. Use the date selector to select a single week during the preceding six-month period.
 - 1 month—By default, data for the previous month is displayed. Use the date selector to select a single month during the preceding six-month period.
 - 6 months—The previous six-month period is displayed. The date selector disappears since you have selected the maximum period.
 - Time of day—To view meetings that occurred during a specific time of day, mouse over the graph and select the desired time.
- Usage—Displays the current participant count both as a percentage of total resources and the number of participants. You can select the Usage graph to open the **Meeting Trend** page. You can select a point on the Participants or Meetings graphs to show the Meeting list for the time slot specified on the graph.
- Alarms—Displays the alarm threshold settings you have configured. By default, alarm thresholds are displayed as a percentage. Select **Number #** to change the alarm information to numerical data. Alarm thresholds are displayed in the System Monitor section in graphical form and on the **Alarms** page in numerical form. You can select the graphs in the System Monitor section to view the Resource History page for the alarms that you have configured. See [Viewing Your Resource History](#), on page 5 for more information.

You can configure alarms for the following:

- Meetings In Progress—Indicates when current meetings are experiencing issues.
- Usage—The total number of users currently using the system.
- CPU—Shows the value of the one virtual machine in the system with the highest CPU usage out of all virtual machines in the system.
- Memory—Shows the value for the one virtual machine in the system with the highest memory usage.
- Network—Total system bandwidth used.
- Storage—Recording and database backup storage space used.



Note The storage alarm appears if you have configured a storage server. See [Adding a Storage Server](#) for more information.

- Process status—Displays the performance of several key system features. The status of each feature is described as Good, Fair, or Down.
 - Video
 - Audio

- Web Sharing
- Recording (appears if you have configured a storage server)
- Start/Join Meetings

For video, audio, and web sharing, monitoring is performed on each client-server connection based on a threshold defined for the corresponding parameters used to determine status of a meeting. An alert is sent to from the meeting monitoring agent to a meeting monitoring receiver if one of corresponding parameters from a client connection goes beyond the threshold. Most of the settings are measured in milliseconds.

For web sharing, additional criteria is added to determining meeting status. This criteria includes a minimum of three alerts from the same connection within three minutes with one third or more of the total number of participants experiencing the same issues.

For telephony issues, the meeting status is based on the severity of the error.

The guidelines for process status are as follows:

- Good—All services on your system are operating.
- Fair—Your system is operating at reduced capacity. Periodically recheck your system. If it is still displaying a status of fair after 48 hours, contact the Cisco TAC for assistance. See [Using the Support Features](#) for more information.
- Down—All services on your system are not running. Contact the Cisco TAC for assistance. See [Using the Support Features](#) for more information.
- System Backup—Displays the time and date that the last backup was taken. It also notifies you if the backup failed and the date of the first backup attempt if one has not been created yet.



Note Only appears if you have configured a storage server.

- System—Displays the maximum number of users on your system, the version number, product URL, and the number of user licenses. If you are using a free-trial edition of Cisco WebEx Server, this section also indicates how many days are remaining in your trial period when there are 30 days or less. Select **View More** to go to [Configuring Your System](#).
- Settings—Displays your current system settings including the maximum number of participants allowed in each meeting, audio type, whether or not video and mobile features are enabled, and Single Sign-On (SSO) status. Select **View More** to go to [Configuring Settings](#).

Viewing and Editing Alarms

Step 1

Sign in to the Administration site.

In a Multi-data Center system, the DNS determines which data center Dashboard appears. All data centers can be managed from this Dashboard.

- Step 2** Select the alarm **icon**.
The **Alarms** page appears.
- Step 3** To modify the alarm thresholds or activate/deactivate alarm thresholds, select **Edit**.
The **Edit Alarms** page appears. Select **Percentage %** to view the alarm threshold as a percentage or **Number #** to view the alarm threshold as a number. The default setting is **Percentage %**.
- Step 4** Select the check boxes for the alarms that you want enabled and select the interval for each enabled alarm.

Option	Description
Meetings In Progress	<p>Meetings in progress alarm threshold.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter a number from 2 to 99 percent. <p>Default: Selected with an interval of one hour.</p>
Usage	<p>System usage alarm threshold.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter the number of users. <p>Default: Selected with an interval of 12 hours.</p>
Storage	<p>Storage threshold in GB. The maximum storage threshold is calculated as (the total space–recording buffer size). The size of the recording buffer depends on the size of your system [50-user (1 GB), 250-user (5 GB), 800-user (16 GB), or 2000-user (40 GB)], the number of Cisco WebEx meetings held, and the length of the recorded meetings. Larger user systems (800– and 2000–user systems) require more storage to accommodate larger database backups. In general, plan to provide enough storage space for three backup files. See Recommended Storage for Backup Files for details.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter the number of gigabytes. <p>Default: Not selected. Interval is one hour.</p> <p>Note This section only appears if you have configured a storage server. Recording is disabled if the Storage usage exceeds this threshold. See Adding a Storage Server for more information.</p>
Log Memory Usage	<p>Amount of disk space used for logs.</p> <p>If a user is configured as an Auditor during system deployment, this alarm is visible and configurable only by the Auditor on the Auditing tab. If your system does not have a Auditor role, this alarm is visible and configurable by an Administrator, SSO Administrator, or LDAP Administrator.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter the number of gigabytes. <p>Set the Interval to indicate how often the system checks log memory usage.</p>

Option	Description
License Usage	<p>Permanent license use.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter the number of gigabytes. <p>Set the Interval to indicate how often the system checks the number of assigned licenses.</p>
Grace Licenses	<p>Grace license use.</p> <p>Select the Notification was sent to the Grace license holder check box to send notifications to users when one of the selected conditions are met:</p> <ul style="list-style-type: none"> • A user is assigned a Grace license • A Grace license assigned to a user is expired • All Grace licenses are assigned

An email is sent to administrators when an alarm exceeds a threshold. The interval is used to suppress multiple alarms within the specified time to avoid sending too many emails about the same issue.

Step 5

Select **Save**.

Your alarm settings are saved and the **Alarms** page is updated with your changes.

Viewing Your Resource History

Your resource history contains detailed graphs for each alarm configured on your system. The current values for system status, meetings, participants, and storage are shown in the right-side panels. See [Viewing and Editing Alarms, on page 3](#) for more information on the alarms you can configure.

You can view your resource history by selecting an alarm **CPU**, **Memory**, or **Network** link on the **Dashboard** window. For example, select the CPU link and the **Resource History** window appears.

If you have configured a storage server, you can view your storage history by selecting the **Storage** link on the **Dashboard** window. The **Storage History** page shows how much space has been used on your storage server and displays a graph showing the storage space used over the past six months. Mouse over the blue usage graph to see the percentage of space used for particular days and times during the six-month period.

Viewing Meeting Trends

Step 1

Sign in to the Administration site.

In a Multi-data Center system, the DNS determines which data center Dashboard appears. All data centers can be managed from this Dashboard.

Step 2 Above the **Meeting Trend** graph set a trend period by selecting the **From** and **To** date and time.

- You can view meeting trend data from the four previous months, the current month, and one month in the future.
- Meetings scheduled before midnight and extending to the following day are displayed on the graph by the meeting start date.
- If a meeting is disconnected due to a system problem and then reconnected, it is counted twice on the Meeting Trends graph.
- Meeting trend data for one-month and six-month views is based on Greenwich Mean Time (GMT) and is therefore not accurately displayed over a 24-hour period. For example, if your system hosts 200 meetings during a given day, the database records the occurrence of those meetings based on GMT and not local time. Meeting trend data for one-day and one-week views are based on the user's time zone.
- A green track indicates meetings that are in progress or that have ended. Future meetings are shown in yellow.
- If the selected time range is 24 hours, the data points for passed or in-progress meetings are in five-minute intervals and future meetings are in one-hour intervals.
- If the selected time range is longer than one day but shorter than or equal to one week, the data points for passed, in progress, or future meetings are in shown in one-hour intervals.
- If the selected time range is longer than one week, the data points for passed, in progress, or future meetings are in shown in one-day intervals.

The **Meeting Trend** graph shows the total number of meetings that occurred during the selected time period. The **Meetings** list below the graph lists all the meetings during the selected trend period.

Note Some meeting trend entries might appear to be duplicated, because they have the same name. An entry is created every time a meeting is started. Therefore, if a meeting is started, stopped, and restarted, multiple entries with the same meeting name are shown.

Step 3 To view a list of meetings that occurred at a particular time:

- a) Click a particular location on the **Meeting Trend** graph to list the meetings that occurred within 5 minutes of the selected time in the **Meetings** list below the graph. See [Viewing the Meetings List](#) for more information.
- b) Select the graph symbol below the **From** and **To** fields to display a list of date and times when meetings occurred between the From and To period. Then select a date from the drop-down list.
The data points shown in the drop-down menu are the same as those shown on the graph. They are made accessible primarily for the benefit of users with a keyboard and screen reader.
Mouse over the graph to see the total number of meetings that occurred at that time.

What to Do Next

- See [Viewing the Meetings List](#) to view more information about a meeting.
- See [Finding a Meeting](#) for more information about using the **Meeting Search** tab.

Using the Meetings in Progress Chart to Address Meeting Issues

When you receive an email indicating that there are issues with meetings, perform the following steps to determine the cause.

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- Step 1** Select the link in the meeting issue email that you received.
- Step 2** Sign in to the Administration site.
In a Multi-data Center system, the DNS determines which data center Dashboard appears. All data centers can be managed from this Dashboard.
- Step 3** On the Dashboard, select the **CPU**, **Memory**, **Network** or **Storage** link.
Resource History or **Storage History** appears.
- Step 4** On the right side panel, select the **Meetings in Progress** link.
- Step 5** Select a **View** option or the calendar icon to display meetings for a specific period of time.
- Step 6** Select the **Show future meetings** check box to include future scheduled meetings in the **Meetings** list.
- Step 7** Click a data point on the **Participants** or **Meetings** graph to display meeting information.
You can use the detailed information presented in the table to help determine the cause of the issue described in the email you received. The meetings list shows the details for meetings corresponding to the select data point. Meetings with performance issues are displayed in the Status column in red or yellow.

Enter search terms in the field above the table to filter the meeting list. The meeting list can be sorted by selecting the header of the key column.
- Step 8** The current system status is displayed in the right column of the page. Select this line to return to the Dashboard. System status can be:
- Good-All services on your system are operating
 - Down - All services on your system are not running. Contact the Cisco Technical Assistance Center (TAC) for assistance. See [Using the Support Features](#) for more information.
- Step 9** Select an alarm status box in the right column to see the Resource History for the alarms. See [Viewing Your Resource History, on page 5](#) for more information.
- Step 10** If a storage server was configured, the amount of storage space is displayed in the right column of the page. See [Viewing and Editing Alarms, on page 3](#) for more details.
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About Maintenance Mode

Many configuration changes require that you put your system into Maintenance Mode. Maintenance Mode shuts down all conferencing activity on a data center, so you should alert users by scheduling the maintenance windows (see [Scheduling a Maintenance Window](#)).

Click here to display [Turning Maintenance Mode On or Off for Version 2.5 and Later, on page 10](#).

Putting a data center in Maintenance Mode does the following:

- Disconnects users and closes all meetings. If you put a data center that is part of a Multi-data Center (MDC) system into Maintenance Mode, meetings in progress fail over to the active data center.
- Prevents users from signing in from web pages, the Outlook plug-in, and mobile applications. Emails are automatically sent when the system is taken out of Maintenance Mode.
- Stops access to meeting recordings.
- Users cannot schedule or host new meetings.
- The system will continue to send automatic notification emails to users and administrators.

A system *reboot* might take approximately 30 minutes, depending on the size of your system. A *restart* might take 3 to 5 minutes. The system monitors the modifications and automatically makes the determination.

Use the following table to help determine which tasks require you to turn on Maintenance Mode and the action your system performs after you turn off Maintenance Mode, so you can plan the downtime. When Maintenance Mode is required, the system provides reminder messages if you attempt to perform a task without turning on Maintenance Mode.

Task	Reference	Maintenance Mode Required	Reboot or Restart
Adding or removing High Availability	Configuring a High Availability System	Y	Reboot
Adding or removing public access	Adding Public Access to Your System by using IRP or Removing Public Access	Y	Restart
Change the system default language	Configuring Company Information	Y	Restart
Changing your host or admin account URLs	Changing Your Site Settings	Y	Restart
Changing your mail server	Configuring an Email (SMTP) Server	N	N/A
Changing your virtual IP address	Changing the Virtual IP Address	Y	Reboot
Configuring and changing branding settings	Configuring Your Branding Settings	N	N/A
Configuring and changing many of the audio settings	About Configuring Your Audio Settings	Y	Restart
Configuring and changing the Call-In Access Numbers, Display Name, and Caller ID audio settings.	Configuring Audio Settings	N	N/A

Task	Reference	Maintenance Mode Required	Reboot or Restart
Configuring and changing quality of service settings	Configuring Quality of Service (QoS)	N	N/A
Configuring and changing SNMP settings	Configuring Your SNMP Settings	Y	Restart
Configuring certificates	Managing Certificates	Y	Restart or Reboot
Configuring disaster recovery settings	Disaster Recovery by using the Storage Server	Y	Restart
Configuring FIPS-compatible encryption	Enabling FIPS Compliant Encryption	Y	Restart
Configuring storage servers	Adding a Storage Server	Y	Restart
Configuring virtual machine security	Configuring Virtual Machine Security	Y	Reboot
Expanding system size	Preparing for System Expansion	Y	Restart
Performing updates or upgrades	Preparing to Update an Existing System or Preparing to Upgrade a Data Center	Y	Restart
Updating shared keys	Managing Certificates	Y	Restart
Using the System Resource test	Using the System Resource Test	Y	Restart

Each of your virtual machines has a console window that indicates when it is in Maintenance Mode. You can open the console windows in the vCenter inventory bar (for navigation). The console windows provide the URL of the system, type of system (primary, high availability, or public access), type of deployment (50 user, 250 user, 800 user, or 2000 user system), and current system status including whether Maintenance Mode is on or off and the time and date of the status change. The time displayed is configured in your Company Info settings. See [Configuring Company Information](#) for more information.

Completing System Maintenance Tasks

When you are finished modifying your system configuration you can turn off Maintenance Mode. Depending on the tasks you performed, your system:

- Becomes operational quickly because Maintenance Mode was not required for your updates.
- Displays a message to indicate the changes you made require a system *restart* that takes only a few minutes.

- Displays a message to indicate the changes you made require a system *reboot* that takes approximately 30 minutes, depending on the size of your system. During this time, conferencing activity is unavailable.

When Maintenance Mode is off, the **Dashboard** page refreshes. Your system is ready for users to successfully start meetings when all the virtual machines listed on the **System Properties** page display a status of Good (green) and Maintenance Mode is off. See [Turning Maintenance Mode On or Off for Version 2.0 and Before](#) for more information.

If Maintenance Mode is off but the scheduled maintenance window is still in effect, users will be able to host and attend previously scheduled meetings, but will not be able to schedule new meetings until the maintenance window has ended.

Turning Maintenance Mode On or Off for Version 2.5 and Later

Turning on Maintenance Mode on all active data centers shuts down conferencing activity and prevents users from signing in to the WebEx site, scheduling or joining meetings, and playing meeting recordings. Some actions do not require that all data centers in a Multi-data Center (MDC) environment be put into Maintenance Mode. If all data centers are put into Maintenance Mode, meetings in progress will end. When you turn off Maintenance Mode, the system determines if a *restart* (takes approximately 3 - 5 minutes) or a *reboot* (takes approximately 30 minutes) is required and displays the appropriate message. See [About Maintenance Mode, on page 7](#) for information about which system tasks require Maintenance Mode to be turned on.

Before You Begin

Schedule a maintenance window and notify users about the scheduled system maintenance time. See [Scheduling a Maintenance Window](#) for details.

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- Step 1** Sign in to the Administration site.
In a Multi-data Center system, the DNS determines which data center Dashboard appears. All data centers can be managed from this Dashboard.
- Step 2** From the **Dashboard**, select **Manage Maintenance Mode**.
The **Manage Maintenance Mode** dialog displays.
- Step 3** Select the data center to be put into Maintenance Mode. Deselect the data center to be taken out of Maintenance Mode.
- Step 4** Select **Save**.
- Step 5** (Optional) Back up your virtual machines.
- Step 6** (Optional) To determine if the system is fully operational, select **Dashboard > System > View More** (in the System section).
Conferencing activity can resume when the **Status** for all the listed virtual machines is **Good** (green).
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