



Cisco WebEx Node Management System

Administrator's Guide

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Overview

The Cisco WebEx Node Management System allows you to manage accounts and nodes as well as system health and meeting statistics.

After you log into the Cisco WebEx Node Management System with your user name and password, you see the Welcome page. The Welcome page introduces you to the following options.

Cisco WebEx Node Management System	What you can do
 Administration	<ul style="list-style-type: none">▪ Manage accounts More... (on page 3)▪ Manage nodes More... (on page 13)
 System Information	<ul style="list-style-type: none">▪ Monitor system information More... (on page 17)
 WebEx Meeting Information	<ul style="list-style-type: none">▪ Monitor WebEx meeting information More... (on page 23)

Managing Accounts

The Administration section of the Cisco WebEx Node Management System allows you to manage user accounts for the system. You can perform the following tasks:

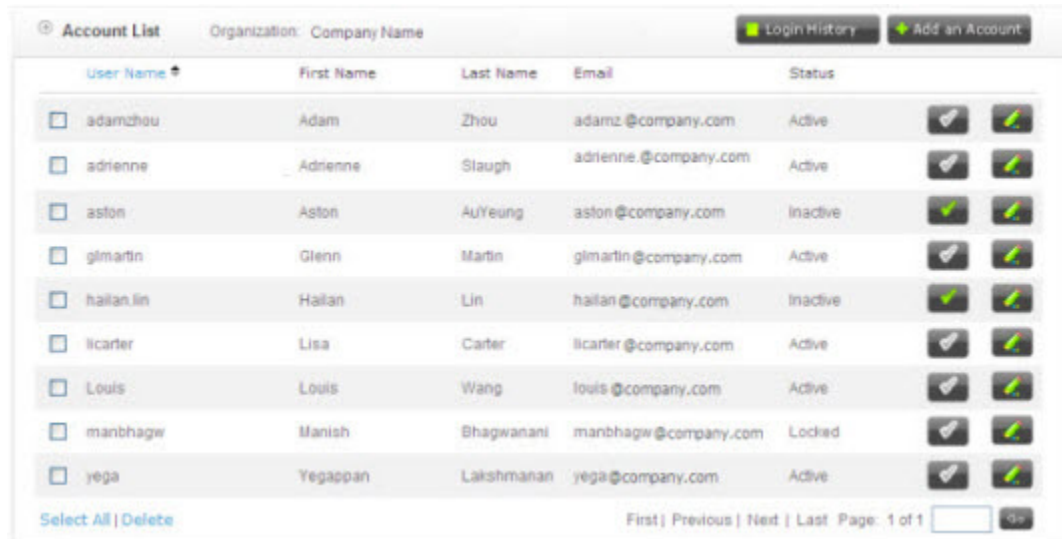
- View account activities [More...](#) (on page 5)
- Add a user account [More...](#) (on page 7)
- Activate a user account [More...](#) (on page 9)
- Edit a user account [More...](#) (on page 9)
- Change your password [More...](#) (on page 10)
- Delete a user account [More...](#) (on page 10)

Viewing general account information

To view general account information:

- 1 On the Welcome page, click the **Administration** link.

The Account Information page appears, showing the **Account List**, which shows all the accounts that have been created for the current organization.



- 2 If you want to sort the list by user name, click the User Name heading.

About the Account Management page

How to access this page


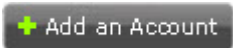
On the Cisco Node Management System Welcome page, click the **Administration** link. The Account Management page appears.



What you can do here

Specify information for accounts:

- company information
- personal information
- account privileges

Options on this page

Option	Description
Organization	The company or organization that the accounts are associated with.
	Allows you to view the account activities for users.
	Allows you to create a new account.
User Name	The account user name.

Option	Description
First Name	The first name of the user.
Last Name	The last name of the user.
Email	The email address for the user.
Status	<p>Indicates the status of the account:</p> <ul style="list-style-type: none"> ▪ Active—the account is active and the user can log in to the Cisco WebEx Node Management System. ▪ Inactive—the account has not been activated yet, or it has become inactive because the user has not changed the account password in 90 days, or the user has not logged in to the system in 10 days. ▪ Locked—the account is locked because the user has attempted too many times to login without the correct password.
	Allows you to activate an inactive account.
	Allows you to edit information for an account.
Select All	Selects all accounts in the Account List .
Delete	Deletes all selected accounts.

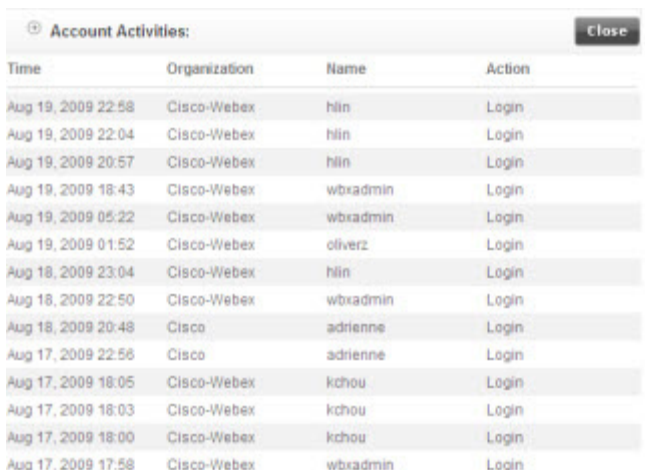
Viewing account activities

To view account activities:

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, click **Account Activities** or **Login History**.



The Account Activities window appears, showing the dates and times when users have logged in to the Cisco WebEx Node Management System.



The screenshot shows a window titled "Account Activities:" with a "Close" button in the top right corner. Below the title bar is a table with four columns: "Time", "Organization", "Name", and "Action". The table contains 15 rows of data, all representing "Login" actions. The organizations listed are "Cisco-Webex" and "Cisco". The names of the users are "hlin", "wbradmin", "oliverz", and "kchou".

Time	Organization	Name	Action
Aug 19, 2009 22:58	Cisco-Webex	hlin	Login
Aug 19, 2009 22:04	Cisco-Webex	hlin	Login
Aug 19, 2009 20:57	Cisco-Webex	hlin	Login
Aug 19, 2009 18:43	Cisco-Webex	wbradmin	Login
Aug 19, 2009 05:22	Cisco-Webex	wbradmin	Login
Aug 19, 2009 01:52	Cisco-Webex	oliverz	Login
Aug 18, 2009 23:04	Cisco-Webex	hlin	Login
Aug 18, 2009 22:50	Cisco-Webex	wbradmin	Login
Aug 18, 2009 20:48	Cisco	adrienne	Login
Aug 17, 2009 22:56	Cisco	adrienne	Login
Aug 17, 2009 18:05	Cisco-Webex	kchou	Login
Aug 17, 2009 18:03	Cisco-Webex	kchou	Login
Aug 17, 2009 18:00	Cisco-Webex	kchou	Login
Aug 17, 2009 17:58	Cisco-Webex	wbradmin	Login

About the Account Activities page

How to access this page

On the Welcome page, click the **Administration** link. The Account Management page appears.

What you can do here

View account activities for users.

Options on this page

Option	Description
Time	Shows the time of the account activity.
Name	Shows the user name of the user who performed the action.
Action	Shows the name of the action that the user performed, such as a login.

Adding a user account

To add a user account:

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, click **Add an Account**.



- 3 In the Add an Account page, specify appropriate options for that user. For more information, see [About the Add/Edit Account page](#) (on page 7).
- 4 Click **Add**.

The new user name appears in the **Account List** on the Account Management page.

About the Add/Edit Account page

How to access this page

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, click **Add an Account** to create a new account.



or click the Edit account button next to an account name to edit an existing account.



What you can do here

Specify information for accounts:

- company information
- personal information
- account privileges

Options on this page

Option	Description
Organization	The company or organization.
User Name	The account user name.
First Name	The first name of user.
Last Name	The last name of user.
Password	(Add Account Only) The unique password for the user.
Confirm Password	(Add Account Only) The password repeated again to prevent typing errors.
Change Password	(Edit Account Only) Allows you to change your password if you are editing your own account. For more information, see Changing your password (on page 10).
Email	The email address for the user.
Timezone	The time zone in which the user resides.
Privilege	<p>Administration privileges:</p> <ul style="list-style-type: none"> ▪ Account Management privileges: <ul style="list-style-type: none"> ▪ Account List—allows user to view the list of user accounts ▪ Add an Account—allows user to add new user accounts ▪ Edit an Account—allows user to edit user account options ▪ Delete an Account—allows user to delete user accounts ▪ Account Activities—allows user to view account activities, such as when users log in to the system. ▪ Node Management privileges: <ul style="list-style-type: none"> ▪ Node List—allows user to view the list of nodes ▪ Add a Node—allows user to add new node ▪ Edit a Node—allows user to edit node information ▪ Delete a Node—allows user to delete a node ▪ Account Activities—allows user to view account activities, such as when users have logged in <p>System Administration privileges:</p> <ul style="list-style-type: none"> ▪ System Overview—allows user to view overview information for the nodes about usage for CPU, memory, TCP connections, disk storage space, bandwidth, and so on. ▪ Server Process Information—allows user to view the history of CPU usage and memory usage for a specific node

Option	Description
	WebEx Meeting information <ul style="list-style-type: none"> ▪ Meeting Information—allows user to view WebEx meeting data and data about audio, video, or audio broadcast sessions. Server Management privileges: <ul style="list-style-type: none"> ▪ Restart Server—allows user to restart the server.
Add/Save	Adds new account or saves edited account changes.
Cancel	Cancels new account or cancels account changes.

Activating a user account

You may need to activate a user account if the account password expired because the user has not changed it in 90 days, or if the user has not logged in to the Cisco WebEx Node Management System in 10 days or more.

To activate a user account:

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, in the Account list, click the **Activate Account** button next to the account name and status.



- 3 When prompted to confirm whether you want to activate the user, click **OK**. The user account will be activated and in the **Status** column it will be listed as **Active**. In addition, the **Activate Account** button next to the name will be disabled.



Editing a user account

To edit a user account:

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, click the **Edit account** button.



- 3 In the Add an Account page, specify appropriate options for that user. For more information, see [About the Add/Edit Account page](#) (on page 7).
- 4 Click Save.

Changing your password

To change your password:

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, click the **Edit account** button.

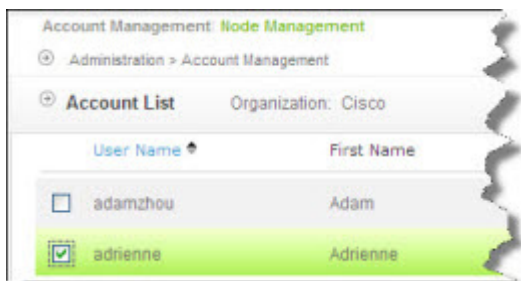


- 3 On the Edit Account page, click **Change Password**.
- 4 On the Change Password page, in the **Old Password** box, type your old password.
- 5 In the **New Password** and **Confirm Password** boxes, type your new password.
- 6 Click **OK**.

Deleting a user account

To delete a user account:

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, in the **Account List**, turn select the check box next to the account name.



The user name is highlighted when it is selected.

- 3 Click the **Delete** link at the bottom of the page.

Select All | **Delete**

- 4 When prompted to confirm whether you want to activate the user, click **OK**.
The deleted user account no longer appears in the **Account List**.

Managing Nodes

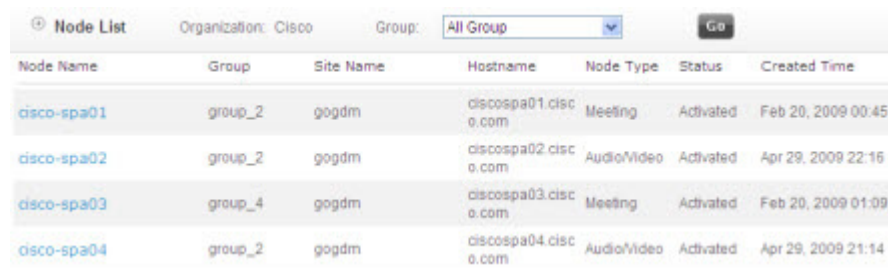
The Administration section of the Cisco WebEx Node Management System allows you to monitor details for nodes. You can perform the following tasks:

- View node overview information [More...](#) (on page 13)
- View node details [More...](#) (on page 15)

Viewing node overview information

To view node overview information:

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Information page, click the **Node Management** link.
The Node Management page appears, showing a **Node List** that includes all the nodes associated with the organization's account.



Node Name	Group	Site Name	Hostname	Node Type	Status	Created Time
disco-spa01	group_2	gogdm	discospa01.cisco.com	Meeting	Activated	Feb 20, 2009 00:45
disco-spa02	group_2	gogdm	discospa02.cisco.com	AudioVideo	Activated	Apr 29, 2009 22:16
disco-spa03	group_4	gogdm	discospa03.cisco.com	Meeting	Activated	Feb 20, 2009 01:09
disco-spa04	group_2	gogdm	discospa04.cisco.com	AudioVideo	Activated	Apr 29, 2009 21:14

- 3 If you want to view only the nodes associated with a specific group, in the **Group** list, select the name of the group you want to see.

About the Node Management Page

How to access this page

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, click the **Node Management** link.

What you can do here

View information for nodes:

- company information
- node information
- group information
- creation time

Options on this page

Option	Description
Organization	Shows the company or organization.
Group list	Allows you to select which group of nodes to display, or allows you to display all groups.
Node Name	Shows the name of the node. Clicking on the node name allows you to view details about that node. For more information, see Viewing node details (on page 15).
Group	Shows which group the node belongs to.
Site name	Shows the site name associated with the node.
Hostname	Shows the unique hostname associated with the node.
Node Type	Indicates the type of node: <ul style="list-style-type: none">▪ Meeting—used for WebEx meetings▪ Audio/Video—used for audio, video, or audiobroadcast sessions
Status	Indicates whether the node is Activated .
Created Time	Shows the time and date when the node was created.

Viewing node details

To view node details:

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, click the **Node Management** link.
- 3 On the Node Management page, in the **Node List**, click on the name of a node for which you want to view details.

The Node Details page appears, showing detailed information about the node:

- `wma_passcode`
- `wma-token`
- `wma-url`

The node administrator must specify this information when configuring nodes at the command-line. For more information, see [About the node details page](#) (on page 15).

- 4 Copy or record the information in this list so you can provide it to the node administrator.
- 5 Click **OK** to return to the Node Management page and the **Node List**.

About the node details page

How to access this page

- 1 On the Welcome page, click the **Administration** link.
- 2 On the Account Management page, click the **Node Management** link.
- 3 On the Node Management page, click the name of the node you want to view details for.

What you can do here

View information about each node that is required for node administrators who will configure the node.

Options on this page

Option	Description
wma-passcode	The passcode for the node.
wma-token	The token for the node.
wma-url	The URL for the node.

Monitoring System Information

The Administration section of the Cisco WebEx Node Management System allows you to monitor details for nodes. You can perform the following tasks:

- View system overview information [More...](#) (on page 17)
- View system history [More...](#) (on page 20)

Viewing system overview information

To view system overview information:

- 1 On the Welcome page, click the **System Information** link.
The System Overview page appears, including a Node lists that provides overview information for all the nodes assigned to your organization. The data shown is for the past 24 hours.

The screenshot shows a web interface titled "System Overview" with a breadcrumb "System Information > System Overview". Below this, it displays "Organization: Cisco". A "Node List" section contains a table with the following data:

Node Name	CPU Usage	Memory Usage	TCP Connection Usage	Disk Usage	Bandwidth Usage
cisco-spa01	74.2%	40.19% of 3.79GB	0.42% of 28232	1.28% of 217.69GB	0.00% of 12.50M
cisco-spa02	70.9%	19.34% of 3.79GB	0.43% of 28232	0.48% of 217.69GB	0.00% of 12.50M
cisco-spa03	74.6%	42.46% of 3.79GB	0.36% of 28232	1.24% of 217.69GB	0.00% of 12.50M
cisco-spa04	10.5%	19.13% of 3.79GB	0.42% of 28232	0.42% of 217.69GB	0.00% of 12.50M

- 2 Use the scroll bar to view more columns.

About the System Overview page

How to access this page

On the Welcome page, click the **System Information** link. The System Overview page appears.

What you can do here

Monitor overall information about nodes and systems at the time data was last received.

Options on this page

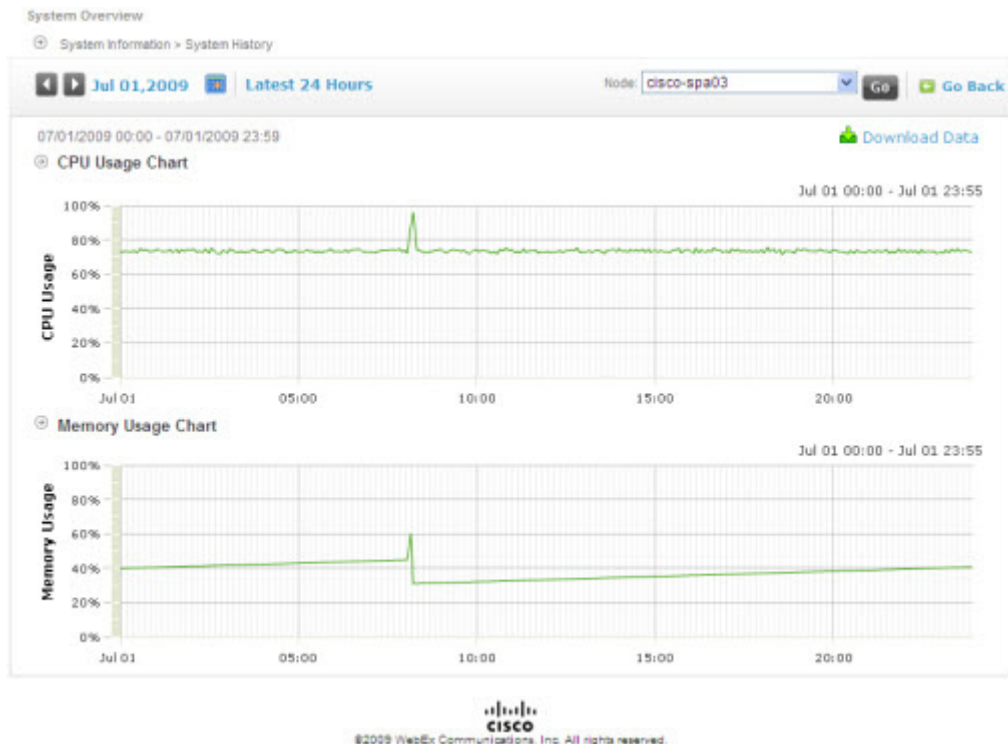
Option	Description
Organization	The company or organization.
Node Name	The name of the node associated with the company or organization. Clicking on the node name allows you to view the system history for the node. For more information, see Viewing system history (on page 20).

Option	Description
CPU Usage	The percentage of CPU that the node was using at the time of the timestamp.
Memory Usage	The percentage of total available memory that the node was using at the time of the timestamp.
TCP Connection Usage	The percentage of total available TCP connections that the node was using at the time of the timestamp.
Disk Usage	The percentage of total available disk storage space that the node was using at the time of the timestamp.
Bandwidth Usage	The percentage of total available bandwidth that the node was using at the time of the timestamp.
File Descriptor Usage	The percentage of total available file descriptors that the node was using at the time of the timestamp.
Linux Version	The version of the Linux operating system that the node was using at the time of the timestamp.
Kernel Version	The kernel version that the node was using at the time of the timestamp.
Timestamp	The time and date when the data was received by the Cisco WebEx Node Management System.

Viewing system history

To view system history:

- 1 On the Welcome page, click the **System Information** link.
- 2 On the System Overview page, in the **Node List**, click the name of a node for which you want to view system history. The System History page appears.



- 3 To view the data for a specific point in the chart, point to that area of the chart. The exact time and usage for that point appears in the upper right-hand corner of the chart.



- 4 (Optional) Select a different date as the 24-hour period for the meeting historical trend display:
 - Click the left or right arrow buttons to select the previous or next date.
 - Click the Select Date button to select a date from the calendar.



- Click **Latest 24 Hours** to show the latest 24 hours as the time period for the display.
- 5 To view the system history for another node, in the **Node** list, select the appropriate node name and then click **Go**.
 - 6 To download system history data to a comma-separated values (CSV) file:
 - a) Click **Download Data**.



- b) In the File Download dialog box, follow any instructions that your Web browser or operating system provides to download the CSV file.
- 7 To return to the System Overview page, click **Go Back**.



About the System History page


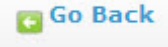

How to access this page

- 1 On the Welcome page, click the **System Information** link.
- 2 On the System Overview page, in the **Node List**, click the name of a node for which you want to view system history.

What you can do here

View information about each node that is required for node administrators who will configure the node.

Options on this page

Option	Description
 Date	The 24-hour period for which the system history data is displayed. By default, the most recent 24 hours are displayed. You can use the right and left arrow buttons or the Select Date button to select a different date.
Latest 24 Hours	Specifies the most recent 24-hour period as the time period for the meeting historical trend display.
Node	Shows the selected node for which system history is displayed. Allows you to select a different node to display.
 Go Back	Returns to the System Overview page.
 Download Data	Downloads the meeting historical trend data currently being displayed to a comma-separated values (CSV) file.
CPU Usage Chart	Shows a chart of the percentage of CPU usage at different intervals during the specified 24-hour period.
Memory Usage Chart	The total number of meetings for the node at different intervals during the specified 24-hour period.

Monitoring WebEx meeting information

The Administration section of the Cisco WebEx Node Management System allows you to monitor details for nodes. You can perform the following tasks:

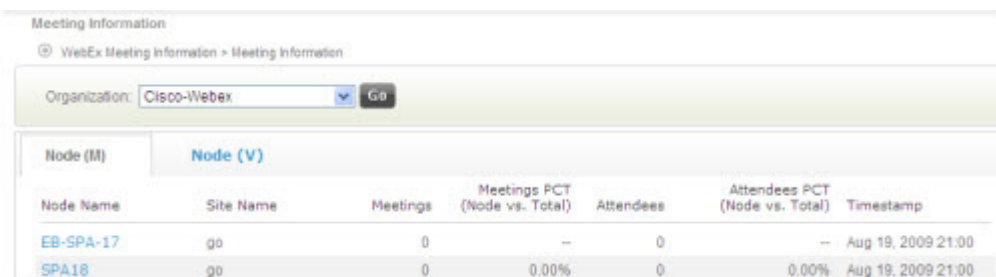
- View WebEx meeting overview information [More...](#) (on page 23)
- Monitoring meeting and attendee trends [More...](#) (on page 26)
- View MMP session information [More...](#) (on page 29)

Viewing WebEx meeting overview information

To view WebEx meeting overview information:

On the Welcome page, click **WebEx Meeting Information**. The Meeting Information page appears, showing two tabs of node lists:

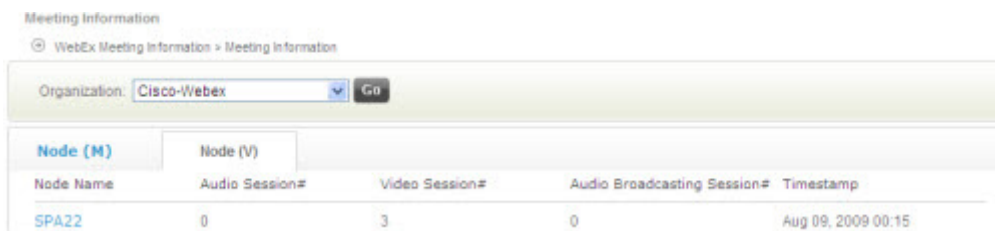
- **Node (M)** tab—Shows meeting nodes



The screenshot shows the 'Meeting Information' page in the Cisco WebEx Node Management System. At the top, there is a breadcrumb trail: 'WebEx Meeting Information > Meeting Information'. Below this is a search bar with 'Organization: Cisco-Webex' and a 'Go' button. The main content area features two tabs: 'Node (M)' and 'Node (V)'. The 'Node (M)' tab is active, displaying a table with the following columns: Node Name, Site Name, Meetings, Meetings PCT (Node vs. Total), Attendees, Attendees PCT (Node vs. Total), and Timestamp. The table contains two rows of data:

Node Name	Site Name	Meetings	Meetings PCT (Node vs. Total)	Attendees	Attendees PCT (Node vs. Total)	Timestamp
EB-SPA-17	go	0	--	0	--	Aug 19, 2009 21:00
SPA18	go	0	0.00%	0	0.00%	Aug 19, 2009 21:00

- **Node (V) tab**—Shows audio and video nodes



About the Meeting Information page

How to access this page

On the Welcome page, click the **WebEx Meeting Information** link. The Meeting Information page appears.

What you can do here

- Monitor WebEx Meeting Information for meeting nodes (M).
- Monitor WebEx Meeting Information for video/audio nodes (V)

Options on the Node (M) tab

Option	Description
Organization	The company or organization.
Node Name	The names of the nodes that have been configured for the specified organization. Clicking on the node name allows you to view the meeting and attendee trends for that node. For more information, see Viewing WebEx meeting and attendee trends (on page 26).
Site Name	The site name for the nodes.
Meetings	The number of meetings for the node at the time of the timestamp.
Meetings PCT (Node vs. Total)	The percentage of meetings for the node compared to the total number of meetings at the time of the timestamp.
Attendees	The number of attendees for the node at the time of the timestamp.
Attendees PCT (Node vs. Total)	The number of attendees for the node compared to the total number of attendees at the time of the timestamp.

Option	Description
Timestamp	The time the meeting information was collected by the Cisco WebEx Node Management System.

Options on the Node (V) tab

Option	Description
Organization	The company or organization.
Node Name	The name of the node. Clicking on the node name allows you to view the MMP Session summary for that node. For more information, see Viewing MMP session information (on page 29).
Audio Session #	The number of audio sessions for the node at the time of the timestamp.
Video Session #	The number of video sessions for the node at the time of the timestamp.
Audio Broadcasting Session #	The number of audio broadcast sessions for the node at the time of the timestamp.
Timestamp	The time the session information was collected by the Cisco WebEx Node Management System.

Viewing WebEx meeting and attendee trends

To view WebEx meeting and attendee trends:

- 1 On the Welcome page, click the **WebEx Meeting Information** link. The Meeting Information page appears, showing the Node (M) tab.
- 2 In the **Node (M)** tab, click the name of the node you want to view meeting trends for. The Meeting Historical Trend page appears, showing meeting and attendee trends for the specified node for the last 24-hour period.



- 3 If you want to select a different date as the 24-hour period for the meeting historical trend display, select a different date:
 - Click the left or right arrow buttons to select the previous or next date.
 - Click the Select Date button to select a date from the calendar.

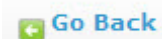


- Click **Latest 24 Hours** to show the latest 24 hours as the time period for the display.

- 4 If you want to view meeting trends for a different node, select the node name from the **Node (M)** list and click **Go**.
- 5 To download meeting and attendee trend data to a comma-separated values (CSV) file:
 - a) Click **Download Data**.



- b) In the File Download dialog box, follow any instructions that your Web browser or operating system provides to download the CSV file.
- 6 To return to the Meeting Information page, click **Go Back**.



About the Meeting Trends page


How to access this page



On the Welcome page, click the **WebEx Meeting Information** link. The Meeting Information page appears.

What you can do here

- View meeting trend information for the selected node within a 24-hour period.
- View attendee trend information for the selected node within a 24-hour period.
- Download meeting historical trend data.

Options on this page

Option	Description
Date 	The 24-hour period for which the meeting historical trend data is displayed. By default, the most recent 24 hours are displayed. You can use the right and left arrow buttons or the Select Date button to select a different date.
Latest 24 Hours	Specifies the most recent 24-hour period as the time period for the meeting historical trend display.
Node (M)	Shows the selected node for which meeting and attendee trend data is displayed. Allows you to select a different node to display.

Option	Description
	Returns to the Meeting Information page.
	Downloads the meeting historical trend data currently being displayed to a comma-separated values (CSV) file.
Peak Time for Meeting	The point during the specified 24-hour period where the highest number of meetings occurred.
Meeting #	The total number of meetings for the node during the specified 24-hour period.
Peak Time for Attendee	The point during the 24-hour period where the highest number of attendees attended meetings.
Attendee #	The total number of meeting attendees for the node during the specified 24-hour period.
Meeting Trend	A chart showing the number of meetings that occurred for each hour of the specified 24-hour period.
Attendee Trend	A chart showing the number of attendees that attended meetings for each hour of the specified 24-hour period.

Viewing multimedia platform (MMP) session information

To view multimedia platform (MMP) session information:

- 1 On the Welcome page, click **WebEx Meeting Information**. The Meeting Information page appears.
- 2 Click the **Node (V)** tab.
- 3 In the **Node (V)** tab, click the name of the node you want to view the multimedia platform session summary for. The MMP session page appears, showing session summaries for the specified node.

Meeting Information

WebEx Meeting Information > Meeting Information

MMP Session Summary Node (V): SPA22

	Audio Session#	Video Session#	Audio Broadcasting Session#
Total	0	3	0
wbxmcs-1	0	0	0
wbxmcs-10	0	1	0
wbxmcs-2	0	0	0
wbxmcs-3	0	0	0
wbxmcs-4	0	2	0
wbxmcs-5	0	0	0
wbxmcs-6	0	0	0
wbxmcs-7	0	0	0
wbxmcs-8	0	0	0
wbxmcs-9	0	0	0

- 4 If you want to view session summaries for a different node, select the node name from the **Node (V)** list and click **Go**.
- 5 To return to the Meeting Information page, click **Go Back**.

About the MMP Session Summary page

How to access this page

On the Welcome page, click **WebEx Meeting Information**. The Meeting Information page appears.

What you can do here

View a summary of audio, video, and audio broadcasting sessions for the selected node.

Options on this page

Option	Description
Audio Session #	The number of audio sessions for each process. For the Total row, it is the total number of audio sessions for the node.
Video Session #	The number of video sessions for each process. For the Total row, it is the total number of video sessions for the node.
Audio Broadcasting Session #	The number of video sessions for the node. For the Total row, it is the total number of audio sessions for the node.

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