



Configuring Special Features

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This chapter contains information about the following special Cisco TelePresence features that can be configured with command-line interface (CLI):

- [Troubleshooting Using the Camera Image Capture Tool, page 9-1](#)

Troubleshooting Using the Camera Image Capture Tool

This section describes the procedure for capturing a still image of the Cisco TelePresence System (CTS) camera room view for troubleshooting purposes:

- [Camera Image Capture Tool Overview, page 9-1](#)
- [How to Use the Camera Image Capture Tool, page 9-2](#)

Camera Image Capture Tool Overview

This troubleshooting feature allows you to create a still image of the meeting room environment exactly as seen from the CTS camera in loopback mode. This information in the form of a .bmp image file is then submitted with the system logs for use in installation verification, camera alignment, and further troubleshooting activities associated with a normal installation or a service request. When you initiate the tool using command-line interface (CLI), the system sends a confirmation pop-up in the SSH command window, which you can accept (allow capture) or decline (no capture will be made).



Note

Before running this tool to create still images from the CTS camera, it is required of the initiating party to acquire proper authorization from the customer and/or manager of the facility. A verbal authorization should concede to the creation of still images depicting the environment exactly as seen from the CTS camera to be provided in the system logs for use in installation verification, camera alignment, and further troubleshooting activities associated with a normal installation or a service request. These images may be provided to Cisco Systems Inc., for the same purpose, but would not otherwise be distributed for any reason or purpose and are protected between these parties by non disclosure.

Each capture request takes approximately 3 seconds and only one capture is allowed at a time. New video captures overwrite any earlier captures. If you request a capture while a prior request is already in progress, a message appears letting you know that a capture is already in progress. The entire capture process, including downloading to the logs, can take up to 6 seconds.

If one or more requests to get logs come into CTS while the logs are already being collected, subsequent requests will be queued and all requesters will get the capture.bmp files that they requested.

**Tip**

Avoid interrupting the troubleshooting session while the capture is in progress. If you do click away, the capture will proceed and will be stored. The completed capture is included in the log files that can later be downloaded.

Avoid troubleshooting while in a call.

How to Use the Camera Image Capture Tool

To turn on the camera image capture tool using CLI, follow these steps:

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- Step 1** Initiate an SSH session.
 - Step 2** Stop the Call Control Agent (CCA) on the CTS by entering the following command:
admin: `utils service stop Calling_Services`
 - Step 3** Turn on camera loopback by entering the following command:
admin: `diag display loopback full enable`
 - Step 4** Initiate the screen capture tool by entering the following command:
admin: `diag display capture loopback`

The prompt and legal agreement pop-up appears, as shown in the following example:

```
Before running this tool to create still images from the CTS camera, it is required of the
initiating party to acquire proper authorization from the customer and/or manager of the
facility. A verbal authorization should concede to the creation of still images depicting
the environment exactly as seen from the CTS camera to be provided in the system logs for
use in installation verification, camera alignment, and further troubleshooting activities
inline with a normal installation or a service request. These images may be provided to
Cisco Systems Inc., for the same purpose, but would not otherwise be distributed for any
reason or purpose and are protected between these parties by non disclosure.
```

```
Have you read and agreed to the above agreement? [yes/no]
```

-
- Step 5** Select either **yes** or **no**. If you select **yes**, a .bmp will be generated and saved on your system (for example, `/var /log/cli/capture/screen-<hostname>.bmp`) where *hostname* is the codec hostname. Errors or successful captures are logged in syslog messages.
 - Step 6** Generate your log file by entering the following command:
admin `utils logs generate XXX`

For example:

```
admin:utils logs generate other

Generating log files... this may take a while
0% preparing to get logs
10% add system state
15% add application state
40% add application logs
60% add configuration files
65% add calendar files
70% add boot log files
75% add secondary logs
80% compress log files
100% get logs complete
```

Step 7 Download your log file by entering the following command:

```
admin utils logs scp | sftp | ftp
```

For example:

```
admin:utils logs scp root <password> <ip address> details
```

```
rate limited to 500K bytes per second
File (logFiles_SEP001DA238C993_2010.07.15.1631.tar.gz) sent successfully
```



Tip

Alternately, you can download your log files from the CTS administration interface by going to **Troubleshooting > Log Files > Log Files**. The capture.bmp (~6MB) will be removed from your system as soon as the system log capture has been created (even if the log capture file has not been gzipped or downloaded).

