Device Information

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Contents

This chapter contains the following sections:

- Accessing the Device Information Window, page 1-1
- Device Information Fields, page 1-3
- Hardware/Software Versions, page 1-5
- System Information and Status Tabs, page 1-5
- Where to Go Next, page 1-12

Accessing the Device Information Window

The Device Information window is the first thing you see when you log on to the Cisco TelePresence System Administration interface. It is from this window that you can access configuration, troubleshooting, and monitoring tasks for the Cisco TelePresence System (CTS) as well as view information about the devices installed on your system.

Before You Begin

To access the Cisco TelePresence System Administration interface for the first time, complete the steps in Logging into the Cisco Unified CM Administrator section of *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

To view information about the Cisco TelePresence devices on your system:

Step 1 Log in to the Cisco TelePresence System Administration interface by completing the following steps:

a. Open an Internet Explorer browser window and type in the IP address of the system in the URL field and click **Enter**. The Cisco TelePresence Administration Login Screen appears, as shown in Figure 1-1.

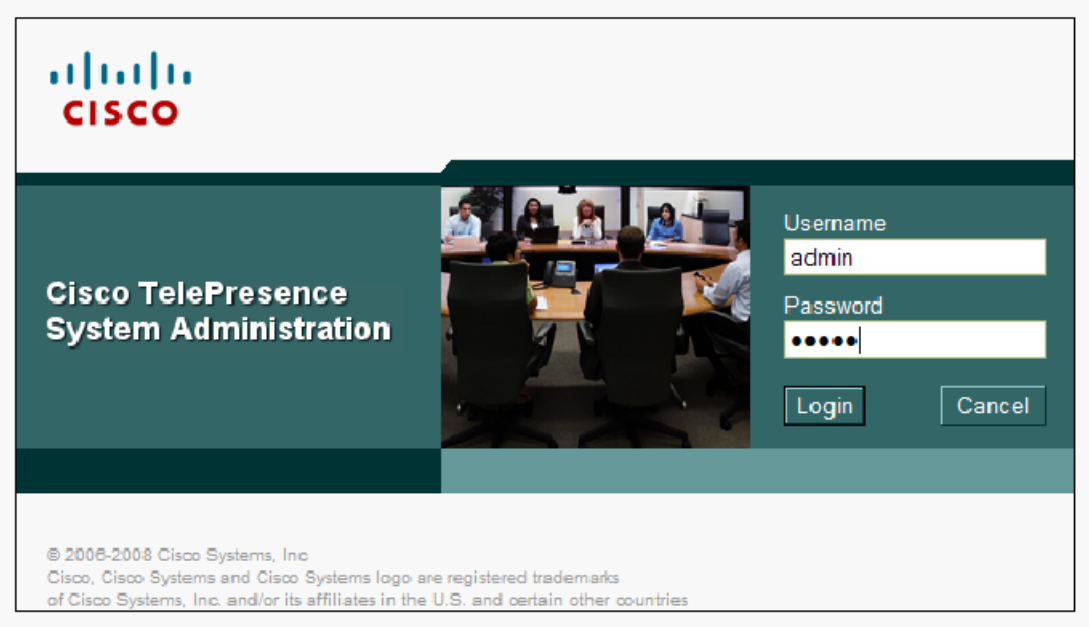
Note If you need to obtain the IP address, do the following:

1. On the IP phone, locate “Manual” at the bottom of the screen and press the **Manual** soft key.

Or

2. Locate “Info” at the bottom of the screen and press the **Info** soft key.
3. Scroll down to the IP Address listing and copy the address.

Figure 1-1 Cisco TelePresence System Administration Login Screen



b. In the Admin field, type **admin**.
c. In the Password field, type **cisco**.

Note You can change the default password in Unified CM. See the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System*.

d. Click **Login**.

The Device Information window appears, as shown in Figure 1-2.

Figure 1-2 Device Information Screen

Step 2 View the information in the following sections within the Device Information window:

- Device Information Fields
- Hardware/Software Versions
- System Information and Status Tabs

Device Information Fields

The Device Information area contains details about the settings that were configured in the CTS and the Unified CM. The information in Table 1-1 describes setting descriptions in the Device Information fields.

Note The Cisco TelePresence System device type must be specifically selected before you can upgrade to CTS Software Release 1.9.0 and later releases.

Table 1-1 Device Information Fields

Field or Button	Setting or Description
System Model	Cisco TelePresence System model can be one of the following: • CTS 500 • CTS 500-32 • CTS 500-37 • CTS 1000 • CTS 1100 • CTS 1300-47 • CTS 1300-65 • CTS 3000 • CTS 3010 • CTS 3200 • CTS 3210
System Configuration	Indicates the number of high-definition displays for this system.
Phone Number	Call pattern for the IP phone as defined in Unified CM.
Meeting Room	Name of the meeting room in which this particular CTS is located as defined in Unified CM.
TelePresence MAC Address	MAC address of the primary CTS codec.
TelePresence Host Name	Host name of the primary CTS codec.
TelePresence IP Address	IP address of the primary CTS codec.
Cisco TelePresence Touch MAC Address	MAC address of the Cisco TelePresence Touch 12, if your system uses the touch device instead of the Cisco Unified IP phone for call control.
Cisco TelePresence Touch Software Version	Software version used by the Cisco TelePresence Touch 12, if your system uses the touch device instead of the Cisco Unified IP phone for call control.
IP Phone MAC Address	MAC Address of the IP phone as entered in Unified CM.
IP Phone Host Name	Host name of the IP phone as configured in Unified CM.
IP Phone IP Address	IP address of the IP phone as configured in Unified CM.
IP Phone Software Version	Version of the operating system software installed on this IP phone.

Hardware/Software Versions

Version information is collected from the hardware and software versions currently loaded in the system. In the Hardware/Software Versions area, data in bold **blue** text (with an asterisk "*") indicates which software image is currently running. Table 1-2 describes the hardware and software versions information fields.

Table 1-2 Hardware/Software Information Fields

Field or Button	Setting or Description
Unit	For Cisco TelePresence Systems with more than one codec. Indicates whether this is the left, center, right, or presentation codec.
Hardware Version	Version number of the codecs of the Cisco TelePresence System.
Slot 1 Image Slot 2 Image	The flash card is set up with three partitions for the software. Slot 1 and Slot 2 each hold a version of the codec software.
Factory Image	Software that is pre-loaded at the factory and the software that will be loaded after a factory reset.

System Information and Status Tabs

Information provided in the System Information Details window is used by Cisco technical support personnel to assist in troubleshooting your system.

To obtain a detailed report about the system:

Step 1 Log in to the Cisco TelePresence System Administration page. The Device Information window appears.

Step 2 Click the **System Information Details** bar. A new window opens.

Step 3 Click the following tabs in the new window:

- System Information Details
- Status Details

Step 4 Click **Close** to close the window.

System Information Details

Detailed system information is displayed per codec:

- One codec—For systems with one codec, all information displayed is for the system's single codec.
- Three codecs—For systems with three codecs, hardware and software information is displayed for left, center, and right codecs.
- Presentation codec—For systems that include a presentation codec, hardware and software information for the presentation codec is also displayed.

Table 1-3 describes the fields found in the System Information Details window.

Table 1-3 System Information Details Fields

Field or Button	Setting or Description
UDI_Hardware_Ver	Unique device identifier hardware version number.
UDI_Serial	Unique device identifier serial number.
UDI_PID	Unique device identifier product identification number.
System_Up_Time	Amount of time the system has been running since last reboot.
OS_Ver	Version number of the operating system.
OS_BuildTime	Time at which operating system was built.
UBOOT_Ver	Version number of the application that controls the boot process.
CF_Model	Compact flash model number.
Camera_PID	Camera product identification number.[1]
Camera_Hardware	Camera hardware number.[1]
Camera_Firmware_Ver	Camera firmware version number.[1]
Camera_Hardware_Ver	Camera hardware version number.[1]
Camera_BuildTime	Time at which the camera firmware version was built.[1]
Document_Camera_Serial	Document camera serial number.[2]
Document_Camera_Hardware_Ver	Document camera hardware version number.[2]
Document_Camera_Model	Document camera model number.[2]
Display_Serial	Serial number of the display.
Display_Hardware_Ver	Display hardware version number.
Display_Model	Display model number.
Display_BootCode_Ver	Version number of the boot loader for AppCode. BootCode also provides upgrade feature for AppCode.
Display_AppCode_Ver	Version number for AppCode. AppCode provides monitoring, managing control, and diagnostic functionality.
FPGA_ID	Field programmable gate array identification number.
FPGA_Rev	Field programmable gate array revision number.
FPGA_BuildTime	Time at which field programmable gate array was built.
MainRx_DevID	Main camera device identification number.
MainRx_Rev	Main camera revision number.
AuxRx_DevID	Auxiliary camera (document camera or VGA input device) device identification number.
AuxRx_Rev	Auxiliary camera (document camera or VGA input device) revision number.
MainTx_DevID	Main display (plasma) device identification number.
MainTx_Rev	Main display (plasma) revision number.
AuxTx_DevID	Auxiliary display (projector) device identification number.
AuxTx_Rev	Auxiliary display (projector) revision number.

Table 1-3 System Information Details Fields (continued)

Field or Button	Setting or Description
OSD_DEVICE1_BuildTime	On screen display (device 1) build time.
OSD_DEVICE5_BuildTime	On screen display (device 5) build time.
VCODEC_encoder_Card_Ver	Video CODEC encoder card version number.
VCODEC_decoder_Card_Ver	Video CODEC decoder card version number.
Audio_Hardware_Ver	Audio version hardware version number.
Audio_CPLD_Ver	Audio complex programmable logic device version number.
Audio_DSP_BuildID	Audio DSP software version.[3]
Audio_Base_BoardID	Type of audio base board. Choices are: • 0xAD • 0xAB
Audio_Base_Board_FAB_Ver	Hardware version of the audio (base) board
Audio_Base_Board_FW_Ver	Firmware version of the audio (base) board
Audio_Extension_UnitID	Type of audio extension board. The board type is either 0xAE or is disconnected.
Audio_Extension_Unit_FAB_Ver	Hardware version of the audio extension board.
Audio_Extension_Unit_FW_Ver	Firmware version on the audio extension board.
Audio_Clock_Source	Clock source syncing the audio and video streams.
Audio_PCB_S/N	CTS 500 Series and CTS 1300 only. Unique device identification (UDI) containing serial numbers unique to that printed circuit board (PCB).
Audio_PCB_P/N	CTS 500 Series and CTS 1300 only. Unique device UDI containing part numbers unique to that PCB.
Audio_PCB_Rev	CTS 500 Series and CTS 1300 only. Unique UDI containing hardware revision information unique to that PCB.
PoE_Reset_Available	Indicates whether Power over Ethernet (PoE) Reset feature is available.
Mfg_Installed_Cert	Security certificate for encryption defined by Cisco Root Certificate Authority.
Locally_Significant_Cert	Security certificate obtained through Certificate Authority Proxy Function (CAPF), which supersedes the manufacturing installed security certificate.
Max_Security_Setting	Configured security setting.
Aux Control Unit_Model	Auxiliary control unit model.
Aux Control Unit_Ver	Auxiliary control unit system firmware version.
Aux Control Unit_UDI_Vid	Auxiliary control unit unique device identifier version identification.
Aux Control Unit_UDI_Pid	Auxiliary control unit unique device identifier product identification number.
Aux Control Unit_UDI_Sn	Auxiliary control unit unique device identifier serial number

Table 1-3 System Information Details Fields (continued)

Field or Button	Setting or Description
Projector_Model	Projector model number, if projector is installed.
Presentation Display Model	Presentation display information.
Phone_midlet_status	Displays MIDlet status.
Phone_midlet_version	Displays MIDlet version

1. CTS 1300 displays information for Center, Left, and Right cameras.
2. The document camera is not available on the CTS 1300.
3. CTS devices are backward compatible up to two CTS Software Releases. Cisco recommends that you upgrade to the latest version software.

Status Details

Detailed status information is displayed per codec:

- One codec—For systems with one codec, all information displayed is for the system's single codec.
- Three codecs—For systems with three codecs, hardware and software information is displayed for left, center, and right codecs.
- Presentation codec—For systems that include a presentation codec, hardware and software information for the presentation codec is also displayed.

Tip You can also view this window by returning to the Device Information window and clicking the magnifying glass icon in the upper right corner of the Status pane, which is in the lower left corner of the screen. See Figure 1-3 for an example of the magnifying glass icon and the Status pane.

Figure 1-3 CTS System Status

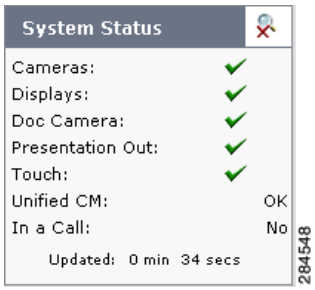


Table 1-4 contains descriptions of the Status Details fields. CTS displays a red X next to devices that are not operational or in error.

Table 1-4 Detailed Status Information Fields

Field	Setting or Description
Peripheral Status	**Cameras** • Video Cable Connection • Ethernet Connection **Note** CTS 1300 displays information for Center, Left, and Right cameras. **Displays** • Status **Microphones** • Status **Note** CTS 1300 displays information for the following microphones: – Positional (Center, Left, and Right) – Table (Center, Left, and Right) – Not used (ellipses) **Document Camera** • Video Cable Connection • Power Status • Unified CM Configuration • Ethernet Connection **Note** The document camera is not available on the CTS 1300. **Projector/LCD** • Video Cable Connection • Power Status • Unified CM Configuration • Status • Lamp Age (hours) • Ambient Temperature • Lamp Temperature • LCD Temperature **IP Phone** • Status

Table 1-4 Detailed Status Information Fields (continued)

Field	Setting or Description
System Status	• Unified CM • In a call • Audio/Video Expansion Box • Auxiliary Control Unit **Presentation Codec** • Unified CM Configuration • Status
Note Further status information is located in the Time Since Last Update and Microphone Status sections at the bottom of the Status Details page.	

Time Since Last Update

A running timer is located at the bottom of the Status Details page that displays elapsed time since last update.

Microphone Status

A roadmap of microphone status information icons is displayed at the bottom of the Status Details page.

- Ellipses—Not Expected / Not Connected.

- Green Check Mark—Connected.

- Question Mark—Not Expected / Not Connected.

- Red X—Not connected.

Note To determine individual microphone and speaker functionality, use the hardware troubleshooting interface for your system. See Where to Go Next to locate the troubleshooting support document for your Cisco TelePresence system.

Where to Go Next

Proceed to the following Cisco TelePresence system administration tasks from the Device Information window:

Configure

- Configuring the Cisco TelePresence System, page 1-1

Troubleshoot

Platform-specific troubleshooting:

- Troubleshooting the CTS 500
- Troubleshooting the CTS 500-32
- Troubleshooting the CTS 1000
- Troubleshooting the CTS 1100
- Troubleshooting the CTS 1300
- Troubleshooting the CTS 3000 and CTS 3200
- Troubleshooting the CTS 3010 and CTS 3210

Monitor

- Monitoring the Cisco TelePresence System, page 1-1