Using CTMS Administration Software

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Contents

Overview

Administrators use the CTMS Administration software to configure, to maintain, to monitor and to troubleshoot multipoint switching. Administrative tasks include the following:

- Configuring system settings. These tasks include configuring general system settings, Cisco TelePresence Manager (CTS-Manager) settings, and access management settings (such as administrative roles), System settings tasks are described in "Chapter 4: Configuring CTMS Administration Software."

- Managing meetings. These tasks include defining meeting templates, defining static and ad hoc meetings and managing active meetings, as well as being able to observe information about scheduled meetings. Meeting management tasks are described in "Chapter 5: Managing Meetings."

- Monitoring the system. These tasks include restarting the system and monitoring a variety of system processes. System monitoring tasks are described in "Chapter 6: Monitoring CTMS System Processes."

- Troubleshooting the system. These tasks include monitoring system errors and log files to determine the causes of system errors. Troubleshooting is described in "Chapter 7: Troubleshooting the CTMS System."

Prior to configuring CTMS Administration software, you must configure Cisco Unified Communications Manager (Unified CM) to support multipoint switching. Unified CM for CTMS configuration tasks are described in "Chapter 2: Configuring Cisco Unified Communications Manager for CTMS."

Installing CTMS Administration software is described in "Chapter 3: Installing CTMS Administration Software."

Administrative Roles

CTMS administration software recognizes three different administrative roles; access to task folders is dependent on defined administrative roles.

- Administrators: Administrators have the authority to perform all tasks associated with CTMS, including configuring system settings, managing multipoint meetings, maintaining, monitoring and troubleshooting CTMS. Administrators have access to all folders in CTMS Administration software.

- Meeting Scheduler: Meeting Schedulers have the authority to perform multipoint meeting management tasks, such as defining meeting templates, and setting up (and breaking down, as necessary) ad hoc, static and scheduled meetings. Meeting Schedulers have access to the Meeting Management folder in CTMS Administration software.

- Diagnostic Technicians: Diagnostic Technicians have the authority to perform CTMS monitoring and troubleshooting tasks. Diagnostic Technicians have access to the Troubleshooting and Monitoring folders in CTMS Administration software.

Administrative role configuration is described in "Chapter 4: Configuring CTMS Administration Software."

User Interface

CTMS Administration software user interface is similar to the interface used in Cisco TelePresence System Administration software and Cisco TelePresence Manager software. The user interface is organized as follows:

- Header, page 1-11
- System Status, page 1-11
- Navigation Pane, page 1-12
- Content Area, page 1-12

Figure 1-1 shows an example of the CTMS Administration software user interface.

Figure 1-1   *CTMS Administration Software User Interface*

Header

The header at the top of all CTMS Administration windows lists the name of the software application and provides links for the following functions:

- Admin—Roll your cursor over "Admin" to display the name of the user current logged in to CTM Administration.

- Logout—Click to log out of the system.

- Help—Click to display online help for using the CTMS Administration.

- About—Click to display software version and licensing information.

System Status

System status is always in view in the lower left corner of the CTMS Administration window. The system status is updated every 60 seconds. Click the **Refresh** button in the upper right corner of the box to obtain an immediate update.

The system status box shows the following information:

- Active meetings: Shows the number of meetings currently in progress.

- Errors: Shows the total number of system errors that are defined as either CRIT or ERROR. If the total number of system errors is 0, a green check is displayed. If the total number of system errors is more than 0, a red cross is displayed. System errors are described in "Chapter 7: Troubleshooting the CTMS System."

- Warnings: Shows the total number of system errors defined as WARN. If the total number of system errors is 0, a green check is displayed. If the total number of system errors is more than 0, a red cross is displayed. System warnings are described in "Chapter 7: Troubleshooting the CTMS System."

- Status: Shows the current state of all system processes. If all system processes are in the RUNNING state, a green check is displayed. If one or more processes are in the STOPPED state, a red check is displayed. System processes are described in "Chapter 6: Monitoring CTMS System Processes."

Navigation Pane

In the navigation pane at the left side of the CTMS Administration window, the System Configuration, Meeting Management, Troubleshooting, and Monitoring folders display lists of tasks associated with CTMS. Lists of tasks are also displayed in the content area of the window when you click any folder in the navigation pane. Click the task name or the arrows in the left panel, or click the highlighted name in the content area to navigate to tasks.

Content Area

The right frame is the content area. When you select a folder or a task from the navigation pane, the content associated with that item displays in the content area. The gray bar above the content area shows the navigational path so you can quickly identify where you are at any time.

System Information

Choose **System Information** from the Navigation Pane to view information about the Cisco TelePresence Multipoint Switch. The information displayed under System Information is configured during CTMS software installation.

- SKU

- Hostname: Hostname of the CTMS.

- IP Address: IP address of the Cisco TelePresence Multipoint Switch.

- Hardware Model: Cisco MCS 7800 Series Media Convergence Server on which the Cisco TelePresence Multipoint Switch is running.

- Software Version: Version of CTMS Administration software currently installed.