



# CHAPTER 12

## Managing Inventory

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Cisco Prime Collaboration Manager maintains continuous, real-time discovery of device inventory. The Cisco Prime CM inventory automatically reflects every addition, deletion, and modification that occurs in the video collaboration network.

Cisco Prime CM supports on-demand inventory update for the managed devices. It updates the device state, based on the inventory collection. You can export the inventory for all managed devices.

You can suspend and resume the management of the device. The inventory is not updated for devices in the Suspended state.

### Viewing Inventory Details

Each device that is managed by Cisco Prime CM is modeled to display the physical inventory of a device (interface and peripherals). To view the inventory details for a device, click on a row in the Current Inventory pane.

Field	Description
Endpoint Name	Name assigned to the endpoint for ease of identification.
Host Name	Name assigned to the device for ease of identification.
Device Type	Device type with the manufacturer's name, such as Switch, CTS.
Device Model	Device model, such as Catalyst3506G48PS
IP Address	IP address used for managing the device.
Software Type	Software running on the device, such as IOS, CatOS
Software Version	Software version running on the device.
State	Cisco Prime CM managed device status.
Last Discovered	Date and time the device was last discovered.

Field	Description
Mediatrace Role	<ul style="list-style-type: none"> <li>• Unsupported—Device does not support Cisco Mediatrace.</li> <li>• Transparent—Device supports Cisco Mediatrace but profile is not configured.</li> <li>• Responder—Cisco Mediatrace responder profile is enabled on the device. You should enable this profile if you want to monitor and collect information on Cisco Mediatrace.</li> <li>• Initiator—Cisco Mediatrace initiator profile is enabled on the device. You should enable this profile if you want to initiate Cisco Mediatrace sessions or polls.</li> <li>• Initiator/Responder—Cisco Mediatrace initiator and responder profiles are enabled on the device.</li> </ul>
IP SLA Role	<ul style="list-style-type: none"> <li>• Unsupported—Device does not support Video IP SLA</li> <li>• Not Configured—Device supports the Video IP SLA but it is not configured.</li> <li>• Responder—IP SLA Responder profile is configured on the device. The device that is configured with this profile, processes measurement packets and provides detailed timestamp information. The responder can send information about the destination device's processing delay, back to the source Cisco router.</li> </ul>

The System Information pane contains the following details for all devices:

Field	Description
Object ID	System Object ID of the endpoint.
Up Time	Date and time when the endpoint was last reset.
Contact	Contact details of the endpoint.
Location	System location of the endpoint.

The following tables describe the inventory details for:

- [CTS, page 12-3](#)
- [CTMS, page 12-4](#)
- [CTS-Manager, page 12-5](#)
- [Cisco Unified CM, page 12-6](#)
- [Network Devices, page 12-7](#)

## CTS

Field	Description	
<b>TelePresence Endpoint Summary</b>	Endpoint Name	Name assigned to the endpoint for ease of identification.
	Phone Number	IP phone details as defined in the endpoint.
	<b>CUCM Details</b>	
	CUCM Address	Hostname or IP address of the Cisco Unified CM server, where the endpoint is registered.
	CUCM Cluster ID	Identification of the Cisco Unified CM cluster, where the Cisco Unified CM server is registered.
	Registration Status	Registration status of the endpoint with call processor (Cisco Unified CM). If Cisco Unified CM is not managed, the information displayed is N/A.
	<b>CTSMAN Details</b>	
	CTSMAN	Hostname or IP address of the application manager, where the CUCM is integrated.
	<b>Switch Details</b>	
	Connected To Switch	Details of the switch to which the endpoint is connected.
	Port Connected	Details of the switch port to which the endpoint is connected.
<b>Interfaces</b>	Physical Address	Physical address of the interface to which the endpoint is connected.
	Name	Name of the interface to which the endpoint is connected.
	Type	Type of the interface to which the endpoint is connected.
	MTU	Maximum transmission unit. Maximum packet size, in bytes, that this interface can handle.
	Speed	Speed of the interface, in Mbps.
	CDP	Whether the CDP enabled (True) or disabled (False.)
	Operation Status	Operational state of the interface.
	Admin Status	Administrative status of the interface.
<b>Peripherals</b>	Name	Peripheral type, such as uplink, phone, camera, display, microphone.
	Position	Position of the peripheral, such as <i>front_center</i> for a microphone.
	MAC Address	MAC address of the peripheral.
	Software Version	Software version running on the peripheral.
	Model	Model of the peripheral.
	Serial	Serial number of the peripheral.
	Make	Manufacturer's details for the peripheral.
	Firmware Version	Firmware version of the peripheral.
	Hardware Version	Hardware version of the peripheral.

Field	Description	
Access Information	Credential Profile Name	Defined credential profile in the Credential Profiles ( <b>Inventory &gt; Device Inventory &gt; Manage Credentials</b> ) window.
	SNMP Access Level	RO is displayed, if you have defined the SNMP credentials in the Credential Profiles.
	SNMP Version	Defined SNMP version in the Credential Profiles.
	CLI Access Level	If you have defined the CLI credentials, Cisco Prime CM checks whether the access level is RO or RW. The appropriate value is displayed, based on the verification.  <i>Not Applicable</i> is displayed if the credential is not mandatory for the Cisco Prime CM.
	HTTP Access Level	RO is displayed, if you have defined the HTTP credentials in the Credential Profiles.  <i>Not Applicable</i> is displayed if the credential is not mandatory for the Cisco Prime CM.
	JTAPI Access Level	RO is displayed, if you have defined the JTAPI credentials in the Credential Profiles.  <i>Not Applicable</i> is displayed if the credential is not mandatory for the Cisco Prime CM.

## CTMS

Field	Description	
Interface	Physical Address	Physical address of the interface to which the multipoint switch is connected.
	Name	Name of the interface to which the multipoint switch is connected.
	Type	Type of the interface to which the multipoint switch is connected.
	MTU	Maximum transmission unit. Maximum packet size, in bytes, that this interface can handle.
	Speed	Speed of the interface, in Mbps.
	CDP	Whether the CDP is enabled (True) or disabled (False.)
	Operation Status	Operational state of the interface.
	Admin Status	Administrative status of the interface.

Field	Description		
<b>Multipoint Switch</b>	Timezone	Timezone configured on the multipoint switch.	
	SKU	—	
	Hardware Model	Model number of the media convergence server on which the multipoint switch is running.	
	Software Version	Version of multipoint switch administration software currently installed.	
	OS Version	Operating System (OS) version.	
	Hostname	Hostname configured for the multipoint switch.	
	IP Address	IP address used to manage the multipoint switch.	
	Subnet Mask	Subnet mask used on the IP address.	
	MAC Address	MAC address of the media convergence server on which the multipoint switch software is running. This MAC address belongs to Ethernet interface 0 (the eth0 network interface card [NIC]). With failover, this MAC address persists, although another Ethernet interface becomes active.	
	<b>Switch Details</b>		
	Connected To Switch	Details of the switch to which the multipoint switch is connected.	
	Port Connected	Details of the switch port to which the multipoint switch is connected.	
	Ad hoc Segments	Maximum number of segments that are available for impromptu meetings. The maximum number is 48.	
	Maximum Segments	Total number of segments (individual video displays) that this multipoint switch can handle. The maximum number is 48.	
Schedulable	Number of segments available at any one time for scheduled meetings. The multipoint switch automatically derives this value by subtracting the defined number of Ad Hoc Segments from the defined number of Maximum Segments.		
<b>Access Information</b>	<a href="#">Access Information, page 12-4</a>		

**CTS-Manager**

Field	Description	
<b>Application Manager</b>	SKU	—
	Hardware Model	Model number of the server on which the application manager is running.
	Software Version	Version of administration software currently installed.
	OS Version	Operating System (OS) version.
	Hostname	Hostname configured for the application manager.
	IP Address	IP address used to manage the application manager.
	Subnet Mask	Subnet mask used on the IP address.
	MAC Address	MAC address number supplied for the application manager.

Field	Description	
<b>System Connectivity</b> This pane is visible only for CTS-Manager 1.7.	<b>Exchange Server</b>	
	Status	Whether the exchange server is running or down.
	IP Address	IP address assigned to the exchange server.
	Software Version	Version of software currently installed on the exchange server.
	<b>LDAP Server</b>	
	Status	Whether the LDAP server is running or down.
	IP Address	IP address assigned to the LDAP server.
	Software Version	Version of software currently installed on the LDAP server.
	<b>CUCM</b>	
	Status	Whether Cisco Unified CM is running or down.
IP Address	IP address assigned to Cisco Unified CM.	
Software Version	Version of software currently installed on Cisco Unified CM.	
<b>Access Information</b>	See <a href="#">Access Information, page 12-4</a> .	

### Cisco Unified CM

Field	Description	
<b>Call Processor</b>	Cluster ID	Parameter that provides a unique identifier for the cluster. This parameter is used in call detail records (CDR) records, so collections of CDR records from multiple clusters can be traced to the sources. The default is StandAloneCluster.
	Publisher Hostname	Hostname configured for the cluster publisher.
	Registered CTS Endpoints	Number of registered endpoints on the call processor.
	Total CTS Endpoints	Total number of endpoints.
<b>Access Information</b>	See <a href="#">Access Information, page 12-4</a> .	

## Network Devices

Field	Description	
Interface	Physical Address	Physical address of the device.
	Name	Name of the device.
	Type	Type of the device.
	MTU	Maximum transmission unit. Maximum packet size, in bytes, that this device can handle.
	Speed	Speed of the device in Mbps.
	CDP	Whether the CDP is enabled (True) or disabled (False.)
	Operational Status	Operational state of the device.
	Admin	Administrative status of the device.
Access Information	See <a href="#">Access Information, page 12-4</a> .	

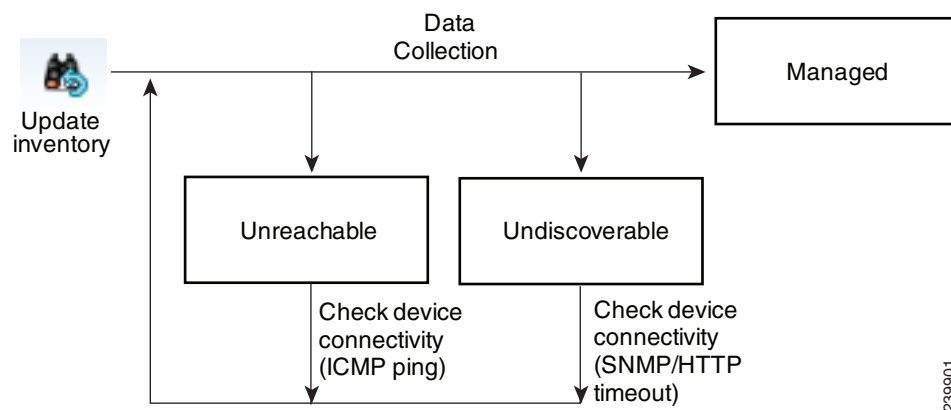
## Updating Inventory

The Update Inventory task helps you to synchronize the Cisco Prime CM inventory database with the network. During this task, the accessibility verification is not performed (see [Figure 12-1](#)).

The Update Inventory task is performed for all devices managed in Cisco Prime CM. You cannot update inventory only for a few selected devices.

Perform the Update Inventory task, when there are any changes in the network devices interfaces. Perform the Discovery task, when there are any changes in the device configuration, such as software image update, changes in the first hop router configuration, and so forth. See [Discovering Devices, page 11-1](#) to schedule a discovery job.

**Figure 12-1 Update Inventory Life Cycle**



We recommend that you define a periodic update inventory job to keep the Cisco Prime CM database up-to-date.

To update inventory:

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**Step 1** Choose **Inventory > Device Inventory**.

The Inventory page appears.

**Step 2** Click **Update Inventory**.

The Update Inventory page appears.

You can either schedule a periodic discovery job or run the discovery job, immediately. If you want to run the job immediately go to [Step 6](#).

**Step 3** Enter the job name.

**Step 4** Enter the scheduling details to schedule a discovery job.

- **Start Date**—Enter the start date for the time period in the MM/DD/YYYY format, or click the drop-down list to select the start date from a calendar.
- **Start Time**—Click the drop-down list to select the start time. The time displayed is the client browser time. The scheduled periodic job runs at this specified time.
- **End Date**—Enter the end date for the time period in the MM/DD/YYYY format, or click the drop-down list to select the end date from a calendar.

If you do not want to specify an end date, click **No Date**.

**Step 5** Click either **Daily** or **Weekly** to specify whether you want the periodic job to run every day or once a week.

**Step 6** Click **Run Now** to immediately run the discovery job or click **Schedule** to schedule the periodic discovery job at a later time.

You can check the status of the job using the **List Discovery Jobs** button on the Inventory page. The Job Management page appears with the list of discovery jobs.

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## Suspending and Resuming Managed Devices

You can suspend a device that is in the Managed state. After the device is moved to the Suspended state, Cisco Prime CM does not monitor this device. That is, session, endpoint, and inventory details are not updated for the device in this state and alarms are not triggered for these devices.

The following are behaviors for a device in the Suspended state:

- If a device is in the Suspended state, Cisco Prime CM does not poll the devices.
- If a suspended endpoint joins a new session, the endpoint is shown in grey in the Session Topology pane.
- If a suspended endpoint is already in an in-progress session, the endpoint icon changes to grey (in the session topology) only after the next polling job has completed.
- If CTS-Manager is suspended, the new session data are not imported. The CTS-Manager polling is not performed. The existing session data (last polled data) is displayed in the Cisco Prime CM server.
- If Cisco Unified CM publisher is suspended, Cisco Prime CM does not poll the registered endpoints that belong to that corresponding Cisco Unified CM cluster.



- If there are any active alarms, they are not cleared immediately. You can either manually clear the alarms or alarms will be automatically cleared, after it expires. By default it is 24 hours. No new alarms are triggered for a suspended device.
- If a suspended endpoint is already in a troubleshooting job, you cannot troubleshoot from the suspended endpoint. However, you can troubleshoot to the suspended endpoint.
- If a device is in a suspended state, the Endpoint Utilization report does not contain the data for this device.

To suspend managed devices:

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**Step 1** Choose **Inventory > Device Inventory**.

The Inventory page appears.

**Step 2** Choose devices that are in the Managed state from the Current Inventory table.

**Step 3** Click **Suspend Management**.

A message appears, *Selected 1 device suspended successfully.*

**Step 4** Click **OK**.

The Current Inventory table refreshes with the updated device status.

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To resume managing a suspended device:

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**Step 1** Choose the device in the Suspended state from the Current Inventory table.

**Step 2** Click **Resume Management**.

A message appears, *Selected 1 device resumed successfully.*

**Step 3** Click **OK**.

The Current Inventory table refreshes with the updated device status.

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## Exporting Inventory

You can export inventory details for the Managed endpoints and service infrastructure devices (CTS-Manager, Cisco Unified CM, and CTMS) using the **Export Inventory** button in the Inventory page. The exported data is available in the CSV format.

See [Viewing Inventory Details, page 12-1](#) to understand the exported inventory data details. The exported data does not include the device credentials details ([Access Information](#)).

