



CHAPTER 12

Viewing Real-time Meeting Statistics in Resource Manager

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Viewing the Number of Ongoing Meetings and Calls

You can see the total number of meetings, multipoint calls and point-to-point calls currently in progress, and the following additional statistics:

- Meetings—scheduled, ad hoc and recorded
- Multipoint calls—audio, video and total bandwidth
- Point-to-point calls—audio, video and total bandwidth

Procedure

- Step 1** Select **Meeting Monitoring** in the sidebar menu.
- Step 2** Select **Overall Status**.
- Step 3** (Optional) Select **Number of Meetings** in the Ongoing Meetings Status section to jump to the Ongoing Meetings tab where you can see further details of all meetings that are currently in progress.

- Step 4** (Optional) Select **Number of Calls** in the Ongoing Point-to-Point Calls Status section to jump to the Ongoing Point-to-Point Calls tab where you can see further details of all point-to-point calls that are currently in progress.
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Viewing Port Utilization Information

You can see port utilization information for MCUs, gateways and Desktops configured in the system.

Procedure

- Step 1** Select **Meeting Monitoring** in the sidebar menu.
- Step 2** Select **Overall Status**.
- Step 3** Locate the System Utilization Status section.
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Viewing Organization Meetings and Calls

Procedure

- Step 1** Select **Meeting Monitoring** in the sidebar menu.
- Step 2** Select **Ongoing Meetings** to see all meetings that are currently in progress.
- Step 3** Select **Ongoing Point-to-Point Calls** to see all point-to-point calls that are currently in progress.
- Step 4** Select **Upcoming** to see all meetings that have not yet started.
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Viewing the Creation Status of Meetings

Procedure

- Step 1** Select **Meeting Monitoring** in the sidebar menu.
- Step 2** Select **Ongoing Meetings** to see all meetings that are currently in progress.
- Step 3** Select **Ongoing Point-to-Point Calls** to see all point-to-point calls that are currently in progress.
- Step 4** Select **Upcoming** to see all meetings that have not yet started.

The creation status of each of the displayed meetings is shown in the Status column.

- Green—Successful status
- Orange—Alert status
- Red—Failure status

There are three status indicators in each row.

- First (left) status icon—Indicates meeting creation status.

If meeting creation fails due to device failure, Resource Manager attempts to recreate the meeting whenever it receives a dial-in call from a meeting participant. This allows the system multiple attempts at creating the meeting after the initial failure.

- Second (middle) status icon—Indicates participant/terminal status.

If the second status indicator is red, a participant/terminal is not connected.

If the second status indicator is orange, a participant/terminal is disconnecting from the meeting.

- Third (right) status icon—Indicates meeting termination status.

Step 5 To view the Reason Failed error message, select the red status indicator, and then select **Retry** to resend the meeting information to the MCU.



Note If a terminal is disconnected correctly using the In-meeting Control interface, there is no red status indicator.

Searching for a Meeting

Procedure

Step 1 Select **Meeting Monitoring** in the sidebar menu.

Step 2 Select **Ongoing Meetings**, **Ongoing Point-to-Point Calls** or **Upcoming**, as required.

Step 3 Perform any of the following:

- Enter the partial or complete subject of the meeting in the Subject field.

If any part of the meeting subject matches the search string, the meeting record is displayed in the search results.

- Enter the E.164 number of an attending terminal in the E164 field.

If any part of the meeting subject matches the search string, the meeting record is displayed in the search results.

- Select the calendar icon in the From field, and select a date and time in the window that opens.

Meetings scheduled after the selected time are listed.

- Select the calendar icon in the To field, and select a date and time in the window that opens.

Meetings scheduled before the selected time are listed.

- Enter the partial or complete meeting ID in the Meeting ID field.

If any part of the meeting ID matches the search string, the meeting record is displayed in the search results.

Step 4 Select **Search**.

Search results are listed.

Step 5 To return to the complete list of meetings, clear each of the fields.

Step 6 Select **Search**.

Monitoring a Meeting or Call

Procedure

Step 1 Select **Meeting Monitoring** in the sidebar menu.

Step 2 Select **Ongoing Meetings** or **Ongoing Point-to-Point Calls**.

Step 3 Select the link in the Subject field for the meeting or call you want to monitor.

Step 4 Enter the moderator PIN if one is used for this meeting or call.

Step 5 Select the Become Moderator icon.

The In-meeting Control interface is not available for meetings or calls in which you are not a participant or the organizer.

Generating Reports

On the Upcoming tab, you can generate a report in .xls format which shows all meetings scheduled between selected dates (as specified in the To and From fields). Once you have saved a report, you can view it with Microsoft Excel.

Procedure

Step 1 Select **Meeting Monitoring** in the sidebar menu.

Step 2 Select **Upcoming**.

Step 3 Select the calendar icon in the From and To fields to choose a start and end date for information in the generated report.

Step 4 Select **Generate Report**.

[Table 12-1](#) describes the information categories that are included in a generated report.

Table 12-1 *Generated Report Information Categories*

Category	Description
Virtual Meeting ID	Dialable meeting ID used by users to access a specific meeting.
Master Meeting ID	Corresponds to a physical meeting ID on the master MCU.
Slave Meeting ID	Corresponds to a physical meeting ID on the slave MCU.
Cisco Unified Videoconferencing Manager Meeting ID	Internal database ID for the meeting.
Subject	Corresponds to Subject field in Meeting Scheduling.

Table 12-1 Generated Report Information Categories (continued)

Category	Description
Meeting Type	Corresponds to the Meeting Type field in Meeting Scheduling. The name of the meeting type is displayed.
Reference Code	Corresponds to the Reference Code field in Meeting Scheduling.
Start Time	Corresponds to the Start Time field in Meeting Scheduling.
Duration	Corresponds to the Duration field in the Meeting Scheduling.
Meeting Room	Meeting room used for scheduling a meeting.
Organizer Name	Corresponds to the Organizer field in Meeting Scheduling.
Service Prefix	MCU service prefix used for the meeting.
Services	MCU service used for the meeting.
MCU Name(s)	MCU(s) used for the meeting. For cascaded meetings, “(master)” appears after the MCU name.
Terminals	Number of terminals used for the meeting.
Number of Extra IP Ports Reserved	Corresponds to the Reserve additional ports field in Meeting Scheduling.
Dial-in IP Terminals	Number of dial-in IP terminals.
Dial-out IP Terminals	Number of dial-out IP terminals.
Dial-in ISDN Terminals	Number of dial-in PSTN/ISDN terminals.
Dial-out ISDN Terminals	Number of dial-out PSTN/ISDN terminals.
Gateway List	Gateways used for the meeting.
Device Failure Cause (Device Name, IP Failure, Cause)	Any failure on a network device such as an MCU or gateway.
Attendee Failure Cause (Name, Number, ISDN, Dial-in, Total Time, Failing Attempts, Last Failure Cause)	Any failures on attending terminals.

Step 5 Select **Save** to save the report to a location of your choice.

Modifying Upcoming Meetings

You can reschedule the meeting to another time, change the meeting parameters, or delete the meeting request.

Procedure

- Step 1** Select **Meeting Monitoring** in the sidebar menu.
- Step 2** Select **Upcoming**.
- Step 3** Select the subject of the meeting you want to modify.

- Step 4** Enter the required information in the Meeting Detail page.
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Viewing Host MCUs

Procedure

- Step 1** Select **Meeting Monitoring** in the sidebar menu.
- Step 2** Select **Ongoing Meetings** or **Upcoming**, as required.
- All host MCUs are listed in the MCU column with an indication of whether the meeting is cascaded.
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Terminating Meetings

Procedure

- Step 1** Select **Meeting Monitoring** in the sidebar menu.
- Step 2** Select **Ongoing Meetings** or **Ongoing Point-to-Point Calls**.
- Step 3** Select the icon in the Terminate column for the meeting you want to terminate.
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