



About Your Dashboard

This section describes the features on your dashboard and how to use them. The dashboard is the home page of the administration site and provides several displays and graphs of key monitoring features. The dashboard includes the following sections:

- System messages—One or more system messages appear in a bar at the top of the page. Three types of system messages might appear at the top of the page:
 - Warning—Indicated by a red bar. Warning messages indicate the system is in a special state. For example, maintenance mode.
 - Alert—Indicated by a yellow bar. Alerts indicate time-sensitive issues such as license expiration dates.
 - Information—Indicated by a blue bar. Informational messages are present to notify you of important information. For example, to inform you that a first-time tutorial is available or to display the status of a disaster recovery procedure.
- System Monitor—This section displays the system status and time stamp and includes the following subsections.
 - Status—Indicates overall system status of Good or Down.
 - Meetings in Progress—Select to open the **Meeting Trend** page which displays the total number of participants and meetings on your system over a specified period of time. You can select the following:
 - 1 day—By default, data for the previous day is displayed. Use the date selector to select a single day during the preceding six-month period.
 - 1 week—By default, data for the previous week is displayed. Use the date selector to select a single week during the preceding six-month period.
 - 1 month—By default, data for the previous month is displayed. Use the date selector to select a single month during the preceding six-month period.
 - 6 months—The previous six-month period is displayed. The date selector disappears since you have selected the maximum period.
 - Usage—Displays the current participant count both as a percentage of total resources and the number of participants. You can select the Usage graph to open the **Meeting Trend** page. You

can select a point on the Participants or Meetings graphs to show the Meeting list for the time slot specified on the graph.

- Alarms—Displays the status of alarms you have configured. By default, alarm information is displayed as a percentage. Select **Number #** to change the alarm information to numerical data. Alarm threshold is displayed in the System Monitor section in graphical form and on the **Alarms** page in numerical form. You can select the graphs in the System Monitor section to view the Resource History page for the alarms that you have configured. See [Viewing Your Resource History](#), on page 6 for more information.

You can configure alarms for the following:

- Meetings In Progress—Indicates when current meetings are experiencing issues.
- Usage—The total users currently using the system.
- CPU—Total system CPU used in MHz.
- Memory—Total system memory used in GB.
- Network—Total system bandwidth used in Mbps.
- Storage—Storage space used in GB.



Note The storage alarm appears if you have configured a storage server. See [Configuring a Storage Server](#) for more information.

- Process status—Displays the performance of several key system features. The status of each feature is described as Good, Fair, or Down.
 - Video
 - Audio
 - Web Sharing
 - Recording (appears if you have configured a storage server)
 - Start/Join Meetings

The guidelines for process status are as follows:

- Good—All services on your system are operating.
 - Fair—Your system is operating at reduced capacity. Periodically recheck your system. If it is still displaying a status of fair after 48 hours, contact the Cisco TAC for assistance. See [Using the Support Features](#) for more information.
 - Down—All services on your system are not running. Contact the Cisco TAC for assistance. See [Using the Support Features](#) for more information.
- System Backup—Displays the time and date that the last backup was taken. It also notifies you if the backup failed and the date of the first backup attempt if one has not been created yet.



Note Only appears if you have configured a storage server.

- **System**—Displays the maximum number of users on your system, the version number, product URL, and the number of user licenses. If you are using a free-trial edition of Cisco WebEx Server, this section also indicates how many days are remaining in your trial period when there are 30 days or less. Select **View More** to go to [Configuring Your System](#).
 - **Settings**—Displays your current system settings including the maximum number of participants allowed in each meeting, audio type, whether or not video and mobile features are enabled, and Single Sign-On (SSO) status. Select **View More** to go to [Configuring Settings](#).
- [About Your Dashboard, page 3](#)

About Your Dashboard

This section describes the features on your dashboard and how to use them. The dashboard is the home page of the administration site and provides several displays and graphs of key monitoring features. The dashboard includes the following sections:

- **System messages**—One or more system messages appear in a bar at the top of the page. Three types of system messages might appear at the top of the page:
 - **Warning**—Indicated by a red bar. Warning messages indicate the system is in a special state. For example, maintenance mode.
 - **Alert**—Indicated by a yellow bar. Alerts indicate time-sensitive issues such as license expiration dates.
 - **Information**—Indicated by a blue bar. Informational messages are present to notify you of important information. For example, to inform you that a first-time tutorial is available or to display the status of a disaster recovery procedure.
- **System Monitor**—This section displays the system status and time stamp and includes the following subsections.
 - **Status**—Indicates overall system status of Good or Down.
 - **Meetings in Progress**—Select to open the **Meeting Trend** page which displays the total number of participants and meetings on your system over a specified period of time. You can select the following:
 - **1 day**—By default, data for the previous day is displayed. Use the date selector to select a single day during the preceding six-month period.
 - **1 week**—By default, data for the previous week is displayed. Use the date selector to select a single week during the preceding six-month period.
 - **1 month**—By default, data for the previous month is displayed. Use the date selector to select a single month during the preceding six-month period.
 - **6 months**—The previous six-month period is displayed. The date selector disappears since you have selected the maximum period.

- Usage—Displays the current participant count both as a percentage of total resources and the number of participants. You can select the Usage graph to open the **Meeting Trend** page. You can select a point on the Participants or Meetings graphs to show the Meeting list for the time slot specified on the graph.
- Alarms—Displays the status of alarms you have configured. By default, alarm information is displayed as a percentage. Select **Number #** to change the alarm information to numerical data. Alarm threshold is displayed in the System Monitor section in graphical form and on the **Alarms** page in numerical form. You can select the graphs in the System Monitor section to view the Resource History page for the alarms that you have configured. See [Viewing Your Resource History](#), on page 6 for more information.

You can configure alarms for the following:

- Meetings In Progress—Indicates when current meetings are experiencing issues.
- Usage—The total users currently using the system.
- CPU—Total system CPU used in MHz.
- Memory—Total system memory used in GB.
- Network—Total system bandwidth used in Mbps.
- Storage—Storage space used in GB.



Note The storage alarm appears if you have configured a storage server. See [Configuring a Storage Server](#) for more information.

- Process status—Displays the performance of several key system features. The status of each feature is described as Good, Fair, or Down.
 - Video
 - Audio
 - Web Sharing
 - Recording (appears if you have configured a storage server)
 - Start/Join Meetings

The guidelines for process status are as follows:

- Good—All services on your system are operating.
- Fair—Your system is operating at reduced capacity. Periodically recheck your system. If it is still displaying a status of fair after 48 hours, contact the Cisco TAC for assistance. See [Using the Support Features](#) for more information.
- Down—All services on your system are not running. Contact the Cisco TAC for assistance. See [Using the Support Features](#) for more information.
- System Backup—Displays the time and date that the last backup was taken. It also notifies you if the backup failed and the date of the first backup attempt if one has not been created yet.



Note Only appears if you have configured a storage server.

- **System**—Displays the maximum number of users on your system, the version number, product URL, and the number of user licenses. If you are using a free-trial edition of Cisco WebEx Server, this section also indicates how many days are remaining in your trial period when there are 30 days or less. Select **View More** to go to [Configuring Your System](#).
- **Settings**—Displays your current system settings including the maximum number of participants allowed in each meeting, audio type, whether or not video and mobile features are enabled, and Single Sign-On (SSO) status. Select **View More** to go to [Configuring Settings](#).

Viewing and Editing Alarms

Procedure

- Step 1** Sign in to the Administration site.
- Step 2** Select **Dashboard > Alarms**.
The **Alarms** page appears displaying the current alarm threshold.
- Step 3** Select **Edit**.
The **Edit Alarms** page appears. Select **Percentage %** to view the alarm threshold as a percentage or **Number #** to view the alarm threshold as a number. The default setting is **Percentage %**.
- Step 4** Select the check boxes for the alarms that you want enabled and select the interval for each enabled alarm.

Option	Description
Meetings In Progress	<p>Displays the meetings in progress threshold.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter a number from 2 to 99 percent. <p>Default: Selected with an interval of one hour.</p>
Usage	<p>Displays the current system threshold.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter the number of users. <p>Default: Selected with an interval of 12 hours.</p>
CPU	<p>Displays the current CPU threshold in MHz.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter number of MHz. <p>Default: Not selected. Interval is one hour.</p>

Option	Description
Memory	<p>Displays the current memory threshold in GB.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter the number of GB <p>Default: Not selected. Interval is one hour.</p>
Network	<p>Displays the current network bandwidth threshold in Mbps.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter the number of Mbps. <p>Default: Not selected. Interval is one hour.</p>
Storage	<p>Displays the current storage threshold in GB. The maximum storage threshold is calculated as (the total space – recording buffer size) where recording buffer size is 1 GB for micro, 5 GB for small, 16 GB for medium, and 40 GB for large.</p> <ul style="list-style-type: none"> • If set to Percentage %, move the selector bar to set from 2 to 99 percent. • If set to Number #, enter the number of GB. <p>Default: Not selected. Interval is one hour.</p> <p>Note This section only appears if you have configured a storage server. See Configuring a Storage Server for more information.</p>

An alarm email is sent to administrators if an alarm condition exists. The interval is used to suppress multiple alarms within the specified time to avoid sending too many alarm emails. The interval for each alarm can be

- One hour
- Six hours
- 12 hours
- 24 hours

Step 5 Select **Save**.
Your alarm settings are saved and the **Alarms** page is updated with your changes.

Viewing Your Resource History

Your resource history contains detailed graphs for each alarm configured on your system. Meetings, participants, and storage are shown as the current values in the right-side panels. See [Viewing and Editing Alarms, on page 5](#) for more information on the alarms you can configure.

You can view your resource history by selecting the alarm graphs on the **System Monitor** page. See [About Your Dashboard, on page 1](#) for more information. For example, select the CPU graph and the **Resource History** page appears.

You can select a network graph on the **Resource History** page to open a **Network History** graph. Your **Network History** graphs display the network bandwidth usage for several categories. You can also select any of the following categories to see their bandwidth consumption displayed on the graph:

- VoIP
- Phone
- Web Sharing
- Video

If you have a storage server configured, you can select the Storage box in the right column of your **Resource History** or **Network History** page to see a **Storage History** graph. This graph shows how much space has been used on your storage server.

Viewing Meeting Trends

Procedure

Step 1 Sign in to the Administration site.

Step 2 Select **Dashboard** and select the **Meetings in Progress** graph or **Usage** chart.

Step 3 Optionally change the view by selecting a different trend period:

- 1 day (default)—Data for one day displayed on the graph in five-minute intervals.
Note If you select **Show future meetings**, the interval changes to one hour for future meetings.
- 1 week—Data for one week displayed on the graph in one-hour intervals.
- 1 month—Data for one month displayed on the graph in one-day intervals.
- 6 months—Data for a six-month period displayed on the graph in one-day intervals.

Note

- Meetings scheduled before midnight and extending to the following day are displayed on the graph by the meeting start date.
- If a meeting is disconnected due to a system problem and then reconnected, it is counted twice on the Meeting Trends graph.
- Meeting trend data is based on Greenwich Mean Time (GMT) and is therefore not accurately displayed over a 24-hour period. For example, if your system hosts 200 meetings during a given day, the database records the occurrence of those meetings based on GMT and not local time.

The Meeting Trend graph is updated with your new settings.

Step 4 Optionally select the date using the calendar tool under the graph. Check the **Show future meetings** checkbox to display future meetings on your graph.

The Meeting Trend graph is updated with your new settings.

Step 5 Optionally select the **Participants** or **Meetings** graphs for meeting information including the following:

- Meeting Topic
- Host
- Participant
- State
- Status
- Note

Enter search terms in the field above the table to filter the meeting list.

Step 6 The current system status is displayed in the right column of the page. System status can be

- Good—All services on your system are operating.
- Down—All services on your system are not running. Contact the Cisco TAC for assistance. See [Using the Support Features](#) for more information.

Step 7 Select the alarm status box in the right column to see the Resource History for the alarms.

About Maintenance Mode

Many configuration changes require that you put your system into maintenance mode. Maintenance mode shuts down conferencing activity so you need to schedule your maintenance windows to ensure minimal down time for your users. The Maintenance Mode button is present on all pages in the administration site.

After you determine when you want to put your system in maintenance mode, select the **Email Users** feature to notify your users in advance that they will be unable to join or host meetings during the maintenance window. See [Emailing Users](#) for more information.

Putting your system in maintenance mode does the following:

- Closes all current meetings.
- Disconnects all users from those meetings.
- Prevents users from signing in from web pages, the Outlook plug-in, and mobile applications. Emails are automatically sent when the system is taken out of maintenance mode.

You must put your system in maintenance mode to perform the following tasks:

- Adding and removing high availability systems. See [Configuring a High Availability System](#) for more information.
- Adding and removing public access by deploying or removing an Internet Reverse Proxy. See [Adding Public Access to Your System](#) and [Removing Public Access](#) for more information.
- Change the system default language. See [Configuring Your Company Information](#) for more information.
- Changing your host or admin account URLs. See [Changing Your Site Settings](#) for more information.
- Changing your mail server. See [Configuring a Mail Server](#) for more information.

- Changing your system language and locale. See [Configuring Your Company Information](#) for more information.
- Changing your virtual IP address. See [Changing Your Virtual IP Address](#) for more information.
- Configuring and changing audio settings. See [About Configuring Your Audio Settings](#) for more information.
- Configuring and changing branding settings. See [Configuring Your Branding Settings](#) for more information.
- Configuring and changing quality of service settings. See [Configuring Quality of Service \(QoS\)](#) for more information.
- Configuring certificates. See [Managing Certificates](#) for more information.
- Configuring disaster recovery settings. See [Using the Disaster Recovery Feature](#) for more information.
- Configuring FIPS-compatible encryption. See [Enabling FIPS Compliant Encryption](#) for more information.
- Configuring and changing SNMP settings. See [Configuring Your SNMP Settings](#) for more information.
- Configuring storage servers. See [Configuring a Storage Server](#) for more information.
- Configuring virtual machine security. See [Configuring Virtual Machine Security](#) for more information.
- Expanding system size. See [Expanding System Size](#) for more information.
- Performing minor updates, major upgrades, and expanding your system. See [Updating the System](#) for more information.
- Updating shared keys. See [Managing Certificates](#) for more information.
- Using the System Resource test. See [Using the System Resource Test](#) for more information.

