



## CHAPTER 25

# Meeting Diagnostics

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This chapter describes how to use configuration events and meeting events to view details on meetings and to diagnose Cisco TelePresence Exchange System configuration issues; it includes the following sections:

- [Viewing an Audit Trail, page 25-1](#)
- [Starting a Log Collection Session, page 25-2](#)
- [Viewing the Reservation Pool Usage, page 25-3](#)
- [Viewing Allocation Pool Usage, page 25-5](#)
- [Viewing Meeting Diagnostics, page 25-6](#)

## Viewing an Audit Trail

An audit trail displays recent configuration changes; the database server saves the last 30 days of configuration changes.

You can filter the list of configuration events based on:

- Name—describes the configuration item type
- Description—describes the change that was made to the item type
- Agent—indicates the user ID of the user who made the change (by default, guest)
- Events—indicates the type of modification: insert (new configuration), update, or delete
- Time—allows sorting of events for a specific date or range of dates

### Procedure

To view the audit trail, do the following procedure:

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- Step 1** From the navigation pane, choose **Diagnostics > Audit Trail**.  
The Audit Trail window is displayed.
- Step 2** (Optional) To create a filter, click the **T** next to the appropriate column heading (name, agent, event, or time).
- Step 3** In the filter panel that is displayed, do one of the following:
- For name and event filters, check the check box next to those items that you want to filter.
  - For agent and time filters, enter the variable that you want to filter within the field.

- Step 4** To save the filter, click **Filter**.  
You can clear a filter definition by clicking **Clear**.
- Step 5** (Optional) To clear all configured filters on the Diagnostics > Audit Trail window, click **Clear Filters**.  
All filters are reset to their defaults.
- Step 6** (Optional) To order the list of events, do one of the following:
- To display the latest event at the top of the listing, click the sorting icon (triangle) that is next to the Time heading so that it points downward.
  - To display the earliest event at the top of the listing, click the sorting icon (triangle) that is next to the Time heading so that it points upward.
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## Starting a Log Collection Session

The log collection displays all the new and previous archives for all the administration and call engine servers that are in the cluster.

### Before You Begin

- Only system administrators, administrators, and service desk users can start and stop a log collection session.
- Provisioning and read-only users are not allowed to start and stop a log collection session.
- All user roles can view and download the log archive tar files.
- The log archives will reside locally on your system.

You can filter the list of logs based on:

- File Name—indicates the filename of the log archive
- Start Time—indicates the start time from the latest or earliest log archive
- End Time—indicates the end time from the latest or earliest log archive
- File Size—indicates the size of the log archive

To start a log collection session for the appropriate servers, do the following procedure:

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- Step 1** From the navigation pane, choose **Diagnostics > Log Capture**.  
The Log Capture window displays.
- Step 2** To specify the duration of the log capture, check the **Stop capturing logs** check box.
- Step 3** In the after field, enter **the time duration** in increments for how long that you want the system to collect the logs.  
By clicking the **up** or **down** arrows, you can also increase or decrease the time duration in increments of 5. The default value is 60 minutes. The range is from 5 to 300 minutes.
- Step 4** To start capturing the logs, click **Start Capturing**.  
While the log collection is in progress, the red flashing dot displays.
- Step 5** To stop the log collection, click **Stop Capturing**.  
Each row displays the new or previous captured log tar file.

- Step 6** To download the appropriate tar file, click **the provided link**.  
The tar file is downloaded to your designated location. It contains the requested log archives for the specified time period.
- Step 7** (Optional) To clear all configured filters on the Diagnostics > Log Capture window, click **Clear Filters**.  
All filters are reset to their defaults.
- Step 8** (Optional) To order the list of log archives, do one of the following:
- To display the latest log archive at the top of the listing, click the sorting icon (triangle) that is next to the Start Time and End Time heading so that it points downward.
  - To display the earliest log archive at the top of the listing, click the sorting icon (triangle) that is next to the Start Time and End Time heading so that it points upward.

## Viewing the Reservation Pool Usage

Available only to system administrators and administrators, the reservation pool usage displays the number of ports or segments that are reserved for a given resource pool, and displays the time buckets. All Meet-Me pools (also called *scheduled*) display the start and end times in 15-minute interval time buckets. Because Rendezvous pools (also called *timeless*) are not limited to a start time, the reservation information is displayed in a single time bucket. For each resource type, this window also displays the maximum number of single-screen and three-screen endpoints that can be reserved for the specified time period.

If you specify the start time and duration of the meeting, the View Reservation Pool Usage window displays all of the Meet-Me pools within that time period and the Rendezvous pools. If you check the Rendezvous Meeting check box, this window displays all of the future Meet-Me pools and the Rendezvous pools.

To view the reservation pool usage for a meeting, do the following procedure:

### Procedure

- Step 1** From the navigation pane, choose **Diagnostics > Reservation Pool Usage**.  
The Reservation Pool Usage Parameters window displays.
- Step 2** Choose the appropriate service provider from the drop-down list.
- Step 3** Choose the appropriate region from the drop-down list.
- Step 4** Choose the appropriate reservation type from the drop-down list.
- Step 5** (Optional) To display the Rendezvous pools, check the Rendezvous **Meeting** check box.
- Step 6** (Optional) To display the interval time buckets for the Meet-Me pools, follow these steps:
- Click the **calendar** icon to enter a date for the meeting. An interactive calendar displays.
  - Choose the **date** on the calendar.



**Tip** You can choose a different month or year by clicking the < and > arrows.

- c. In the time fields, enter the **start time of the meeting**.
- d. Choose the time zone in which the given reservation pool is located from the drop-down list.

**Step 7** In the Duration in Minutes field, enter **the duration of the meeting** in 15-minute intervals.



**Note** This field is optional only if you checked the Rendezvous Meeting check box.

**Step 8** (Optional) To enable the reservation pool for a large meeting, check the **Large Meeting** check box.

**Step 9** Click **Submit**.

The View Reservation Pool Usage window displays. For information about the field descriptions, see [Table 25-1](#).

**Step 10** (Optional) To clear all configured filters on the Scheduled Pool Usage table or Rendezvous Pool Usage table, click **Clear Filters**.

All filters are reset to their defaults.

#### Related Topics

- [Reservation Pool Usage Fields, page 25-4](#)

## Reservation Pool Usage Fields

**Table 25-1**      *Reservation Pool Usage Fields*

Field	Description
<b>Scheduled Pool Usage</b>	
Resource Kind	A list of the available media resource groups for the Meet-Me pools. You can check the check box next to the resources that you want to filter; then, click <b>Filter</b> .
Bucket Start Time	Start time for the applicable resource in 15-minute interval time buckets. You can enter the bucket start date or time; then, click <b>Filter</b> .
Bucket End Time	End time for the applicable resource in 15-minute interval time buckets. You can enter the bucket end date or time; then, click <b>Filter</b> .
Max Capacity	The maximum number of segments that can participate concurrently for the applicable Meet-Me pool. You can enter the variable in the field; then, click <b>Filter</b> .  By default, this field displays all entries as they are filtered by the parameters entered in the Reservation Pool Usage Parameters window.
Reserved Capacity	Reserved capacity, in segments, which was reserved for the applicable Meet-Me pool. You can enter the variable in the field; then, click <b>Filter</b> .
<b>Rendezvous Pool Usage</b>	
Resource Kind	A list of the available media resource groups for the Rendezvous pools. You can check the check box next to the resources that you want to filter; then, click <b>Filter</b> .

**Table 25-1**      *Reservation Pool Usage Fields (continued)*

Field	Description
Max Capacity	The maximum number of segments that can participate concurrently for the applicable Rendezvous pool. You can enter the variable in the field; then, click <b>Filter</b> .  By default, this field displays all entries as they are filtered by the parameters entered in the Reservation Pool Usage Parameters window.
Reserved Capacity	Reserved capacity, in segments, which was reserved for the applicable Rendezvous pool. You can enter the variable in the field; then, click <b>Filter</b> .
<b>Remaining Capacity</b>	
Resource Kind	Type of media resource.
Remaining Capacity	Number of segments that are still available.
Max1-screen Endpoints	The maximum number of single-screen endpoints that can be reserved on this type of media resource by using the specified parameters.
Max3-screen Endpoints	The maximum number of three-screen endpoints that can be reserved on this type of media resource by using the specified parameters.

**Related Topics**

- [Viewing the Reservation Pool Usage, page 25-3](#)

## Viewing Allocation Pool Usage

Available only to system administrators and administrators, the allocation pool usage displays the allocated ports or segments for a given resource pool and resource group.

You can filter the list of pool allocations based on:

- Service Provider—indicates the service provider
- Region—indicates the region of the media bridge resource
- Reservation Type—indicates whether the system provided a guaranteed or best-effort level of service
- Resource Group—indicates the media bridge resources that are associated with the group
- Resource Kind—indicates the media bridge resource for the Meet-Me pool or Rendezvous pool
- Is Large—indicates whether the resource pool is allocated for large meetings or not
- Total Capacity—indicates the total port capacity
- Allocated Capacity—indicates the allocated media bridge resource capacity
- Remaining Capacity—indicates the number of segments that are still available

**Procedure**

To view the allocation pool usage, do the following procedure:

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- Step 1** From the navigation pane, choose **Diagnostics > Allocation Pool Usage**.  
The View Allocation Pool Usage window displays.
- Step 2** (Optional) To create a filter, click the **T** next to the appropriate column heading (service provider, region, reservation type, resource group, resource kind, is large, total capacity, allocated capacity, or remaining capacity).
- Step 3** In the filter panel that is displayed, do one of the following:
- For resource kind and is large filters, check the check box next to those items that you want to filter.
  - For service provider, region, reservation type, resource group, total capacity, allocated capacity, and remaining filters, enter the variable that you want to filter within the field.
- Step 4** To save the filter, click **Filter**.  
You can clear a filter definition by clicking **Cancel**.
- Step 5** (Optional) To clear all configured filters on the on the View Allocation Pool Usage window, click **Clear Filters**.  
All filters are reset to their defaults.
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## Viewing Meeting Diagnostics

Detailed meeting diagnostics are available for meetings that you schedule in the Cisco TelePresence Exchange System.

There are two Meeting Diagnostic views:

- **Participants View**—Summarizes the participants that are currently (and previously) involved in the meeting; the resources involved in the meeting (such as the Cisco TelePresence Multipoint Switch, the Cisco TelePresence Server MSE 8710, and the Cisco TelePresence MCU MSE 8510); and the reserved and available capacity for each resource.

For active meeting diagnostics, this view also allows you to mute, unmute, drop, redial, and send text messages to display to specified participants. See the [“Field Reference for the Participants View of Active Meeting Diagnostics” section on page 13-35](#).

- **Events View**—Provides a chronological summary of all events that occur from the time a meeting is scheduled to the time the meeting is completed.

The Cisco TelePresence Exchange System retains meeting diagnostics events for up to 30 days from the time the event occurred. The system automatically purges events that exceed this 30-day limit. If the total number of events retained by the system reaches 100,000, the system retains only the most recent 100,000 events and automatically purges the rest.

For active meeting diagnostics, see the [“Field Reference for the Events View of Active Meeting Diagnostics” section on page 13-37](#).

For a detailed description of the Lock Meeting or Unlock Meeting options in the Active Meeting Control area, see the [“Managing Active Meetings” section on page 13-32](#).

For instructions on viewing meeting diagnostics, see the [“Procedure” section on page 25-7](#). For instructions on viewing meeting diagnostics for active meetings, see the [“Viewing Meeting Diagnostics for Active Meetings” section on page 25-7](#).

Available only to dial-out participants, you can also use the Diagnostics tool to reconnect participants who have been disconnected from meetings. For instructions, see the [“Reconnecting Disconnected Meeting Participants to a Meeting” section on page 25-10](#).

### Procedure

To view meeting diagnostics for a meeting, do the following procedure:

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**Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.  
The Meetings window is displayed.

**Step 2** Click the applicable meeting to go to the Meeting Details page.



**Note** If the meeting that you selected is currently an active meeting, the Meeting Diagnostics page for active meetings displays.

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**Step 3** From the toolbar, click **Go to Diagnostics**.  
The Meeting Diagnostics page is displayed.

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### Related Topics

- [Field Reference for the Participants View of Meeting Diagnostics Fields, page 25-8](#)
- [Field Reference for the Events View of Meeting Diagnostics, page 25-9](#)

## Viewing Meeting Diagnostics for Active Meetings

Active meeting participants can also view the diagnostic details.

The meeting event diagnostic information in the Events View displays only the event state (changes) of the meeting. However, the resource event diagnostic information in the Events View displays when the system allocates or deallocates the resources for that meeting. Based on whether a meeting has active participants or not, the system can change the state of the meeting. Therefore, multiple events that display the same state can be generated during the duration of the meeting.

To view meeting diagnostics for active meetings, do the following procedure:

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**Step 1** From the navigation pane, choose **Collaboration Services > Active Meetings**.

The page lists only currently active meetings and automatically refreshes as meetings become active and inactive.

**Step 2** To view the meeting diagnostics for a specific active meeting, click the **subject of the meeting** link.  
The Meeting Diagnostics page is displayed.

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**Related Topics**

- [Managing Active Meetings, page 13-32](#)
- [Field Reference for the Participants View of Active Meeting Diagnostics, page 13-35](#)
- [Field Reference for the Events View of Active Meeting Diagnostics, page 13-37](#)

## Field Reference for the Participants View of Meeting Diagnostics Fields

**Table 25-2** *Field Reference for the Participants View of Meeting Diagnostics Fields*

Field	Description
<b>Resources</b>	
Resource	A link to the management site of the resource. You can click the resource to view the details.
Host	The IP address (or hostname, if you enable DNS) of the resource.
Region	A text string indicating the region of the resource.
Reserved Capacity	The number of segments reserved by Cisco TelePresence Exchange System on the resource for this meeting.
Available Capacity	The number of segments available for the meeting.
Static Meeting ID	The static meeting ID that is being used by the resource for the current meeting.
<b>Participants Joining or Currently in the Meeting</b>	
Participant	The access number of the participant.
Endpoint Name	<p>Cisco TelePresence Exchange System-provisioned name of the endpoint. You can click the name to view the endpoint details.</p> <p>The following values may also be displayed:</p> <ul style="list-style-type: none"> <li>• Guest Endpoint—Dial-out guest endpoint.</li> <li>• Unprovisioned Endpoint—Dial-in unprovisioned endpoint.</li> </ul>
Join Time	Time and date stamp indicating when the participant joined the meeting.
Capacity Used	Number of media bridge resource segments that are utilized by the participant.
Dial-In/Dial-Out	Text string indicating whether the participant is a dial-in or dial-out call.
Mute Status	Whether the participant is currently muted or unmuted.
Details	A link to a page that provides additional details.
<b>Previous Participants</b>	
Participant	The access number of the participant.
Endpoint Name	<p>Cisco TelePresence Exchange System-provisioned name of the endpoint. You can click the name to view the endpoint details.</p> <p>The following values may also be displayed:</p> <ul style="list-style-type: none"> <li>• Guest Endpoint—Dial-out guest endpoint.</li> <li>• Unprovisioned Endpoint—Dial-in unprovisioned endpoint.</li> </ul>
Join Time	Time and date stamp indicating when the participant joined the meeting.



**Table 25-2** *Field Reference for the Participants View of Meeting Diagnostics Fields (continued)*

Field	Description
Leave Time	Time and date stamp indicating when the participant was disconnected from the meeting.
CDR	A link to the call detail record.
Details	A link to a page that provides additional details.
Redial	<p>To use this option, first check the check box for one or more participants that are not in the meeting. Then, click <b>Redial</b>.</p> <p>A new entry displays in the Participants Joining or Currently in the Meeting table. However, the entries for this table are not affected.</p> <p>When you attempt to redial, the status in the Dial-In/Dial-Out field changes to Requesting Dialout and then to Dialing out. After the disconnected participant is reconnected, the status changes to Dial-Out.</p> <p>The redial option is available only for dial-out participants.</p> <p><b>Note</b> When the meeting has ended, the Redial button is no longer available.</p>

**Related Topics**

- [Field Reference for the Participants View of Active Meeting Diagnostics, page 13-35](#)
- [Viewing Meeting Diagnostics, page 25-6](#)
- [Field Reference for the Events View of Meeting Diagnostics, page 25-9](#)

## Field Reference for the Events View of Meeting Diagnostics

**Table 25-3** *Field Reference for the Events View of Meeting Diagnostics*

Field	Description
<b>Meeting Events</b>	
Time	Chronological list of time and date stamps associated with meeting events.
Description	<p>Text descriptions detailing each event that occurs, for example:</p> <ul style="list-style-type: none"> <li>• Meeting Ended</li> <li>• Meeting Started</li> <li>• Meeting Resources Reserved</li> <li>• Participant Joined</li> <li>• Participant Left</li> </ul>
Details	A link to a page that provides additional details.
<b>Alarms Near Meeting Time</b>	
Severity	Text description and icon indicating whether the alarm signifies an error or is providing information only.
Time	Time and date stamp indicating when the alarm was generated.

**Table 25-3** *Field Reference for the Events View of Meeting Diagnostics (continued)*

Field	Description
Summary	Text description of the alarm.
Server	Name of the server on which the alarm occurred.

**Related Topics**

- [Field Reference for the Events View of Active Meeting Diagnostics, page 13-37](#)
- [Viewing Meeting Diagnostics, page 25-6](#)
- [Field Reference for the Participants View of Meeting Diagnostics Fields, page 25-8](#)

## Reconnecting Disconnected Meeting Participants to a Meeting

When a participant has been disconnected from a meeting for any reason, help-desk personnel can reconnect the participant to the meeting, by using the diagnostic tool.

**Note**

The redial option is available only for dial-out endpoints that were originally added at the time of scheduling a meeting or modifying an active meeting. For more information about active meetings, see the [“Managing Active Meetings” section on page 13-32](#).

Disconnected participants are shown in the Participants View of the diagnostic tool. When the redial button is clicked, the participant is reconnected to the meeting.

**Note**

The redial button is not visible to admins with the Read-Only user role.

**Procedure**

To reconnect disconnected participants to a meeting, do the following procedure:

- Step 1** From the navigation pane, choose **Collaboration Services > Meetings**.  
The Meetings window is displayed.
- Step 2** Click the applicable meeting to go to the Meeting Details page.
- Step 3** From the toolbar, click **Go to Diagnostics**.  
The Meeting Diagnostics page is displayed.
- Step 4** In the Previous Participants table, check the check box of each participant that you want to reconnect. Then, click **Redial** (located at the bottom of the table).  
  
The system dials out to the endpoint, and gives the endpoint three opportunities to pick up. The participant reappears in the current participants table before the endpoint picks up. Reconnecting a disconnected participant may take up to 30 seconds.

**Note**

If the meeting in question occurred in the past, participants listed in the Previous Participants table cannot be reconnected to the meeting; thus, the Redial button is no longer available.

**Step 5** To return to the Meetings page, from the toolbar, click **Meeting Details Page**.

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