

CTS Meetings Softkey Restore on Endpoint with Touch–Panel and Midlet Interfaces



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Introduction

This document describes how to restore the *Meetings* softkey at the endpoint if it disappears after you replace a primary Cisco TelePresence System (CTS) codec. The information in this document can be used with touch–panel and midlet interfaces.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Communications Manager (CUCM)
- CTS–Manager
- Cisco TelePresence Management Suite (TMS)

Components Used

The information in this document is based on these software and hardware versions:

- CUCM
- CTS–Manager
- TMS Versions 13.1 and Later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Related Products

The information in this document can also be used with these hardware and software versions:

- TX9000
- TX9200
- TX1310–65
- TX1300–47
- CTS3XXX
- CTS500–32
- CTS500–37
- CTS1100

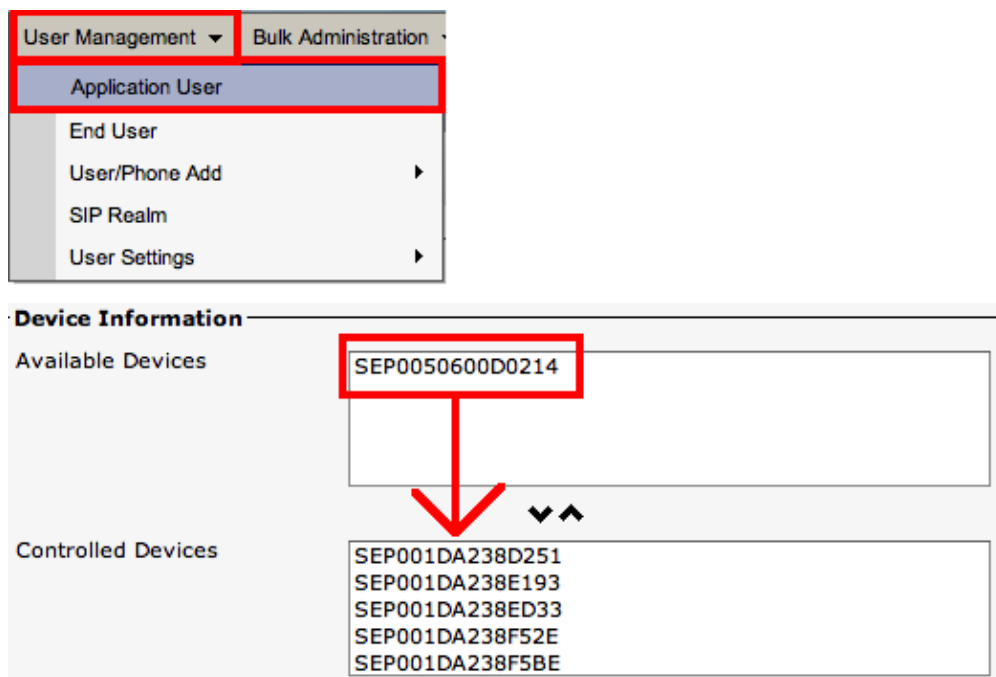
Background Information

In order for the *Meetings* softkey to appear on the User Interface (UI), the codec must be controlled by a management system: either CTS–Manager or TMS.

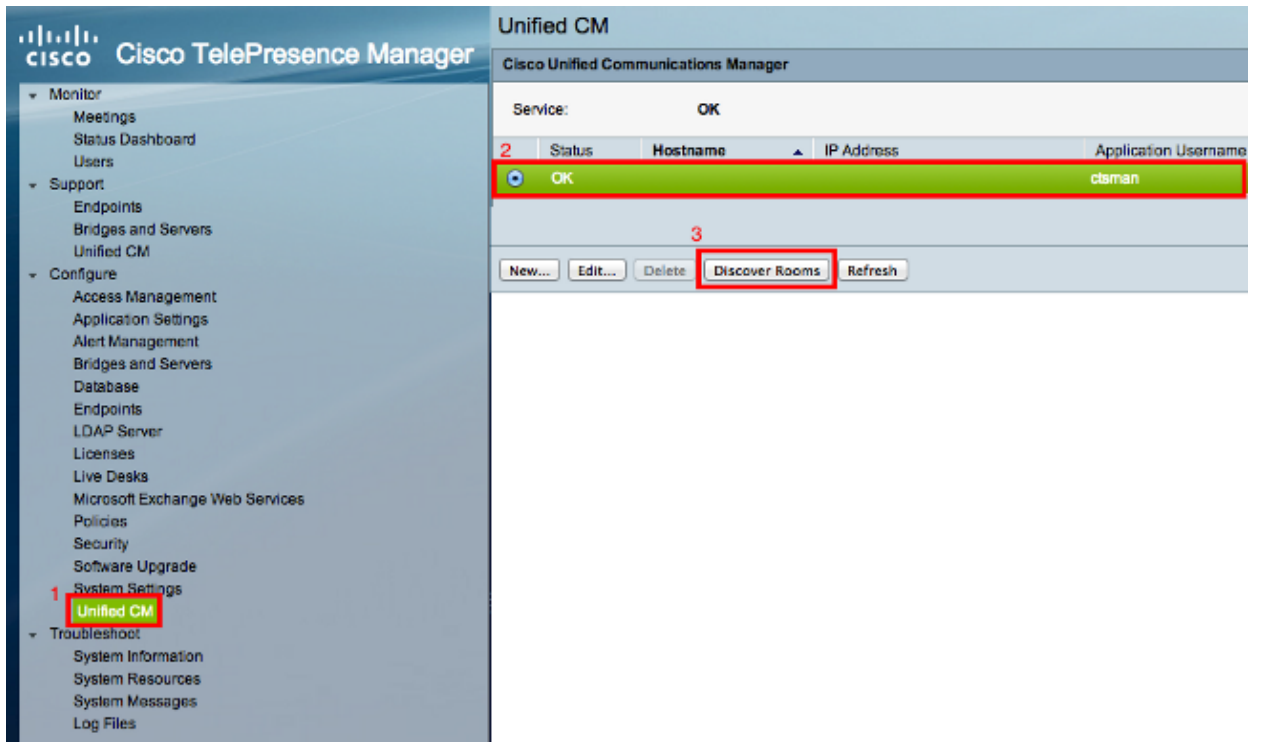
CTS–Manager

If the codec is controlled by CTS–Manager, then you must confirm that:

- The codec is added as a *Controlled Device* on the *Application User* profile that is used by CTS–Manager on the Cisco Unified Communications Manager (UCM):

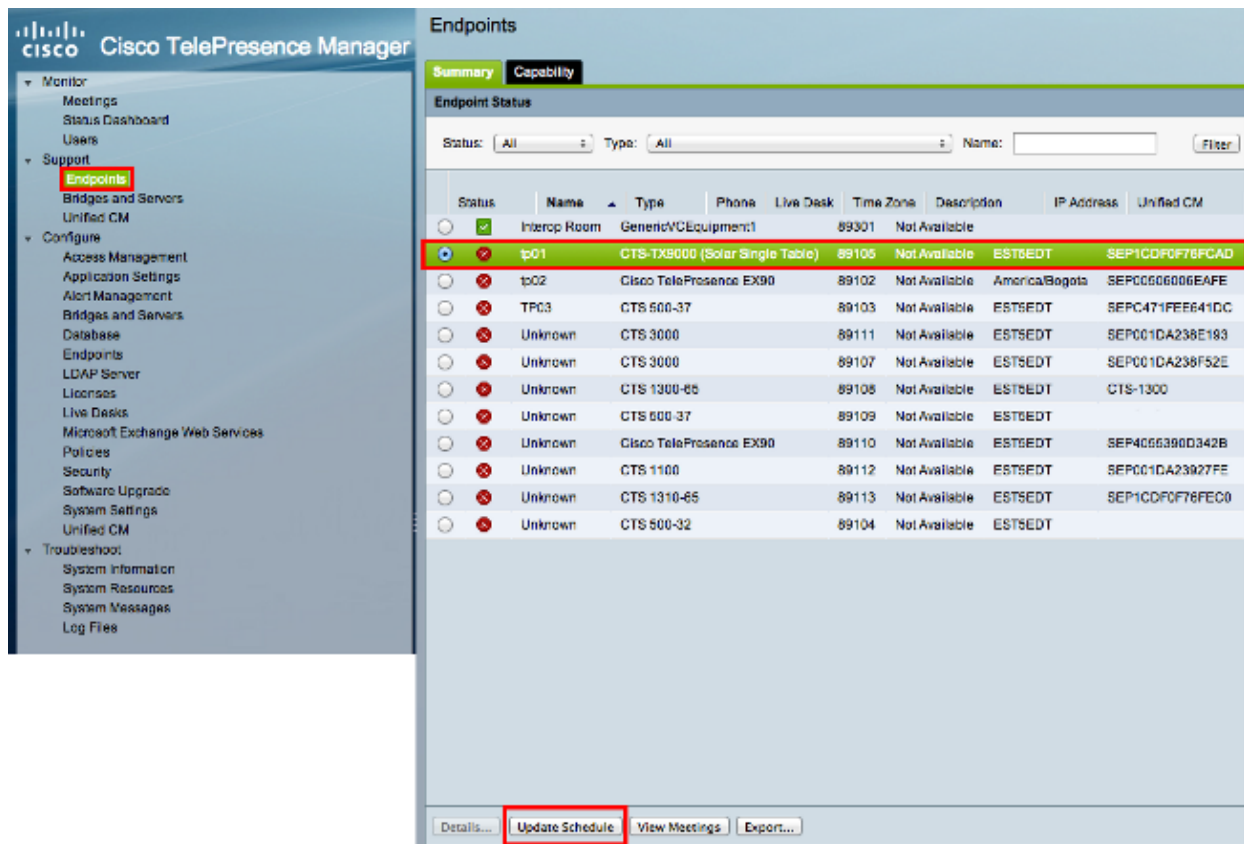


- A discovery was performed on the CTS–Manager. You can update codec information in the CTS–Manager database.



- The CTS–Manager has connectivity to the endpoint over Ports **8080** (non–secure) or **8443** (secure).

Once these are verified, navigate to **Support > Endpoints** on the CTS–Manager. Select the affected endpoint on the list, and press the **Update Schedule** button:



TMS

If the codec is controlled by TMS, then you must confirm that:

- The codec is added as a **Controlled Device** on the **Application User** profile that is used by TMS on the UCM:

The screenshot shows the Cisco TMS User Management interface. The 'User Management' menu is open, and 'Application User' is selected. Below, the 'Device Information' section shows 'Available Devices' with the value 'SEP0050600D0214' highlighted in a red box. A red arrow points from this box to the 'Controlled Devices' list, which contains the following entries: SEP001DA238D251, SEP001DA238E193, SEP001DA238ED33, SEP001DA238F52E, and SEP001DA238F5BE.

- The TMS shows the correct **MAC Address** under the system folder in the **Systems Navigator** page of TMS:

The screenshot shows the Cisco TelePresence Management Suite Systems Navigator. The 'Systems' tab is selected. In the 'Folder View' on the left, the system 'CTS-1300 (SEP001DA238D251)' is highlighted in a red box. The main panel shows details for this system, including the name 'CTS-1300 (SEP001DA238D251)' and the MAC Address '00:1D:A2:38:D2:51', both highlighted in red boxes. The system status is 'Manager system not available'.

- The TMS has connectivity to the endpoint via TCP Ports **80** (non-secure) and **443** (secure).

Once these are verified, you can attempt to enforce management settings on the TMS for this endpoint:



SEP001DA238EA4B

System Type: Cisco TelePresence 500-37

System status: Idle

Network Address:

Summary **Settings** Call Status Connection Permissions Logs

View Settings **Edit Settings** Ticket Filters

General

Name: SEP001DA238EA4B

System Type: Cisco TelePresence 500-37

System Connectivity: Reachable on LAN

Network Address:

Manufacturer: Cisco

MAC Address: 00:1D:A2:38:EA:4B

IP Zone: USA

Time Zone: (UTC-05:00) Eastern Time (US & C

Configuration

Software Version: CTS 1.9.1(68)

Call Settings

Maximum IP Bandwidth: 4628

Max Number of Video Calls: 1

Max Number of Audio Calls: 0

Autoanswer: Unknown

Network Settings

Monitoring/SNMP Settings

Management Address 1:

TMS Scheduling Settings

Allow Bookings:

Allow Incoming SIP URI Dialing:

Save Force Refresh **Enforce Management Settings**