



Monitoring Video Devices

ScienceLogic Version 8.10.0

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Introduction

Overview

This manual describes how to configure video devices for monitoring by the ScienceLogic platform. It also includes a list of default custom reports and widgets that are specifically designed to display data collected from video devices.

The following sections describe the types of video devices that the ScienceLogic platform can monitor:

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Which Video Devices are Covered in this Manual?

This manual describes how to configure the following types of video devices for monitoring:

- Cisco C Series endpoints
- Cisco CE Series endpoints
- Cisco MXP Series endpoints

- Cisco TelePresence endpoints
- Cisco TelePresence Conductor arrays
- Cisco Video Infrastructure devices
- LifeSize endpoints
- Polycom HDX Series endpoints
- Polycom Group Series endpoints
- Polycom VSX Series endpoints

Video Device PowerPacks

This manual describes content from the following PowerPack versions:

- Cisco: TelePresence Conductor, version 1.0
- Cisco: TelePresence: Endpoints, version 100
- Cisco: TelePresence: Traps, version 100
- Cisco: Video Endpoint, version 105
- LifeSize Endpoint, version 7.5.4
- Polycom Endpoint, version 101
- Tandberg: Infrastructure, version 106

Monitoring Cisco Tandberg C Series Codecs

Overview

The following sections describe how to configure Cisco Tandberg C Series devices for monitoring by the ScienceLogic platform using the *Cisco: Video Endpoint PowerPack*:

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Configuring Cisco Tandberg C Series Codecs for Monitoring by the ScienceLogic platform

The ScienceLogic platform uses two protocols for monitoring Cisco Tandberg C Series Codecs: SNMP and HTTP. This section will describe how to configure a Cisco Tandberg C Series Codec to respond to both protocols and how to configure a user account that the ScienceLogic platform will use to connect to the Cisco Tandberg C Series Codec.

NOTE: These instructions assume that the Cisco Tandberg C Series Codec has been assigned an IP address and is visible to a Data Collector on the network.

To configure a Cisco Tandberg C Series Codec for monitoring by the ScienceLogic platform, perform the following steps:

1. Connect to the Cisco Tandberg C Series Codec using an SSH client as a user that has ADMIN permissions. Cisco Tandberg C Series Codecs have SSH enabled by default. The default username is "admin", which does not have a password by default.
2. Execute the following command to enable SNMP:

```
xConfiguration NetworkServices SNMP Mode: ReadOnly
```

NOTE: The default monitoring content for Cisco Tandberg supplied by ScienceLogic does not require SNMP Write access. However, if you are planning to perform SNMP Write operations on this Cisco Tandberg C Series Codec, enter "ReadWrite" instead of "ReadOnly" in the above command.

3. Execute the following command to change the SNMP community string, substituting *community_string* with the community string you want to assign to this device:

```
xConfiguration NetworkServices SNMP CommunityName: community_string
```

When you configure an SNMP credential for this Cisco Tandberg C Series Codec in the ScienceLogic platform, you will enter the community string that you just configured in the **SNMP Community (Read-Only)** field.

4. Execute the following command to configure the device to send SNMP trap messages to the platform, substituting *em7_ip_address* with the IP address of the Message Collector or Data Collector that will collect SNMP trap messages from the device:

```
xConfiguration NetworkServices SNMP Host 1 Address: em7_ip_address
```

NOTE: If the device is already configured to send SNMP traps to another IP address and you want to retain those settings, replace "Host 1" with either "Host 2" or "Host 3" in the above command.

5. Optionally, you can execute the following two commands to change the SNMP system contact and SNMP system location. Substitute *system_contact* and *system_location* with the system contact and system location you want to assign to this device:

```
xConfiguration NetworkServices SNMP SystemContact: system_contact
```

```
xConfiguration NetworkServices SNMP SystemLocation: system_location
```

6. Execute the following command to enable the HTTP service:

```
xConfiguration NetworkServices HTTP Mode: On
```

NOTE: By default, the ScienceLogic platform uses regular HTTP to connect to Cisco Tandberg C Series Codecs. If you want to use HTTPS instead of regular HTTP, enter "HTTPS" instead of "HTTP" in the above command. When you follow the instructions for configuring a SOAP/XML credential for this device, you must perform the steps that describe how to change the credential to use HTTPS instead of regular HTTP.

7. In a browser window, go to the IP address of the Cisco Tandberg C Series Codec. A login screen appears:



The screenshot shows a web browser window displaying the login interface for a Cisco Tandberg C Series Codec. At the top left, the Cisco logo is visible. Below it, the text "Sign In" is displayed in blue. The main content area features a light gray box with a blue header that reads "Please Sign In". Inside this box, there are two input fields: "Username:" and "Password:". Below the "Password:" field is a "Sign In" button.

8. Log in as a user that has ADMIN permissions. The **System Information** page appears:

The screenshot shows the Cisco System Information page for a device named LAB C20. The left navigation bar includes System Information, Call, Snapshot, Users, Change Password, Wallpaper, Logon Banner, Upload Certificates, Audit Certificate, Logs, XML Files, Upgrade Software, Advanced Configuration, Restart, and Sign Out. The main content area is divided into three sections: System Info, Login Info, and Security. System Info displays details for LAB C20, including system name, product (TANDBERG Codec C20), IP address (192.168.44.250), software version (TC4.1.0.247017), module serial number (F1AN23D00286), MAC address (00:50:60:0C:E0:89), and installed options (NaturalPresenter, HighDefinition). It also shows H323 and SIP status, with H323 status as Rejected and SIP status as Failed. Login Info shows the last successful login on Thu Oct 27 19:49:23 2011, zero unsuccessful attempts, and a never-expiring password. Security mode is currently Disabled.

System Info	
LAB C20	
System name: LAB C20	Software version: TC4.1.0.247017
Product: TANDBERG Codec C20	Module serial number: F1AN23D00286
IP address: 192.168.44.250	MAC address: 00:50:60:0C:E0:89
Valid release key: Yes	Installed options: NaturalPresenter, HighDefinition
H323	SIP
Number: 888888888	Address:
ID: leoH323AliasID	Proxy:
Gatekeeper:	Status: Failed
Status: Rejected	

Login Info
Last successful login: Thu Oct 27 19:49:23 2011
Number of unsuccessful login attempts since last logon: 0
Password expires in: Never

Security
Strong security mode: Disabled

9. In the left navigation bar, click *Users*. The **User Management** page appears:

The screenshot shows the Cisco User Management page. The left navigation bar is identical to the previous page, but the 'Users' option is highlighted. The main content area is divided into two sections: User management and Security mode. The User management section shows a list of users with one user, 'admin', having permissions ADMIN, USER, and AUDIT. There is a 'Create new user' button. The Security mode section has two buttons: 'Enable strong security mode' and 'Disable strong security mode'.

User management
• admin - ADMIN,USER,AUDIT
<input type="button" value="Create new user"/>

Security mode
<input type="button" value="Enable strong security mode"/>
<input type="button" value="Disable strong security mode"/>

10. Click the **[Create new user]** button. The **Create New User** page appears:

The screenshot shows the Cisco configuration interface for creating a new user. The sidebar on the left lists various system management options. The main panel, titled "Create new user", contains the following fields and options:

- Username:** em7admin
- Password:** [masked with 8 dots]
- PIN:** [masked with 4 dots]
- Roles:** ADMIN, USER, AUDIT
- Status:** Active, Inactive
- Require password change on next user logon
- Require PIN change on next user logon
- Buttons:** Save, Cancel

11. Supply a value in the following fields:

- **Username.** Type a username for the new user. When you configure a SOAP/XML credential for this device in the platform, you will type this value in the **HTTP Auth User** field.
- **Password.** Type a password for the new user. When you configure a SOAP/XML credential for this device in the platform, you will type this value in the **HTTP Auth Password** field.
- **PIN.** Type any valid PIN in this field. The platform does not use this value.
- **Roles.** Select the *ADMIN* checkbox.
- **Status.** Select the *Active* radio button.
- **Require password change on next user logon.** Uncheck this checkbox.
- **Require PIN change on next user logon.** Uncheck this checkbox.

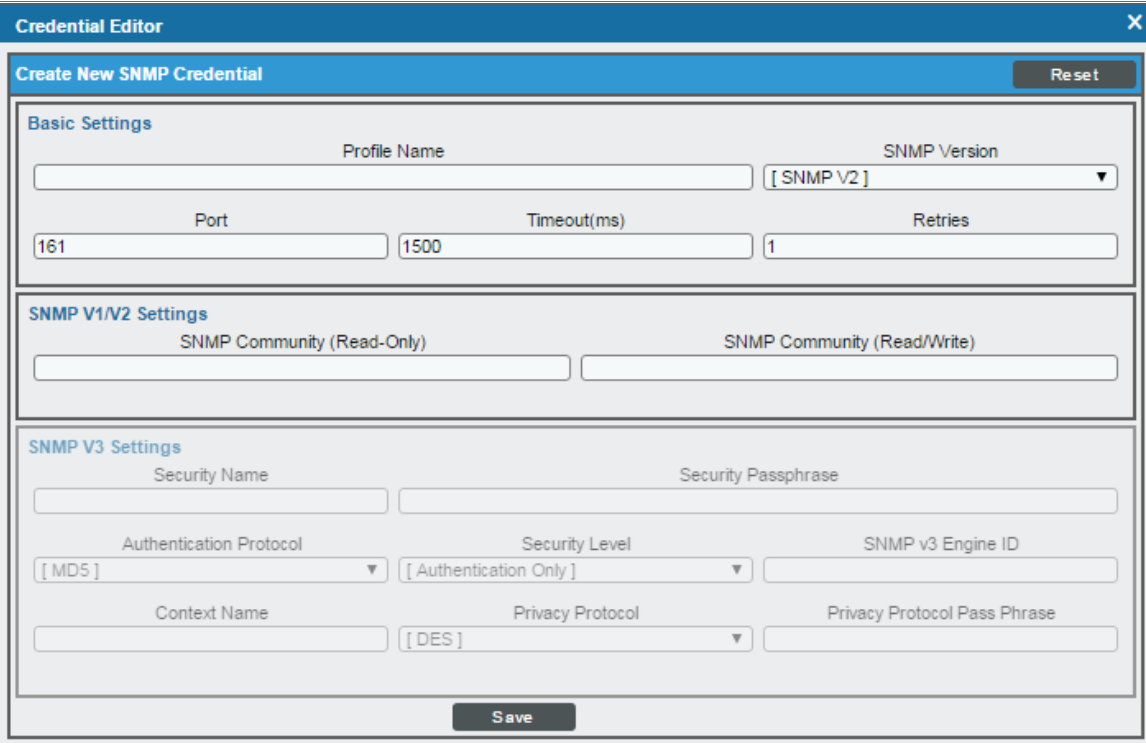
12. Click the **[Save]** button to save the new user.

Creating an SNMP Credential

To monitor Cisco Tandberg C Series Codecs in the ScienceLogic platform, you will need to create an SNMP Credential for each Codec.

To create an SNMP Credential for a Cisco Tandberg C Series Codec, perform the following steps in the ScienceLogic platform:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click **[Actions]**, and then select *Create SNMP Credential*. The **Credential Editor** page appears:



The screenshot shows the 'Credential Editor' window with the following sections and fields:

- Basic Settings:**
 - Profile Name:
 - SNMP Version: [SNMP V2] (dropdown)
 - Port:
 - Timeout(ms):
 - Retries:
- SNMP V1/V2 Settings:**
 - SNMP Community (Read-Only):
 - SNMP Community (Read/Write):
- SNMP V3 Settings:**
 - Security Name:
 - Security Passphrase:
 - Authentication Protocol: [MD5] (dropdown)
 - Security Level: [Authentication Only] (dropdown)
 - SNMP v3 Engine ID:
 - Context Name:
 - Privacy Protocol: [DES] (dropdown)
 - Privacy Protocol Pass Phrase:

Buttons: 'Reset' (top right), 'Save' (bottom center).

3. Supply values in the following fields:

- **Profile Name.** Type a name for the credential.
- **SNMP Version.** Select *SNMP V2*.
- **SNMP Community (Read-Only).** Type the SNMP community string you configured on the Cisco Tandberg C Series Codec.

NOTE: You can optionally change the values in the *Timeout (ms)* and *Retries* fields.

4. Click **[Save]**.
5. When you configure a discovery session that includes the IP address of the Cisco Tandberg C Series Codec, select the SNMP credential you created in the **SNMP Credentials** field. For more information about discovery in the ScienceLogic platform, see the **Discovery and Credentials** manual.

Configuring SOAP/XML Credentials

To use the Dynamic Applications in the *Cisco: Video Endpoint PowerPack*, you must configure three SOAP/XML credentials for your Cisco Tandberg C Series Codec. The three credentials are:

- Tandberg Endpoint - Configuration
- Tandberg Endpoint - History
- Tandberg Endpoint - Status

These credentials enable the ScienceLogic platform to collect configuration and performance data along with call detail records using unique URL, username, and password combinations.

If you have multiple Cisco Tandberg C Series Codecs, you will need one set of credentials for each unique username and password. For example, if you have configured three Cisco Tandberg C Series Codecs with the same username and password, you need only one set of credentials.

The *Cisco: Video Endpoint PowerPack* includes a template for each SOAP/XML credential that you can edit for use with your Cisco Tandberg C Series devices.

To modify the templates, perform the following steps:

1. Go to the **Credential Management** page (System > Manage > Credentials).

- Click the wrench icon (🔧) for the "Tandberg Endpoint - Configuration" credential. The **Credential Editor** modal window appears:

- In the **Profile Name** field, type a new name for the credential.
- In the **HTTP Auth User** field, type the username of the user you configured on your Cisco Tandberg C Series Codec.
- In the **HTTP Auth Password** field, type the password for the username you entered in the **HTTP Auth User** field.
- Click the **[Save As]** button.
- Repeat steps 2 - 6 for the "Tandberg Endpoint - History" and "Tandberg Endpoint - Status" credentials.

Dynamic Applications for Cisco Tandberg C Series Codecs

The *Cisco: Video Endpoint PowerPack* contains nine Dynamic Applications that can be used to monitor Cisco Tandberg C Series Codecs. Some of the Dynamic Applications for Cisco Tandberg C Series Codecs use the caching feature:

- Two Dynamic Applications are used only to collect and cache data from Cisco Tandberg C Series Codecs.
- Six Dynamic Applications use the cached data. For these six Dynamic Applications to display data, the Dynamic Applications that collect and cache data must be aligned to the same device.
- One Dynamic Application for Cisco Tandberg C Series Codecs does not use the caching feature.

The Dynamic Applications in the *Cisco: Video Endpoint PowerPack* include discovery objects. If you discover your Cisco Tandberg C Series Codec as an SNMP device and include all of the SOAP/XML credentials you configured for your Cisco Tandberg C Series Codec in the **Other Credentials** field in the **Discovery Session Editor**, the ScienceLogic platform will automatically align the Dynamic Applications from the *Cisco: Video Endpoint PowerPack* to your Cisco Tandberg C Series Codec. However, the Dynamic Applications in the *Cisco: Video Endpoint PowerPack* might take a significant amount of time to align with Cisco Tandberg C Series devices during discovery. If you are discovering multiple Cisco Tandberg endpoints or your Cisco Tandberg endpoints take several seconds to respond to HTTP requests, ScienceLogic recommends that you do not include SOAP/XML credentials in the discovery session.

If you do not include SOAP/XML credentials in the discovery session for your Cisco Tandberg C Series codecs, you can manually align the Tandberg Dynamic Applications using a device template. To create a device template for a Cisco Tandberg C Series codec, perform the following steps:

1. Go to the **Configuration Templates** page (Registry > Devices > Templates).
2. Click the **[Create]** button. The **Device Template Editor** page appears.
3. Type a name for your device template in the **Template Name** field.
4. Click the **[Dyn Apps]** tab.
5. For each Dynamic Application listed in the table below:
 - Click **Add New Dynamic App Sub-Template**.
 - Click the Dynamic Application in the **Dynamic Application** field.
 - Click the **Credentials** field, then select the credential listed for the Dynamic Application in the table below.
6. Click the **[Save]** button.

If your discovery session includes IP addresses for only Cisco Tandberg C Series codecs, you can apply the device template to all devices discovered by that discovery session. To apply a device template to all devices discovered by a discovery session, select the device template in the **Apply Device Template** field in the **Discovery Session Editor**.

If your discovery session includes IP addresses for other types of devices in addition to Cisco Tandberg C Series codecs, you can apply the device template to your Cisco Tandberg C Series codecs after discovery in the **Device Manager** page. To do this:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. Select the checkbox for each Cisco Tandberg C Series codec.
3. In the **Select Action** drop-down list, select *Modify By Template* and then click the **[Go]** button. The **Bulk Device Configuration** modal page appears.
4. Select the device template in the **Template** field.
5. Click the **[Apply]** button.
6. In the confirmation page that appears, click the **[Confirm]** button.

The following table lists the Dynamic Applications for Cisco Tandberg C Series Codecs, the dependencies between the caching and cache consuming Dynamic Applications, and the credential that must be aligned with each Dynamic Application:

Dynamic Application	Credential	Caching Type	Dependencies
Cisco: Active Call (Tandberg C Series)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg C Series)
Cisco: Audio/Video (Tandberg C Series)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg C Series)
Cisco: Call Detail Records (Tandberg C Series)	Tandberg Endpoint - History	No Caching	N/A
Cisco: Call Quality Statistics (Tandberg C Series)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg C Series)
Cisco: Configuration (Tandberg C Series)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg C Series) and Cisco: Configuration Cache (Tandberg C Series)
Cisco: Configuration Cache (Tandberg C Series)	Tandberg Endpoint - Configuration	Populates Cache	N/A
Cisco: Device Discovery (Tandberg C Series)	N/A	Consumes Cache	Cisco: Configuration Cache (Tandberg C Series)
Cisco: Environmental (Tandberg C Series)	N/A	Consumes Cache	Cisco: Configuration Cache (Tandberg C Series)
Cisco: Remote Management (Tandberg C Series)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg C Series) and Cisco: Configuration Cache (Tandberg C Series)
Cisco: Status Cache (Tandberg C Series)	Tandberg Endpoint - Status	Populates Cache	N/A

NOTE: When the platform runs the "Cisco: Device Discovery (Tandberg C Series)" Dynamic Application, the Dynamic Application triggers a Run Book Action that aligns the appropriate Cisco Tandberg C Series Device Classes to your devices.

Monitoring Cisco Tandberg MXP Series Endpoints

Overview

The following sections describe how to configure Cisco Tandberg MXP Series endpoints for monitoring by the ScienceLogic platform using the *Cisco: Video Endpoint PowerPack*:

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<i>Dynamic Applications for Cisco Tandberg MXP Series Endpoints</i>	22

Configuring Cisco Tandberg MXP Series Endpoints for Monitoring by the ScienceLogic platform

The ScienceLogic platform uses two protocols for monitoring Cisco Tandberg MXP Series Endpoints: SNMP and HTTP. By default, Cisco Tandberg MXP Series Endpoints respond to both SNMP and HTTP requests using the following credentials:

- For SNMP requests, Cisco Tandberg MXP Series Endpoints accept the public community string; you can use the SNMP Public V2 credential that is included by default in the ScienceLogic platform to monitor Cisco Tandberg MXP Series Endpoints that use the default configuration.

- For HTTP requests, Cisco Tandberg MXP Series Endpoints do not use a username for authentication and accept the password "TANDBERG" by default. From the **Control Panel** on a Cisco Tandberg MXP Series Endpoint, you can change this password by entering a value in the **IP Access Password** field in the **Security** menu.

This section will describe how to:

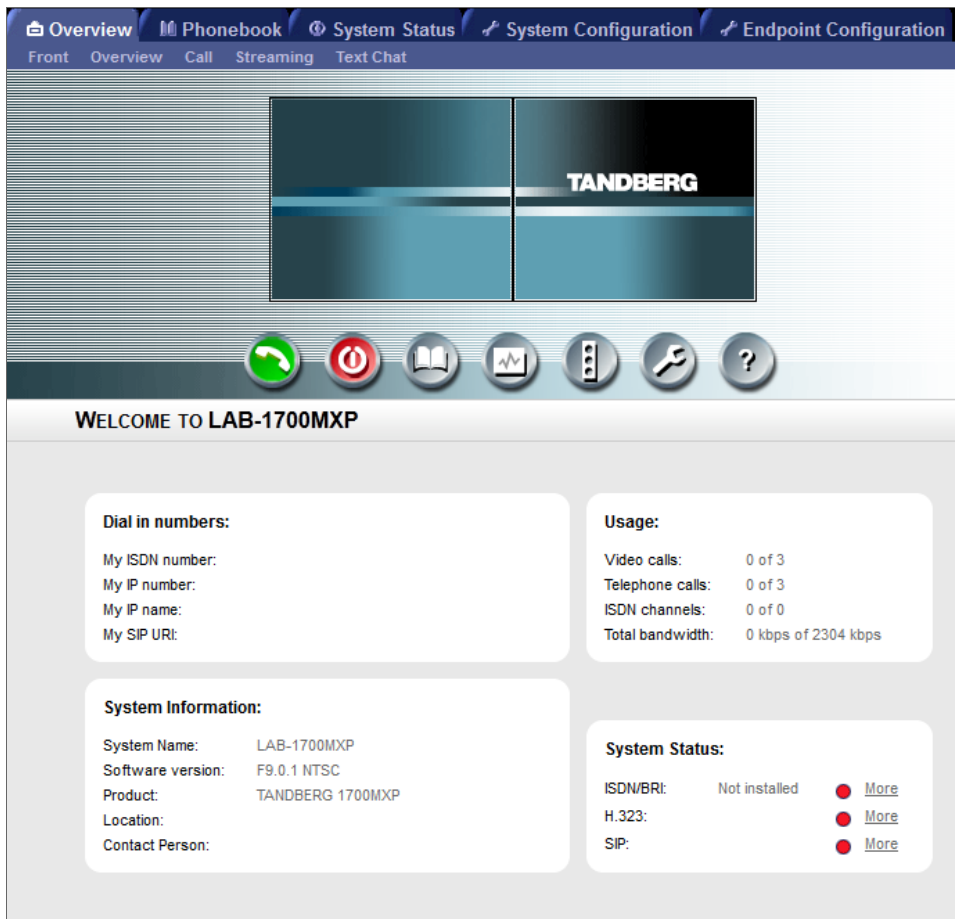
- Configure a new SNMP community string for a Cisco Tandberg MXP Series Endpoint.
- Configure a Cisco Tandberg MXP Series Endpoint to send SNMP Traps to the ScienceLogic platform.
- Configure a new IP Access Password for HTTP requests.

This section describes how to perform these tasks remotely from the web interface on a Cisco Tandberg MXP Series Endpoint. To perform these tasks, you must know the current **IP Access Password** for the device.

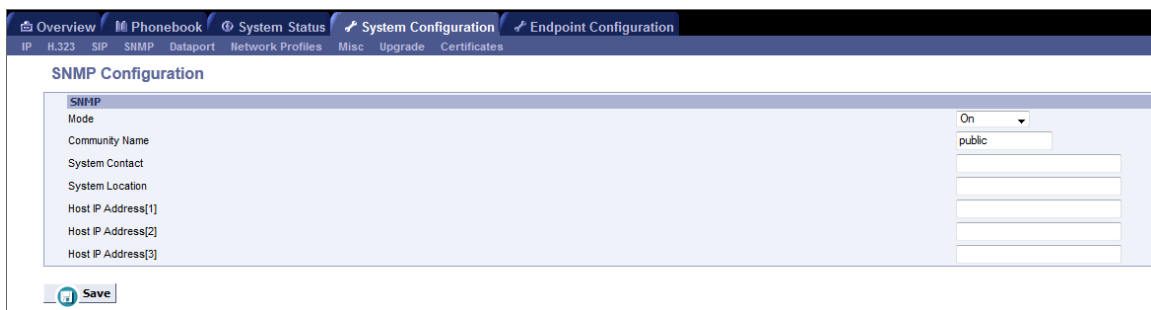
NOTE: These instructions assume that the Cisco Tandberg MXP Series Endpoint has been assigned an IP address and is visible to a Data Collector on the network.

To configure the SNMP settings on a Cisco Tandberg MXP Series Endpoint, perform the following steps:

1. In a browser window, go to the IP address of the Cisco Tandberg MXP Series Endpoint.
2. You will be prompted for a username and password. Cisco Tandberg MXP Series Endpoints do not use a username for authentication. In the **Password** field, type the IP Access Password for this device. The default IP Access Password is "TANDBERG".
3. Click the **[OK]** button. The **Tandberg Overview** page appears:



- Click the **[System Configuration]** tab, and then click **SNMP** from the set of sub-tabs that appear. The **SNMP Configuration** page appears:



- Supply values in the following fields:
 - Mode.** Select *On* from the drop-down list.
 - Community Name.** Type the new SNMP community string for this device. When you configure an SNMP credential for this Cisco Tandberg MXP Series Endpoint in the platform, you will type this community string in the **SNMP Community (Read-Only)** field.
 - System Contact.** Optionally, type the contact information for the administrator of this device.

- **System Location**. Optionally, type the location of this device.
- **Host IP Address[1]**. Type the IP address of the Message Collector or Data Collector that will collect SNMP trap messages from the device. If the device is already configured to send SNMP traps to another IP address and you want to retain those settings, you can type the IP address of the Message Collector or Data Collector in the **Host IP Address[2]** or **Host IP Address[3]** field.

6. Click the **[Save]** button to save the new SNMP settings.

If you want to change the password that the ScienceLogic platform will use to perform HTTP requests on this device, perform the following steps:

1. Click the **[Endpoint Configuration]** tab, then click **Security** from the set of sub-tabs that appear. The **Security Configuration** page appears:

The screenshot shows the 'Security Configuration' page. The 'New IP Administrator Password' field is highlighted with a red box. Below this field, there is a note: '(If StrictPassword is on, it must be at least 15 characters containing at least two upper and lower case characters, two numbers/digits and two symbols.)'. At the bottom of the page, there is a 'Save' button.

2. Type the new password in the **New IP Administrator Password** field.

CAUTION: Because Cisco Tandberg MXP Series Endpoints do not use usernames for authentication, entering a new value in this field will change the password for all administrators of this device.

3. Click the **[Save]** button.

Creating an SNMP Credential

To monitor Cisco Tandberg MXP Series Endpoints in the ScienceLogic platform, you will need to create an SNMP Credential for each Endpoint.

To create an SNMP Credential for a Cisco Tandberg MXP Series Endpoint, perform the following steps in the ScienceLogic platform:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click **[Actions]**, and then select *Create SNMP Credential*. The **Credential Editor** page appears:

3. Supply values in the following fields:
 - **Profile Name**. Type a name for the credential.
 - **SNMP Version**. Select *SNMP V2*.
 - **SNMP Community (Read-Only)**. Type the SNMP community string you configured on the Cisco Tandberg MXP Series Endpoint.

NOTE: You can optionally change the values in the *Timeout(ms)* and *Retries* fields.

4. Click **[Save]**.
5. When you configure a discovery session that includes the IP address of the Cisco Tandberg MXP Series Endpoint, select the SNMP credential you created in the **SNMP Credentials** field. For more information about discovery in the ScienceLogic platform, see the *Discovery and Credentials* manual.

Configuring SOAP/XML Credentials

To use the Dynamic Applications in the *Cisco: Video Endpoint PowerPack*, you must configure three SOAP/XML credentials for your Cisco Tandberg MXP Series Endpoint. The three credentials are:

- Tandberg Endpoint - Configuration
- Tandberg Endpoint - History
- Tandberg Endpoint - Status

These credentials enable the ScienceLogic platform to collect configuration and performance data along with call detail records using unique combinations of URL, username, and password.

If you have multiple Cisco Tandberg MXP Series Endpoints, you will need one set of credentials for each unique password. For example, if you have configured three Cisco Tandberg MXP Series Endpoints with the same password, you need only one set of credentials.

The *Cisco: Video Endpoint PowerPack* includes a template for each SOAP/XML credential that you can edit for use with your Cisco Tandberg devices.

Modifying the Credential Templates

To modify the templates, perform the following steps:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click the wrench icon (🔧) for the "Tandberg Endpoint - Configuration" credential. The **Credential Editor** modal window appears:

The screenshot shows the 'Credential Editor [33]' window. The title bar indicates 'Edit SOAP/XML Credential #33' with 'New' and 'Reset' buttons. The interface is divided into several sections:

- Basic Settings:** Includes fields for Profile Name (Tandberg Endpoint - Config), Content Encoding (text/xml), Method (GET), and HTTP Version (HTTP/1.1). The URL is set to 'http://%D/configuration.xml'. HTTP Auth User is 'USERNAME_HERE', HTTP Auth Password is empty, and Timeout is 10 seconds.
- Proxy Settings:** Fields for Hostname/IP, Port (0), User, and Password.
- CURL Options:** A list of options (CAINFO, CAPATH, CLOSEPOLICY, CONNECTTIMEOUT, COOKIE, COOKIEFILE, COOKIEJAR, COOKIELIST, CRLF, CUSTOMREQUEST, DNSCACHETIMEOUT) with left and right arrow buttons.
- Soap Options:** Fields for Embedded Password [%P] and four Embed Value [%1] through [%4] fields.
- HTTP Headers:** A section with a '+ Add a header' link.

'Save' and 'Save As' buttons are located at the bottom of the window.

3. In the **Profile Name** field, type a new name for the credential.
4. In the **HTTP Auth User** field, type "admin".
5. In the **HTTP Auth Password** field, type the password you configured on the Cisco Tandberg MXP Endpoint.
6. Click the **[Save As]** button.
7. Repeat steps 2 - 6 for the "Tandberg Endpoint - History" and "Tandberg Endpoint - Status" credentials.

Dynamic Applications for Cisco Tandberg MXP Series Endpoints

The *Cisco: Video Endpoint PowerPack* contains eight Dynamic Applications that can be used to monitor Cisco Tandberg MXP Series Endpoints. Some of the Dynamic Applications for Cisco Tandberg MXP Series Endpoints use the caching feature:

- Two Dynamic Applications are used only to collect and cache data from Cisco Tandberg MXP Series Endpoints.
- Five Dynamic Applications use the cached data. For these five Dynamic Applications to display data, the Dynamic Applications that collect and cache data must be aligned to the same device.
- One Dynamic Application for Cisco Tandberg MXP Series Endpoints does not use the caching feature.

The Dynamic Applications in the *Cisco: Video Endpoint PowerPack* include discovery objects. If you discover your Cisco Tandberg MXP Series Endpoint as an SNMP device and include all the SOAP/XML credentials you configured for your Cisco Tandberg MXP Series Endpoint in the **Other Credentials** field in the **Discovery Session Editor**, the ScienceLogic platform will automatically align the Dynamic Applications from the *Cisco: Video Endpoint PowerPack* to your Cisco Tandberg MXP Series Endpoint. However, the Dynamic Applications in the *Cisco: Video Endpoint PowerPack* might take a significant amount of time to align with Cisco Tandberg devices during discovery. If you are discovering multiple Cisco Tandberg Endpoints or your Cisco Tandberg Endpoints take several seconds to respond to HTTP requests, ScienceLogic recommends that you do not include SOAP/XML credentials in the discovery session.

If you do not include SOAP/XML credentials in the discovery session for your Cisco Tandberg MXP Series endpoints, you can manually align the Tandberg Dynamic Applications using a device template. To create a device template for a Cisco Tandberg MXP Series Endpoint, perform the following steps:

1. Go to the **Configuration Templates** page (Registry > Devices > Templates).
2. Click the **[Create]** button. The **Device Template Editor** page appears.
3. Type a name for your device template in the **Template Name** field.
4. Type the **[Dyn Apps]** tab.
5. For each Dynamic Application listed in the table below:
 - Click **Add New Dynamic App Sub-Template**.
 - Select the Dynamic Application in the **Dynamic Application** field.
 - Click the **Credentials** field, then select the credential listed for the Dynamic Application in the table below.
6. Click the **[Save]** button.

If your discovery session includes IP addresses for only Cisco Tandberg MXP Series endpoints, you can apply the device template to all devices discovered by that discovery session. To apply a device template to all devices discovered by a discovery session, select the device template in the **Apply Device Template** field in the **Discovery Session Editor**.

If your discovery session includes IP addresses for other types of devices in addition to Cisco Tandberg MXP Series endpoints, you can apply the device template to your Cisco Tandberg MXP Series endpoints after discovery in the **Device Manager** page. To do this:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. Select the checkbox for each Cisco Tandberg MXP Series endpoint.
3. In the **Select Action** drop-down list, select *Modify By Template* and then click the **[Go]** button. The **Bulk Device Configuration** modal page appears.
4. Select the device template in the **Template** field.
5. Click the **[Apply]** button.
6. In the confirmation page that appears, click the **[Confirm]** button.

The following table lists the Dynamic Applications for Cisco Tandberg MXP Series Endpoints, the dependencies between the caching and cache consuming Dynamic Applications, and the credential that must be aligned with each Dynamic Application:

Dynamic Application	Credential	Caching Type	Dependencies
Cisco: Active Call (Tandberg MXP)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg MXP)
Cisco: Audio/Video (Tandberg MXP)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg MXP)
Cisco: Call Detail Records (Tandberg MXP)	Tandberg Endpoint - History	No Caching	N/A
Cisco: Call Quality Statistics (Tandberg MXP)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg MXP)
Cisco: Configuration (Tandberg MXP)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg MXP) and Cisco: Configuration Cache (Tandberg MXP)
Cisco: Configuration Cache (Tandberg MXP)	Tandberg Endpoint - Configuration	Populates Cache	N/A
Cisco: Device Discovery (Tanberg MXP)	N/A	Consumes Caches	Cisco: Configuration Cache (Tanberg MXP Series)
Cisco: Remote Management (Tandberg MXP)	N/A	Consumes Cache	Cisco: Status Cache (Tandberg MXP) and Cisco: Configuration Cache (Tandberg MXP)
Cisco: Status Cache (Tandberg MXP)	Tandberg Endpoint - Status	Populates Cache	N/A

NOTE: When the platform runs the "Cisco: Device Discovery (Tanberg MXP Series)" Dynamic Application, the Dynamic Application triggers a Run Book Action that aligns the appropriate Cisco Tanberg MXP Series Device Classes to your devices.

Monitoring Cisco CE Series Endpoints

Overview

The following sections describe how to configure Cisco CE Series endpoints for monitoring by the ScienceLogic platform using the *Cisco: Video Endpoint PowerPack*:

<i>Configuring Cisco CE Series Endpoints for Monitoring by the ScienceLogic platform</i>	25
<i>Configuring SNMP Settings</i>	26
<i>Configuring the HTTP Request Password</i>	28
<i>Creating an SNMP Credential</i>	29
<i>Configuring SOAP/XML Credentials</i>	30
<i>Modifying the SOAP/XML Credential Templates</i>	31
<i>Discovering Cisco CE Series Endpoints</i>	32
<i>Creating a Device Template to Manually Align Dynamic Applications</i>	33
<i>Manually Aligning Dynamic Applications During Discovery</i>	34
<i>Manually Aligning Dynamic Applications After Discovery</i>	36

Configuring Cisco CE Series Endpoints for Monitoring by the ScienceLogic platform

The ScienceLogic platform uses two protocols for monitoring Cisco CE Series endpoints: SNMP and HTTP. This section describes how to configure Cisco CE Series endpoints for both of those protocols.

Configuring SNMP Settings

To monitor Cisco CE Series endpoints in the ScienceLogic platform, you must configure the SNMP community string and other information that the platform will use to connect to the endpoints. You will use this information to [create an SNMP credential](#) to monitor the endpoints.

To configure the SNMP settings on a Cisco CE Series endpoint:

1. In a browser window, go to the IP address of the Cisco CE Series endpoint. You are prompted for a username and password.
2. Go to the **Network Services** page (Setup > Configuration > Network Services). Under the **SNMP** subheading, supply values in the following fields:

The screenshot displays the Cisco System Configuration interface for a Chicago Large Conference Room. The 'NetworkServices' section is expanded, showing various protocols and their configurations. The SNMP section is highlighted with a red box, indicating the focus of the configuration step.

Section	Parameter	Value	Character Limit
CDP	CDP Mode	On	
	H323 Mode	Off	
	HTTP Mode	HTTP+HTTPS	
	SIP Mode	On	
	Telnet Mode	Off	
	WelcomeText	On	
	XMLAPI Mode	On	
HTTPS	VerifyClientCertificate	Off	
	VerifyServerCertificate	Off	
OCSP	Mode	Off	
	URL		(0 to 255 characters)
NTP	Mode	Auto	
	Server 1 Address		(0 to 255 characters)
	Server 2 Address		(0 to 255 characters)
	Server 3 Address		(0 to 255 characters)
SNMP	CommunityName		(0 to 50 characters)
	Host 1 Address		(0 to 255 characters)
	Host 2 Address		(0 to 255 characters)
	Host 3 Address		(0 to 255 characters)
	Mode	ReadOnly	
	SystemContact		(0 to 50 characters)
	SystemLocation		(0 to 50 characters)
SSH	AllowPublicKey	On	
	Mode	On	
UPnP	Mode	On	
	Timeout	600	(0 to 3600)



- **Community Name.** Type a new SNMP community string for this device. *When you configure an [SNMP credential](#) for this Cisco CE Series endpoint in the platform, you will type this community string in the **SNMP Community (Read-Only)** field.*

- **Host 1 Address.** Type the IP address of the Message Collector or Data Collector that will collect SNMP trap messages from the device. If the device is already configured to send SNMP traps to another IP address and you want to retain those settings, you can type the IP address of the Message Collector or Data Collector in the **Host 2 Address** or **Host 3 Address** field.
- **Mode.** Select *ReadOnly*.
- **SystemContact.** Optionally, type the contact information for the device's administrator.
- **SystemLocation.** Optionally, type the device's location.

3. Click **[Save]**.

Configuring the HTTP Request Password

Optionally, if you are [using a SOAP/XML credential](#) to collect configuration and performance data from a Cisco CE Series endpoint, you can configure the password for the account the ScienceLogic platform will use to perform HTTP requests on the Cisco CE Series endpoint.

To configure the HTTP request password:

1. Go to the **Users** page (Security > Users) and select the username of the account the ScienceLogic platform will use to perform HTTP requests to this device. The **Edit User** page appears.
2. On the **Edit User** page, supply values in the following fields:

Chicago Large Conference Room
Cisco TelePresence MX800 SpeakerTrack

Home Call Control Setup Security Maintenance Integration ScienceLogic

Edit User: ScienceLogic

Username: ScienceLogic

Roles: Admin, Audit, RoomControl, User

Status: Active, Inactive

Client Certificate DN:

If using client certificates for authentication, enter the client certificate's full Distinguished Name. Both the `/CN=alice/DC=example/DC=com` and the `CN=alice, DC=example, DC=com` formats are supported.

Require passphrase change on next user sign in

Passphrase: Valid

Login attempts: 0 failed login attempts since last login today at 11:45

Your passphrase:

When creating or modifying admin users, you must enter your own passphrase for verification.

[Edit user](#)

Change passphrase

Passphrase:

Repeat passphrase:

Your passphrase:

When creating or modifying admin users, you must enter your own passphrase for verification.

[Change passphrase](#)

Delete user

Your passphrase:

When creating or modifying admin users, you must enter your own passphrase for verification.

[Delete user...](#)

4

- **Passphrase.** Type the user account's new passphrase.
- **Repeat passphrase.** Retype the user account's new passphrase.
- **Your passphrase.** Type your current administrator passphrase.

3. Click **[Change passphrase]**.

Creating an SNMP Credential

To monitor Cisco CE Series endpoints in the ScienceLogic platform, you must create an SNMP credential for each endpoint.

To create an SNMP credential for a Cisco CE Series endpoint:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click **[Actions]**, and then select *Create SNMP Credential*. The **Credential Editor** modal page appears:

The screenshot shows the 'Credential Editor' modal window with the title 'Create New SNMP Credential'. It contains three main sections: 'Basic Settings', 'SNMP V1/V2 Settings', and 'SNMP V3 Settings'. The 'Basic Settings' section includes fields for 'Profile Name', 'SNMP Version' (set to '[SNMP V2]'), 'Port' (set to '161'), 'Timeout(ms)' (set to '1500'), and 'Retries' (set to '1'). The 'SNMP V1/V2 Settings' section has two text input fields for 'SNMP Community (Read-Only)' and 'SNMP Community (Read/Write)'. The 'SNMP V3 Settings' section includes fields for 'Security Name', 'Security Passphrase', 'Authentication Protocol' (set to '[MD5]'), 'Security Level' (set to '[Authentication Only]'), 'SNMP v3 Engine ID', 'Context Name', 'Privacy Protocol' (set to '[DES]'), and 'Privacy Protocol Pass Phrase'. A 'Save' button is located at the bottom center, and a 'Reset' button is in the top right corner.

3. Supply values in the following fields:
 - **Profile Name**. Enter a name for the credential.
 - **SNMP Version**. Select *SNMP V2*.
 - **SNMP Community (Read-Only)**. Enter the SNMP community string you [configured on the Cisco CE Series endpoint](#).

NOTE: You can optionally change the values in the **Timeout(ms)** and **Retries** fields. For more information about all fields in the **Credential Editor** page, see the **Credentials and Discovery** manual.

4. Click **[Save]**.

Configuring SOAP/XML Credentials

To monitor Cisco CE Series endpoints in the ScienceLogic platform, you must configure three SOAP/XML credentials for your Cisco CE Series endpoints. The three credentials are:

- Cisco CE Series Configuration

- Cisco CE Series History
- Cisco CE Series Status

These credentials enable the ScienceLogic platform to collect configuration and performance data along with call detail records using unique combinations of a URL, username, and password.

If you have multiple Cisco CE Series endpoints, you need one set of credentials for each unique password. For example, if you have configured three Cisco CE Series endpoints with the same password, you need only one set of credentials. If you have configured three Cisco CE Series endpoints with three unique passwords, you need three sets of credentials.

Modifying the SOAP/XML Credential Templates

The *Cisco: Video Endpoint PowerPack* includes a template for each SOAP/XML credential that you can edit for use with your Cisco device.

To modify the SOAP/XML credential templates:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click the wrench icon (🔧) for the "Cisco CE Series Configuration" credential. The **Credential Editor** modal page appears:

The screenshot shows the 'Credential Editor [46]' window. The title bar includes 'New' and 'Reset' buttons. The main content area is divided into several sections:

- Basic Settings:** Contains fields for Profile Name (Cisco CE Series Configuration), Content Encoding ([text/xml]), Method ([GET]), HTTP Version ([HTTP/1.1]), URL (http://%D/configuration.xml), HTTP Auth User (Cisco CE Series), HTTP Auth Password (masked with dots), and Timeout (seconds) (15).
- Proxy Settings:** Contains fields for Hostname/IP, Port (0), and User.
- CURL Options:** A list of options (CAINFO, CAPATH, CLOSEPOLICY, CONNECTTIMEOUT, COOKIE, COOKIEFILE, COOKIEJAR, COOKIELIST, CRLF, CUSTOMREQUEST, DNSCACHETIMEOUT) with left and right arrow buttons.
- Soap Options:** Contains an Embedded Password [%P] field and four Embed Value [%1] through [%4] fields.
- HTTP Headers:** A section with a '+ Add a header' button.

At the bottom of the window are 'Save' and 'Save As' buttons.

3. Supply values in the following fields:
 - **Profile Name.** Type a name for the credential.

- **HTTP Auth User.** Type the username of the HTTP user account that you [configured on the Cisco CE endpoint](#).
- **HTTP Auth Password.** Type the passphrase of the HTTP user account you configured on the Cisco CE endpoint.

4. Click **[Save As]**.

5. Repeat steps 2-4 for the "Cisco CE Series History" and "Cisco CE Series Status" credentials.

Discovering Cisco CE Series Endpoints

The *Cisco: Video Endpoint PowerPack* contains Dynamic Applications that can be used to discover and monitor Cisco CE Series endpoints. Some of the Dynamic Applications for Cisco CE Series endpoints use the caching feature:

- Two Dynamic Applications are used only to collect and cache data from Cisco CE Series endpoints.
- Eight Dynamic Applications use the cached data. For these Dynamic Applications to display data, the Dynamic Applications that collect and cache data must be aligned to the same device.
- One Dynamic Application that does not use the caching feature.

NOTE: For more information about the Dynamic Application caching feature, see the *Dynamic Application Development* manual.

The following table lists the Dynamic Applications for Cisco CE Series endpoints, the dependencies between the caching and cache consuming Dynamic Applications, and the credential that must be aligned with each Dynamic Application:

Dynamic Application	Credential	Caching Type	Dependencies
Cisco: Active Call (CE Series)	N/A	Consumes Cache	Cisco: Status Cache (CE Series)
Cisco: Audio/Video (CE Series)	N/A	Consumes Cache	Cisco: Status Cache (CE Series)
Cisco: Call Detail Records (CE Series)	Cisco CE Series History	No Caching	N/A
Cisco: Call Quality Statistics (CE Series)	N/A	Consumes Cache	Cisco: Status Cache (CE Series)
Cisco: Configuration (CE Series)	N/A	Consumes Cache	Cisco: Status Cache (CE Series) and Cisco: Configuration Cache (CE Series)

Dynamic Application	Credential	Caching Type	Dependencies
Cisco: Configuration Cache (CE Series)	Cisco CE Series Configuration	Populates Cache	N/A
Cisco: Device Discovery (CE Series)	N/A	Consumes Caches	Cisco: Configuration Cache (CE Series)
Cisco: Environmental (CE Series)	N/A	Consumes Cache	Cisco: Configuration Cache (CE Series)
Cisco: IC Detail (CE Series)	N/A	Consumes Cache	Cisco: Status Cache (CE Series)
Cisco: Remote Management (CE Series)	N/A	Consumes Cache	Cisco: Status Cache (CE Series) and Cisco: Configuration Cache (CE Series)
Cisco: Status (CE Series)	N/A	Consumes Cache	Cisco: Status Cache (CE Series)
Cisco: Status Cache (CE Series)	Cisco CE Series Status	Populates Cache	N/A

NOTE: The "Cisco: IC Detail (CE Series)" Dynamic Application is disabled by default. To enable it, go to the **Dynamic Applications Manager** page (System > Manage > Applications), locate the Dynamic Application and click its wrench icon (🔧), select *Enabled* in the **Operational State** field, and then click **[Save]**.

NOTE: When the platform runs the "Cisco: Device Discovery (CE Series)" Dynamic Application, the Dynamic Application triggers a Run Book Action that aligns the appropriate Cisco CE Series Device Classes to your devices.

Creating a Device Template to Manually Align Dynamic Applications

The Dynamic Applications in the *Cisco: Video Endpoint PowerPack* include discovery objects. If you discover your Cisco CE Series endpoint as an SNMP device and include all the SOAP/XML credentials you configured for your Cisco CE Series endpoint in the **Other Credentials** field in the **Discovery Session Editor** page, then the ScienceLogic platform will automatically align the Dynamic Applications from the *Cisco: Video Endpoint PowerPack* to your Cisco CE Series endpoint.

However, the Dynamic Applications in the *Cisco: Video Endpoint PowerPack* might take a significant amount of time to align with Cisco devices during discovery. If you are discovering multiple Cisco CE Series endpoints or your Cisco endpoints take several seconds to respond to HTTP requests, ScienceLogic recommends that you do not include SOAP/XML credentials in the discovery session.

If you do not include SOAP/XML credentials in the discovery session for your Cisco CE Series endpoint, you can manually align the Cisco Dynamic Applications using a device template applied during discovery.

To create a device template for manually aligning Dynamic Applications:

1. Go to the **Configuration Templates** page (Registry > Devices > Templates).
2. Click **[Create]**. The **Device Template Editor** page appears.
3. Type a name for the device template in the **Template Name** field.
4. Click the **[Dyn Apps]** tab.
5. For each Dynamic Application listed in the table above:
 - Click **[Add New Dynamic App Sub-Template]**.
 - Select the Dynamic Application in the **Dynamic Application** field.
 - Click the **Credentials** field, then select the credential listed for the Dynamic Application in the table above.
6. Click **[Save]**.

Manually Aligning Dynamic Applications During Discovery

If your discovery session includes IP addresses for only Cisco CE Series endpoints, you can apply the device template during discovery.

If your discovery session includes IP addresses for devices that are not Cisco CE Series endpoints, see the section [Manually Aligning Dynamic Applications After Discovery](#).

To apply a device template for aligning Dynamic Applications during discovery:

1. Go to the **Discovery Control Panel** page (System > Manage > Discovery). Click **[Create]**.

- On the **Discovery Session Editor** modal page, enter values in the following fields:

- **Name.** Type a name for the discovery session.
- **IP Address/Hostname Discovery List.** Type the IP address(es) of the Cisco CE endpoint(s) you want to discover.
- **SNMP Credentials.** Select the SNMP credential you created.
- **Apply Device Template.** Select the device template you created.

NOTE: If you want to discover the Cisco CE Series endpoint(s) without applying the device template, then select the appropriate SOAP/XML credential(s) in the **Other Credentials** field and do not select any templates in the **Apply Device Template** field. However, doing so might result in the Dynamic Applications in the *Cisco: Video Endpoint PowerPack* taking a significant amount of time to align with the Cisco devices during discovery.

- Click **[Save]**.

NOTE: The "Cisco: IC Detail (CE Series)" Dynamic Application does not auto-align during initial device discovery, as it reads data from cache Dynamic Applications and will not align when the cache is empty. To auto-align the Dynamic Application, you can either re-run the discovery session or wait for nightly discovery.

Manually Aligning Dynamic Applications After Discovery

If your discovery session includes IP addresses for other types of devices in addition to Cisco CE Series endpoints, you can apply the device template to your Cisco CE Series endpoints after discovery in the **Device Manager** page.

To apply a device template for aligning Dynamic Applications after discovery:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. Select the checkbox for each Cisco CE Series endpoint.
3. In the **Select Action** drop-down list, select *Modify By Template* and then click **[Go]**. The **Bulk Device Configuration** modal page appears.
4. In the **Template** field, select the device template, and then click **[Apply]**.
5. In the confirmation message, click **[Confirm]**.

Chapter 5

Monitoring Cisco TelePresence Endpoints

Overview

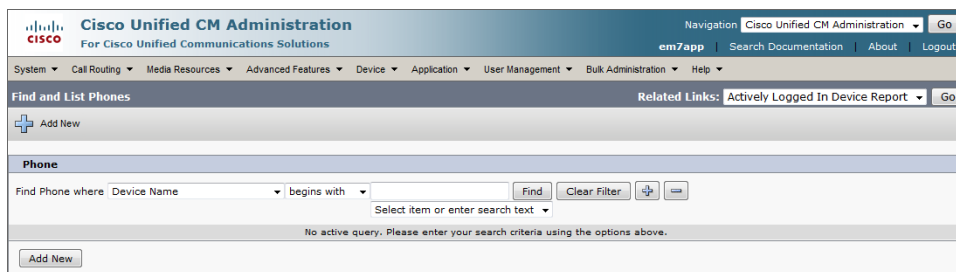
The following sections describe how to configure Cisco TelePresence endpoints for monitoring by the ScienceLogic platform using the *Cisco: TelePresence: Endpoints* PowerPack:

Configuring TelePresence Endpoints for Monitoring by the ScienceLogic platform	37
Creating an SNMP Credential	40

Configuring TelePresence Endpoints for Monitoring by the ScienceLogic platform

To configure a TelePresence endpoint for monitoring by the ScienceLogic platform

1. Log in to Cisco Unified Call Manager.
2. Select Device > Phone. The **Find and List Phones** page appears.



- In the **Find and List Phones** page, search for the phone, or select the **[Find]** button to see all phones.

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | Go

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Find and List Phones Related Links: [Actively Logged In Device Report](#) | Go

+ Add New | Select All | Clear All | Delete Selected | Reset Selected | Apply Config to Selected

Status
5 records found

Phone (1 - 5 of 5) Rows per Page 50

Find Phone where Device Name begins with [] Find Clear Filter

<input type="checkbox"/>	Device Name(Line) ^	Description	Device Pool	Device Protocol	Status	IP Address	Copy	Super Copy
<input checked="" type="checkbox"/>	SEP000F909341F2	CUCM 8 Phone 2 x1002	Default	SCCP	Unknown	Unknown		
<input type="checkbox"/>	SEP001A6C8AC697	CUCM 8 Phone 1 x1001	Default	SCCP	Registered with 10.168.44.22	10.168.44.152		
<input type="checkbox"/>	SEP04C5A4B0AD9F	CUCM 8 Phone 1 x3001	Default	SCCP	Unknown	Unknown		
<input type="checkbox"/>	SEP30E4DBE89534	Cisco CTS 5---37	Default	SIP	Registered with 10.168.44.22	10.168.44.151		
<input type="checkbox"/>	SEP44E4D945EF47	SEP44E4D945EF47	Default	SCCP	Unknown	Unknown		

+ Add New | Select All | Clear All | Delete Selected | Reset Selected | Apply Config to Selected

- Select the Device name link for your TelePresence Endpoint. This brings up the **Phone Configuration** page.

Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration | Go

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Phone Configuration Related Links: [Back To Find/List](#) | Go

Save | Delete | Copy | Reset | Apply Config | Add New

Status
Status: Ready

Association Information
Modify Button Items

- [Line \[1\] - 1201 in Internal](#)
- [Line \[2\] - Add a new DN](#)
- [Add a new SD](#)
- [Add a new SD](#)
- [Add a new SD](#)
- [Add a new SD](#)
- [Add a new SD](#)
- [Add a new SD](#)
- [Add a new SD](#)
- [Add a new SD](#)
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- [Add a new SD](#)
- [Add a new SD](#)
- [Add a new SD](#)
- [Add a new SD](#)
- [Add a new SD](#)

Phone Type
Product Type: **Cisco TelePresence 500-37**
Device Protocol: **SIP**

Device Information

Registration: Registered with Cisco Unified Communications Manager 10.168.44.22
IP Address: [10.168.44.151](#)
Active Load ID: CTS_1.8.1(34)_P1
 Device is Active
 Device is trusted
MAC Address*: 30E4DBE89534
Description: Cisco CTS 5---37
Device Pool*: Default [View Details](#)
Common Device Configuration: < None > [View Details](#)
Phone Button Template*: Standard_Cisco_TelePresence_500
Common Phone Profile*: Standard Common Phone Profile
Calling Search Space: OffNet-CSS
Media Resource Group List: < None >
Location*: Hub_None
User Locale: < None >
Network Locale: < None >
Device Mobility Mode*: Default [View Current Device Mobility Settings](#)

5. Scroll down the **Phone Configuration** page until you come to the **SNMP Configuration Parameters** section. Enter values in the **SNMP Configuration Parameters** section in the following fields:

SNMP Configuration Parameters	
Enable SNMP*	Enabled (v3)
SNMP(v3) Security Level*	(v3) Authentication, Privacy
SNMP(v3) Auth. Algorithm*	MD5
SNMP(v3) Auth. Password*
SNMP(v3) Privacy Algorithm*	DES
SNMP(v3) Privacy Password*
SNMP System Location*	Location
SNMP System Contact*	Contact
SNMP(v2c) Community Read Only*	public
SNMP(v2c) Community Read Write*	public

- **Enable SNMP.** Select *Enabled (v3)*.
- **SNMP(v3) Security Level.** There are three levels of security that can be used with an SNMP v3 security name. You must determine which security level is appropriate for your environment.
- **SNMP(v3) Auth. Algorithm.** Select an authentication protocol for transmission of the authentication password. The ScienceLogic platform supports both the *MD5* and *SHA* options.
- **SNMP(v3) Auth. Password.** Enter an authentication password. The password must be at least 8 characters.
- **SNMP(v3) Privacy Algorithm.** Select an authentication protocol for transmission of the authentication password. The ScienceLogic platform supports the *DES* and *AES128* options. Do not select *AES192* or *AES256* in this field.
- **SNMP(v3) Privacy Password.** Enter a privacy password. The password must be at least 8 characters.
- **SNMP System Location.** Enter the location of the device.
- **SNMP System Contact.** Enter the contact information for the administrator of this device.
- **SNMP(v2c) Community Read Only.** This field is not used. Leave this field set to the default value.
- **SNMP(v2c) Community Read Write.** This field is not used. Leave this field set to the default value.


- Continue to scroll down the **Phone Configuration** page until you reach the **SNMP Trap Receiver Parameters** section. Enter values in the **SNMP Trap Receiver Parameters** section in the following fields:

SNMP Trap Receiver Parameters	
1 SNMP Trap Receiver Address	10.0.9.103
--SNMP(v3) Trap Username	admin
--SNMP Security Level*	(v2c) Notification
--SNMP(v3) Auth. Algorithm*	MD5
--SNMP(v3) Auth Password
--SNMP(v3) Privacy Algorithm*	DES
--SNMP(v3) Privacy Password
--SNMP(v2c) Community String*	public

- SNMP Trap Receiver Address.** Enter the IP address of the Message Collection Unit or Data Collection Unit that will collect SNMP trap messages from the device.
 - SNMP Security Level.** Select *(v2c) Notification*.
 - SNMP(v3) Auth. Algorithm.** Leave this required field at its default setting.
 - SNMP(v3) Privacy Algorithm.** Leave this required field at its default setting.
 - SNMP(v2c) Community String.** Leave this required field at its default setting.
- Scroll down the **Phone Configuration** page again and select the **[Save]** button, then select the **[OK]** button in the popup window.
 - Select *Apply Config*, and a confirmation window will appear.

Apply Configuration

Status

 Status: Ready

Apply Configuration Information

Selected Device: SEP30E4DBE89534 (Cisco CTS 5---37; Cisco TelePresence 500-37)

Note:
Please save the configuration before continuing. When you click apply config, the device may go through a restart. When restart is initiated, connected calls will be preserved but calls in progress may be dropped.

OK Cancel

- Select the **OK** button in the **Apply Configuration** window.

Creating an SNMP Credential

To create an SNMP Credential for a TelePresence Endpoint, perform the following steps in the ScienceLogic platform:

- Go to the **Credential Management** page (System > Manage > Credentials).

2. Select the **[Create]** button, and then select *SNMP Credential*. The **Credential Editor** page is displayed:

The screenshot shows the 'Credential Editor' window with the following sections:

- Basic Settings:** Profile Name (text input), SNMP Version (dropdown menu showing '[SNMP V2]'), Port (text input with '161'), Timeout(ms) (text input with '1500'), and Retries (text input with '1').
- SNMP V1/V2 Settings:** SNMP Community (Read-Only) and SNMP Community (Read/Write) (text input fields).
- SNMP V3 Settings:** Security Name (text input), Security Passphrase (text input), Authentication Protocol (dropdown menu showing '[MD5]'), Security Level (dropdown menu showing '[Authentication Only]'), SNMP v3 Engine ID (text input), Context Name (text input), Privacy Protocol (dropdown menu showing '[DES]'), and Privacy Protocol Pass Phrase (text input).

A 'Reset' button is located in the top right corner, and a 'Save' button is at the bottom center.

3. Supply values in the following fields:

- **Profile Name.** Enter a name for the credential.
- **SNMP Version.** Select *SNMP V3*.
- **SNMP Community (Read-Only).** Enter the SNMP community string you configured on the TelePresence Endpoint.

NOTE: You can optionally change the values in the *Timeout (ms)* and *Retries* fields.

- **Security Name.** Enter the value you configured in the *User Name* field.
- **Security Passphrase.** If you are using the *Authentication Only* or *Authentication and Encryption* security levels, enter the value you configured in the *SNMP(v3) Auth. Password* field in the **SNMP Configuration Parameters** section.
- **Authentication Protocol.** If you are using the *Authentication Only* or *Authentication and Encryption* security levels, select the value you configured in the *SNMP(v3) Auth. Algorithm* field in the **SNMP Configuration Parameters** section.
- **Security Level.** Select the security level you configured for the security name.
- **Privacy Protocol.** If you are using the *Authentication and Encryption* security level, select the value you configured in the *SNMP(v3) Privacy Algorithm* field in the **SNMP Configuration Parameters** section.

- **Privacy Protocol Pass Phrase.** If you are using the **Authentication and Encryption** security level, enter the value you configured in the **SNMP(v3) Privacy Password** field in the **SNMP Configuration Parameters** section.
4. Select the **[Save]** button.
 5. When you configure a discovery session that includes the IP address of the TelePresence Endpoint, select the SNMP credential you created in the **SNMP Credentials** field. For more information about discovery in the ScienceLogic platform, see the **Discovery and Credentials** manual.

Monitoring Cisco TelePresence Conductor

Overview

The following sections describe how to configure Cisco TelePresence Conductor devices for monitoring by the ScienceLogic platform using the *Cisco: TelePresence Conductor PowerPack*:

<i>Prerequisites</i>	43
<i>Monitoring Cluster Configurations vs. Non-Cluster Configurations</i>	44
<i>Creating Credentials</i>	44
<i>Creating a SOAP/XML Credential</i>	44
<i>Creating an SNMP Credential</i>	45
<i>Creating and Discovering Virtual Devices</i>	46
<i>Discovering IP Devices</i>	48
<i>Viewing Cisco TelePresence Conductor Devices</i>	50

Prerequisites

Before performing the tasks in this chapter, you must enable API access for at least one user account in the Cisco TelePresence Conductor user interface. You can do so either for an administrator account or for a dedicated service account that has only API access. Use this account information when creating a SOAP/XML credential in the ScienceLogic platform to monitor Cisco TelePresence Conductor. For more information, see <http://www.cisco.com/c/en/us/support/conferencing/telepresence-conductor/products-installation-and-configuration-guides-list.html>.

Additionally, if you are using SNMP to monitor the Conductor, then you must enable SNMP in the Conductor. Use this SNMP information when creating an SNMP credential in the ScienceLogic platform to monitor the Conductor.



Monitoring Cluster Configurations vs. Non-Cluster Configurations

The ScienceLogic platform enables you to monitor Cisco TelePresence Conductor in either a cluster configuration or a non-cluster configuration. However, there are differences in how each is monitored.

For **cluster configurations**, ScienceLogic recommends that you use a virtual device to model the cluster. If you model the cluster using an IP device and that IP device becomes unresponsive, then all Dynamic Applications will stop collecting data until the IP responds. Modeling the cluster using a virtual device, however, maintains monitoring integrity if one or more nodes become unresponsive to the platform. To model the cluster using a virtual device, first you must create the virtual device in the platform and then you must manually align a Dynamic Application to discover and model the devices in the cluster.

For **non-cluster configurations**, you can discover the Conductor as an SNMP-enabled or pingable IP device. When you discover the IP address using the appropriate credential(s), the ScienceLogic platform automatically aligns a Dynamic Application to discover and model the Conductor devices.

Creating Credentials

To monitor Cisco TelePresence Conductor, you must create a SOAP/XML credential with the appropriate API information. This credential enables the ScienceLogic platform to communicate with the Conductor, regardless of whether you are discovering an IP device or creating a virtual device to act as the cluster root device.


If you are monitoring SNMP-enabled IP devices, then you must also create an SNMP credential.

This section describes how to create both credentials.

Creating a SOAP/XML Credential

The ScienceLogic platform uses REST API and RPC API queries to monitor cluster operations for Cisco TelePresence Conductor. Therefore, you must align the Dynamic Applications in the *Cisco: TelePresence ConductorPowerPack* with a SOAP/XML credential that includes the REST API and RPC API login information.

The *Cisco: TelePresence ConductorPowerPack* includes two example SOAP/XML credentials (one for virtual devices and one for IP devices) that you can edit for your own use. To do so, perform the following steps:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. If you are using a virtual device, locate the **Cisco: Conductor Example (Virtua** credential. If you are discovering an IP device, locate the **Cisco: Conductor Example (Discov** credential. Click its wrench icon (). The **Edit SOAP/XML Credential** modal page appears.

3. Enter values in the following fields:

The screenshot shows the 'Credential Editor [70]' window. The title bar indicates 'Edit SOAP/XML Credential #70'. The interface is organized into several panels:

- Basic Settings:** Profile Name: conductor dcloud; Content Encoding: [text/xml]; Method: [POST]; HTTP Version: [HTTP/1.1]; URL: [https://%D]; HTTP Auth User: admin; HTTP Auth Password: [*****]; Timeout (seconds): 10.
- Soap Options:** Embedded Password [%P]; Embed Value [%1]; Embed Value [%2]; Embed Value [%3]; Embed Value [%4].
- Proxy Settings:** Hostname/IP; Port: 0; User.
- CURL Options:** A list of options (CAINFO, CAPATH, CLOSEPOLICY, CONNECTTIMEOUT, COOKIE, COOKIEFILE, COOKIEJAR, COOKIELIST, CRLF, CUSTOMREQUEST, DNSCACHETIMEOUT) and a large text area.

Buttons: 'New', 'Reset' (top right); 'Save', 'Save As' (bottom center).

- **Profile Name.** Enter a name for your TelePresence Conductor credential.
- **Content Encoding.** Select *text/xml*.
- **Method.** Select POST.
- **HTTP Version.** Select HTTP/1.1.
- **URL.** If you are creating a virtual device as the root device, enter the URL of the master Conductor system. If you are discovering an IP device as the root device, enter "http://%D".
- **HTTP Auth User.** Enter the username for a Conductor account with API access.
- **HTTP Auth Password.** Enter the password for a Conductor account with API access.
- **Timeout(seconds).** Enter "10".

4. Click the [Save] button.

Creating an SNMP Credential

If you want to monitor SNMP-enabled Conductor devices, then you must also create an SNMP credential to enable the ScienceLogic platform to communicate with those devices. To do so, perform the following steps:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click the [Actions] button.

3. In the drop-down list that appears, select *Create SNMP Credential*. The **Credential Editor** page appears.
4. Enter values in the following fields:

The screenshot shows the 'Credential Editor [22]' window. It has a title bar with 'Edit SNMP Credential #22', 'New', and 'Reset' buttons. The main area is divided into three sections: 'Basic Settings', 'SNMP V1/V2 Settings', and 'SNMP V3 Settings'.
 - **Basic Settings:** Profile Name (text field: 'SNMP Public V2'), SNMP Version (dropdown: '[SNMP V2]'), Port (text field: '161'), Timeout(ms) (text field: '1500'), Retries (text field: '1').
 - **SNMP V1/V2 Settings:** SNMP Community (Read-Only) (text field: 'public'), SNMP Community (Read/Write) (empty text field).
 - **SNMP V3 Settings:** Security Name (empty text field), Security Passphrase (empty text field), Authentication Protocol (dropdown: 'MD5'), Security Level (dropdown: 'No Authentication / No Encryption'), SNMP v3 Engine ID (empty text field), Context Name (empty text field), Privacy Protocol (dropdown: 'DES'), Privacy Protocol Pass Phrase (empty text field).
 At the bottom are 'Save' and 'Save As' buttons.

- **SNMP Version.** Select *SNMP V2*.
- **Profile Name.** Enter a name for the credential.
- **SNMP Community (Read Only).** Enter the community string for the Conductor devices.
- Optionally, supply values in the other fields in this page. In most cases, you can use the default values for the other fields.

5. Click the **[Save]** button.

Creating and Discovering Virtual Devices

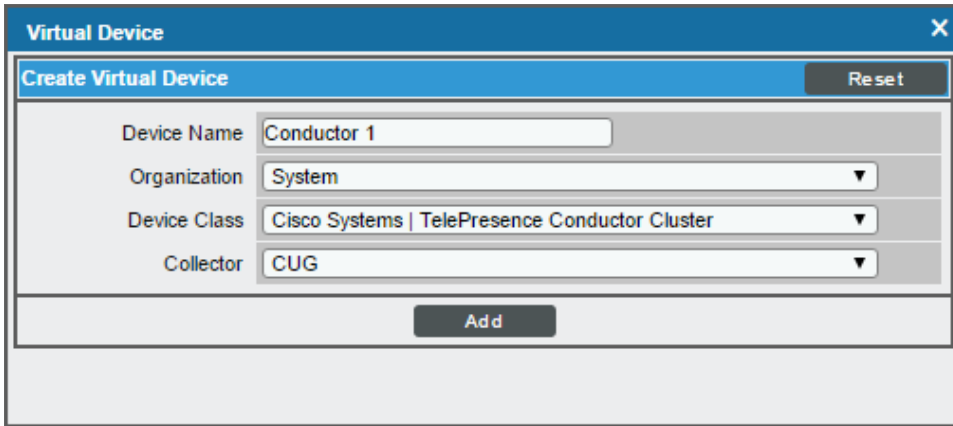
For Conductor cluster configurations, ScienceLogic recommends that you use a virtual device to represent the cluster.

A virtual device is a user-defined container that represents a device or service that cannot be discovered by the ScienceLogic platform. You can use the virtual device to store information gathered by policies or Dynamic Applications.

To model and monitor Cisco TelePresence Conductor using a virtual device to represent the cluster, you must first create the virtual device and then manually align the *Cisco: TelePresence Conductor Discovery* Dynamic Application to the virtual device. When you do so, the ScienceLogic platform discovers the cluster first, and then automatically aligns the other Dynamic Applications in the *Cisco: TelePresence ConductorPowerPack* to the cluster virtual device. These additional Dynamic Applications discover, model, and monitor the remaining Conductor component devices.

To create a virtual device that represents your TelePresence Conductor cluster:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. Click the **[Actions]** button and select *Create Virtual Device* from the menu. The **Virtual Device** modal page appears.
3. Enter values in the following fields:



The screenshot shows a modal window titled "Virtual Device" with a close button (X) in the top right corner. Inside the modal, there is a sub-header "Create Virtual Device" and a "Reset" button. Below this, there are four input fields: "Device Name" with the text "Conductor 1", "Organization" with a dropdown menu showing "System", "Device Class" with a dropdown menu showing "Cisco Systems | TelePresence Conductor Cluster", and "Collector" with a dropdown menu showing "CUG". At the bottom of the form is an "Add" button.

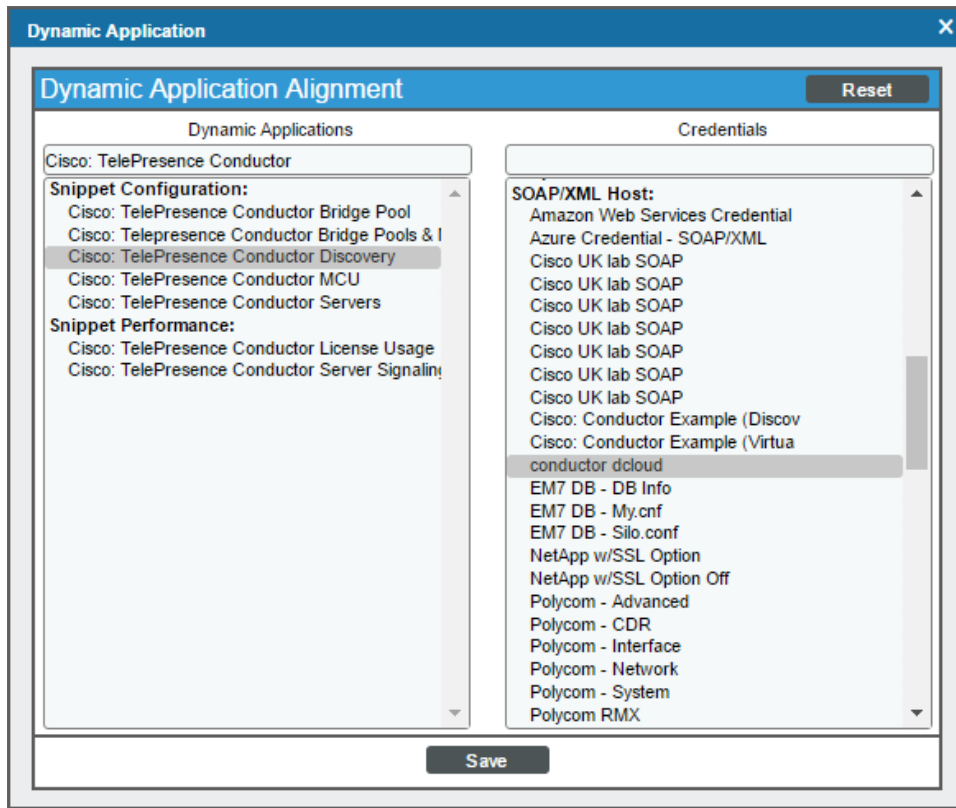
- **Device Name.** Enter a name for the virtual device. For example, you could enter "Conductor Cluster" in this field.
- **Organization.** Select the organization for this device. The organization you associate with the device limits the users that will be able to view and edit the device. Typically, only members of the organization can view and edit the device.
- **Device Class.** Select *Cisco Systems | TelePresence Conductor Cluster*.
- **Collector.** Select the collector group to monitor the cluster.

4. Click the **[Add]** button to create the virtual device.

After creating the Conductor cluster virtual device, you must manually align the *Cisco: TelePresence Conductor Discovery* Dynamic Application with the virtual device. To do so, perform the following steps:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. Click the wrench icon (🔧) for your Conductor cluster virtual device.
3. In the **Device Administration** panel, click the **[Collections]** tab. The **Dynamic Application Collections** page appears.
4. Click the **[Action]** button and select *Add Dynamic Application* from the menu.

5. In the **Dynamic Application Alignment** modal page, enter values in the following fields:



- **Dynamic Applications.** Select the *Cisco: TelePresence Conductor Discovery* Dynamic Application.
- **Credentials.** Select the SOAP/XML credential you created for the Conductor devices.

6. Click the **[Save]** button to align the Dynamic Application with the Conductor cluster virtual device.

Discovering IP Devices

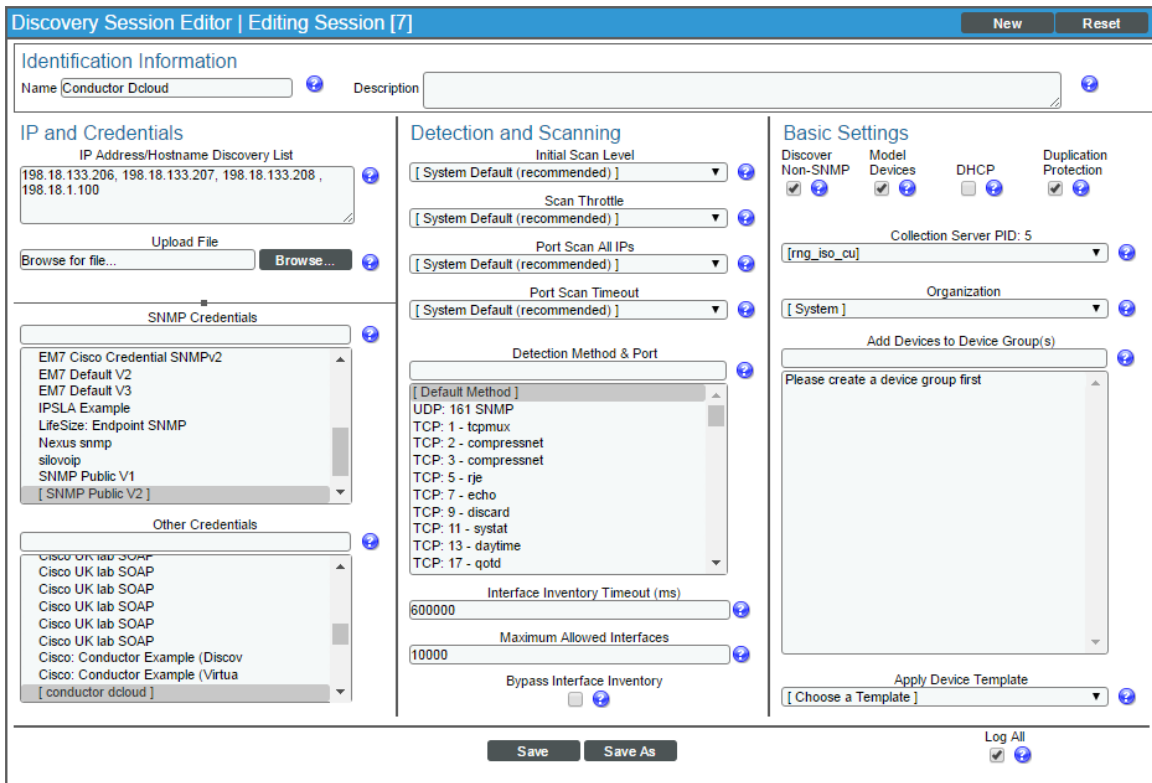
To model and monitor Cisco TelePresence Conductor IP devices, you must run a discovery session to discover a Conductor root device.

Several minutes after the discovery session completes, the Dynamic Applications in the *Cisco: TelePresence ConductorPowerPack* automatically align to the Conductor root device and then discover, model, and monitor the remaining Conductor component devices.

To discover the Cisco TelePresence Conductor devices that you want to monitor, perform the following steps:

1. Go to the **Discovery Control Panel** page (System > Manage > Discovery).
2. In the **Discovery Control Panel**, click the **[Create]** button.

- The **Discovery Session Editor** page appears. In the **Discovery Session Editor** page, define values in the following fields:




- **IP Address/Hostname Discovery List.** Enter the IP address(es) for the Conductor root device(s) you want to discover.
- **SNMP Credentials.** If the devices are SNMP-enabled, select the SNMP credential you created for the Conductor devices.
- **Other Credentials.** Select the SOAP/XML credential you created for the Conductor devices.
- **Discover Non-SNMP.** Select this checkbox.
- **Model Devices.** Select this checkbox.

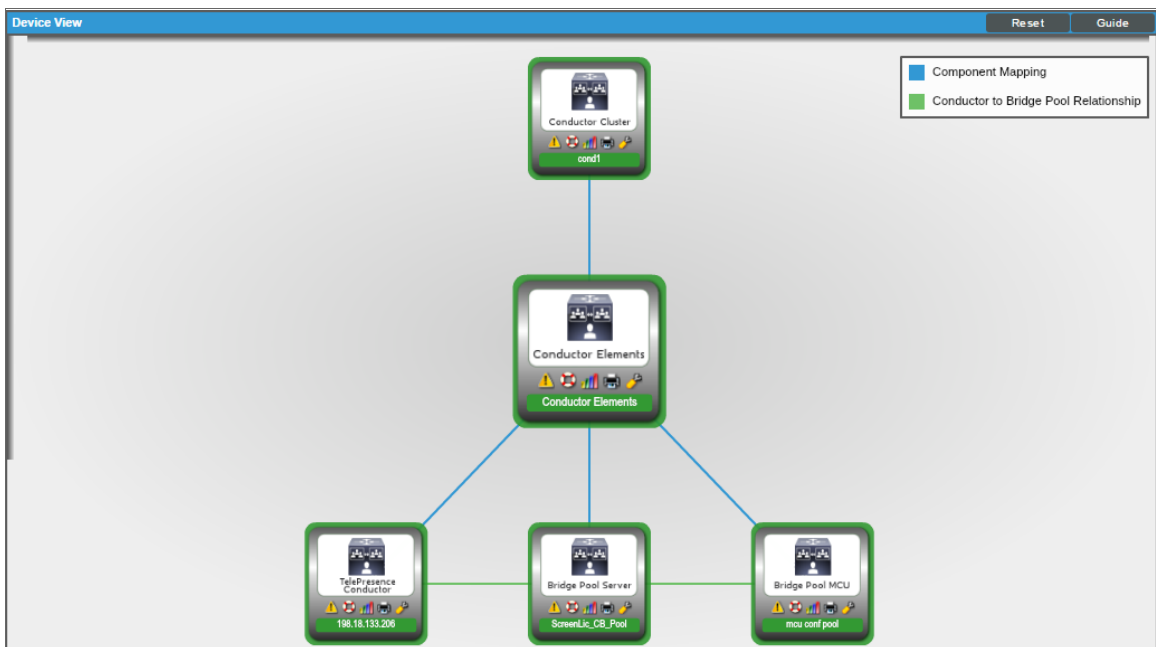
- Optionally, you can enter values in the other fields on this page. For more information about the other fields on this page, see the **Discovery & Credentials** manual.
- Click the **[Save]** button to save the discovery session and then close the **Discovery Session Editor** window.
- The discovery session you created appears at the top of the **Discovery Control Panel** page. Click its lightning-bolt icon (⚡) to run the discovery session.
- The **Discovery Session** window appears. When the Conductor root device is discovered, click the device icon (🖨) to view the **Device Properties** page for the root device.

Viewing Cisco TelePresence Conductor Devices

When the ScienceLogic platform discovers your TelePresence Conductor devices, the platform will create component devices that represent each component in your Conductor cluster.

In addition to the **Device Manager** page, you can view component devices in the following places in the user interface:

- The **Device View** modal page (click the bar-graph icon  for a device, then click the **Topology** tab) displays a map of the selected device and all of the devices with which it has parent-child relationships. Double-clicking any of the devices reloads the page with the selected device as the primary device:



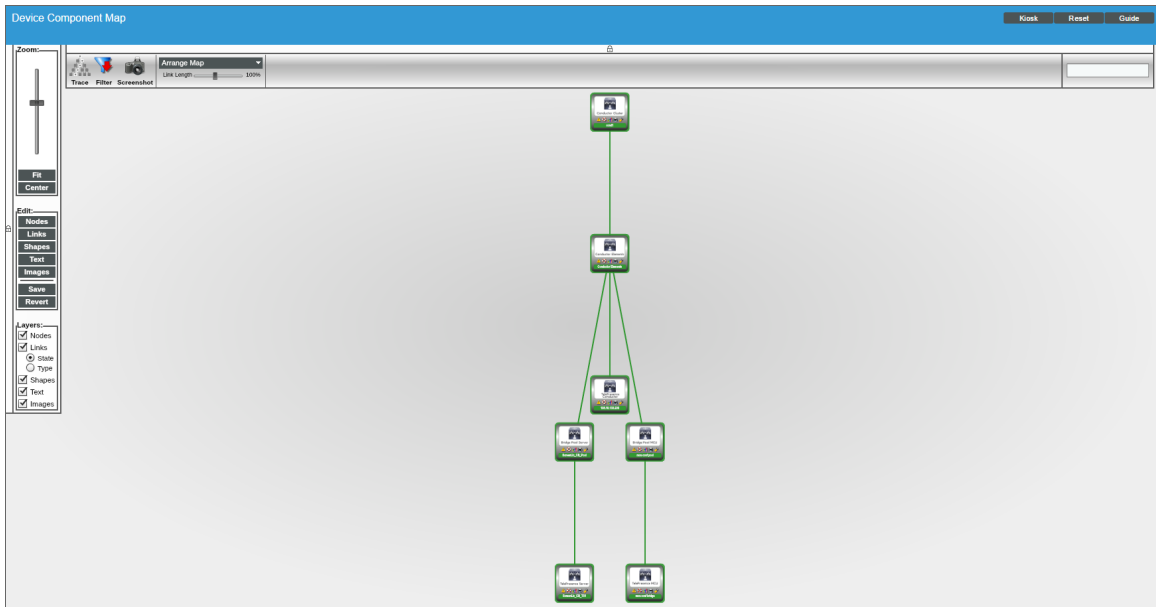
- The **Device Components** page (Registry > Devices > Device Components) displays a list of all root devices and component devices discovered by the ScienceLogic platform, in an indented view, so you can easily view the hierarchy and relationships between child devices, parent devices, and root devices. To view the component devices associated with your Conductor cluster, find a cluster and click its plus icon (+):

Device Components | Devices Found [3]

	Device Name *	IP Address	Device Category	Device Class Sub-class	Device ID	System	Organization	Current State	Collection Group	Collection State	Actions	Reset	Guide
1	con1	198.18.133.206	Server	Cisco Systems TelePresence Conductor Cluster	254	System		Healthy	CUG	Active			
1	Conductor Elements	--	Server	Cisco Systems TelePresence Conductor Cluster Elements	255	System		Healthy	CUG	Active			
1	198.18.133.206	--	Server	Cisco Systems TelePresence Conductor	256	System		Healthy	CUG	Active			
2	mcu-con-pool	--	Server	Cisco Systems TelePresence Conductor Edge Pool MCU	258	System		Healthy	CUG	Active			
1	mcu-con-bridge	--	Bridge	Cisco Systems TelePresence MCU	260	System		Healthy	CUG	Active			
3	ScreenLc_CD_Pool	--	Server	Cisco Systems TelePresence Conductor Bridge Pool Server	267	System		Healthy	CUG	Active			
1	ScreenLc_CD_Td1	--	Bridge	Cisco Systems TelePresence TSMCU	269	System		Healthy	CUG	Active			
2	+ CUCM-Rt aa.sciencelogic.local	10.64.160.10	Cluster	Cisco Systems CUCM Cluster	79	System		Major	CUG	Unavailable			
3	+ uc29scucum01.corp.sciencelogic.net	10.128.11.32	Cluster	Cisco Systems CUCM Cluster	78	System		Major	CUG	Active			

[Select Action] Go

- The **Component Map** page (Views > Device Maps > Components) allows you to view devices by root node and view the relationships between root nodes, parent components, and child components in a map. This makes it easy to visualize and manage root nodes and their components. The ScienceLogic platform automatically updates the **Component Map** as new component devices are discovered. The platform also updates each map with the latest status and event information. To view the map for your Conductor cluster, go to the **Component Map** page and select the map from the list in the left NavBar. To learn more about the **Component Map** page, see the **Views** manual.



Monitoring LifeSize Endpoints

Overview

The following sections describe how to configure LifeSize endpoints for monitoring by the ScienceLogic platform using the *LifeSize Endpoint PowerPack*:

Configuring LifeSize Endpoints for Monitoring by the ScienceLogic platform	53
Creating an SNMP Credential for a LifeSize Endpoint	54

Configuring LifeSize Endpoints for Monitoring by the ScienceLogic platform

The ScienceLogic platform uses SNMP Dynamic Applications to collect the following information from the LifeSize Endpoint SNMP agent:

- LifeSize: Active Call Details
- LifeSize: Audio/Video Settings
- LifeSize: Call Quality Statistics
- LifeSize: Configuration
- LifeSize: Remote Management

Each of these Dynamic Applications includes a discovery object. If you discover your LifeSize Endpoints as SNMP devices, the ScienceLogic platform will automatically align these Dynamic Applications to those Endpoints during discovery.

LifeSize Endpoints support SNMP v3 only. Instead of specifying a community string, SNMP v3 uses a username, password, and other optional security phrases.

To verify that the SNMP agent is running on a LifeSize Endpoint and to configure an SNMP v3 username on a LifeSize Endpoint:

1. Connect to the LifeSize Endpoint using an SSH client as the "auto" user. LifeSize Endpoints have SSH enabled by default. The default password for the "auto" user is "lifesize".
2. The SNMP agent is enabled by default on all LifeSize endpoints. To verify that the SNMP agent is enabled, execute the following command:

```
get snmp enable
```

If the SNMP agent is enabled, you will see the following message:

```
on  
ok,00
```

3. If the SNMP agent is disabled, execute the following command to enable the SNMP agent:

```
set snmp enable on
```

4. To create an SNMP v3 user, execute the following command, substituting *username* and *password* with the username and password for the user:

```
set snmp user -a username password
```

When you create an SNMP credential in the platform for this LifeSize Endpoint, you will enter the username in the **Security Name** field and the password in the **Security Passphrase** field.

5. Optionally, you can execute the following two commands to change the SNMP system contact and SNMP system location. Substitute *system_contact* and *system_location* with the system contact and system location you want to assign to this device:

```
set snmp contact system_contact  
set snmp location system_location
```

NOTE: If the system contact or system location value you want to assign to this device includes a space, you must enclose the value in double quotes (").

Creating an SNMP Credential for a LifeSize Endpoint

To create an SNMPv3 Credential for a LifeSize Endpoint, perform the following steps in the ScienceLogic platform:

1. Go to the **Credential Management** page (System > Manage > Credentials).

2. Select the **[Create]** button, and then select *SNMP Credential*. The **Credential Editor** page is displayed:

The screenshot shows a window titled "Credential Editor" with a close button (X) in the top right corner. Below the title bar is a sub-header "Create New SNMP Credential" and a "Reset" button. The form is divided into three sections:

- Basic Settings:** Includes a "Profile Name" text field, an "SNMP Version" dropdown menu (currently showing "[SNMP v2]"), a "Port" text field (value: 161), a "Timeout(ms)" text field (value: 1500), and a "Retries" text field (value: 1).
- SNMP V1/V2 Settings:** Includes two text fields: "SNMP Community (Read-Only)" and "SNMP Community (Read/Write)".
- SNMP V3 Settings:** Includes a "Security Name" text field, a "Security Passphrase" text field, an "Authentication Protocol" dropdown menu (value: "[MD5]"), a "Security Level" dropdown menu (value: "[Authentication Only]"), an "SNMP v3 Engine ID" text field, a "Context Name" text field, a "Privacy Protocol" dropdown menu (value: "[DES]"), and a "Privacy Protocol Pass Phrase" text field.

A "Save" button is located at the bottom center of the form.

3. Supply values in the following fields:

- **Profile Name.** Enter a name for the credential.
- **SNMP Version.** Select *SNMP V3*.
- **Security Name.** Enter the SNMP v3 username you configured on the LifeSize Endpoint.
- **Security Passphrase.** Enter the SNMP v3 password you configured on the LifeSize Endpoint.

NOTE: You can optionally change the values in the *Timeout(ms)* and *Retries* fields. You must leave all other fields in this page set to the default value.

4. Select the **[Save]** button.
5. When you configure a discovery session that includes the IP address of the LifeSize Endpoint, select the SNMP v3 credential you created in the **SNMP Credentials** field. The LifeSize Endpoint will be discovered as an SNMP device with the LifeSize Dynamic Applications automatically aligned. For more information about discovery in the ScienceLogic platform, see the **Discovery and Credentials** manual.

Monitoring Polycom HDX and VSX Series Endpoints

Overview

The following sections describe how to configure Polycom HDX and VSX Series endpoints for monitoring by the ScienceLogic platform using the *Polycom Endpoint PowerPack*:

<i>Configuring Polycom Endpoints for Monitoring by the ScienceLogic platform</i>	56
<i>Creating an SNMP Credential</i>	59
<i>Configuring SOAP/XML Credentials</i>	60
<i>Dynamic Applications for Polycom Endpoints</i>	62

Configuring Polycom Endpoints for Monitoring by the ScienceLogic platform

The ScienceLogic platform uses two protocols for monitoring Polycom Endpoints: SNMP and HTTP. Polycom Endpoints respond to HTTP requests that use the "admin" username and the room password that was configured using the initial Setup Wizard on the device. The default room password for the "admin" user is the 14-digit serial number of the system.

This section will describe how to:

- Configure a new room password the "admin" user.
- Configure SNMP on a Polycom Endpoint.

This section describes how to perform these tasks remotely from the web interface on a Polycom Endpoint. To perform these tasks, you must know the current **room password** for the "admin" user on the device.

NOTE: These instructions assume that the Polycom Endpoint has been assigned an IP address and is visible to a Data Collector on the network.

To log in to the web interface on a Polycom Endpoint, perform the following steps:

1. In a browser window, go to the IP address of the Polycom Series Endpoint. The **Polycom Welcome** page appears:

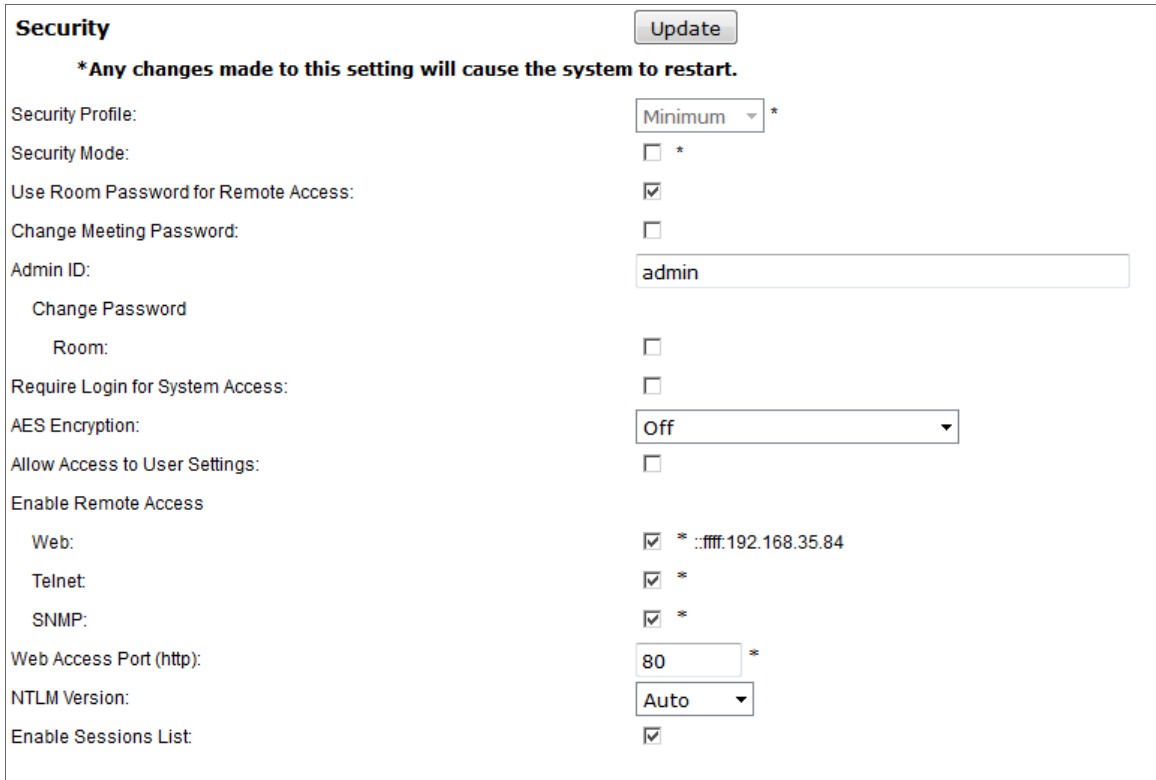


2. Click **[Admin Settings]** on the top navigation bar. You will be prompted for a username and password. In the username field, enter "admin". In the password field, enter the room password for the admin user. The default room password for the "admin" user is the 14-digit serial number of the system. Click the **[OK]** button.

If you want to change the password that the platform will use to perform HTTP requests on this device, perform the following steps:

CAUTION: Entering a new password will change the password for all administrators of this device that use the "admin" user.

1. In the left navigation bar, click General Settings > Security > Security Settings. The Security page appears:



Security Update

Any changes made to this setting will cause the system to restart.

Security Profile: Minimum *

Security Mode: *

Use Room Password for Remote Access:

Change Meeting Password:

Admin ID: admin

Change Password

Room:

Require Login for System Access:

AES Encryption: Off

Allow Access to User Settings:

Enable Remote Access

Web: * ::ffff:192.168.35.84

Telnet: *

SNMP: *

Web Access Port (http): 80 *

NTLM Version: Auto

Enable Sessions List:

2. Select the **Change Password - Room** checkbox.

3. Supply values in the following fields:

- **Current Password.** Type the current room password for the "admin" user.
- **New Password.** Type the new password for the "admin" user.
- **Confirm Password.** Re-type the new password for the "admin" user.

4. Click the **[Update]** button.

To configure the SNMP settings on a Polycom HDX or VSX Series Endpoint, perform the following steps:

CAUTION: The device will automatically restart after you perform these steps.

1. In the left navigation bar, click Global Services > SNMP. The SNMP page appears:

SNMP Update

Any changes made to this page will cause the system to restart.

Enable SNMP:

Trap Version: v2c

Read-Only Community: public

Contact Name: IT Administrator

Location Name:

System Description: Videoconferencing Device

Console IP Address: 0.0.0.0

[Download MIB](#)

2. Supply values in the following fields:

- **Enable SNMP.** Ensure that this checkbox is selected.
- **Trap Version.** Select v2c in this field.
- **Read-Only Community.** Type the new SNMP community string for this device. When you configure an SNMP credential for this Polycom Endpoint in the platform, you will enter this community string in the **SNMP Community (Read-Only)** field.
- **Contact Name.** Optionally, type the contact information for the administrator of this device.
- **Location Name.** Optionally, type the location of this device.
- **System Description.** Type a description of this device
- **Console IP Address.** Type the IP address of the Message Collection Unit or Data Collection Unit that will collect SNMP trap messages from the device.

3. Click the **[Update]** button to save the new SNMP settings. The device will automatically restart.

Creating an SNMP Credential

To monitor Polycom Endpoints in the ScienceLogic platform, you will need to create an SNMP Credential for each Endpoint.

To create an SNMP Credential for a Polycom Endpoint, perform the following steps in the ScienceLogic platform:

1. Go to the **Credential Management** page (System > Manage > Credentials).

2. Click the **[Create]** button, and then select *SNMP Credential*. The **Credential Editor** page appears:

The screenshot shows a window titled "Credential Editor" with a close button (X) in the top right corner. Below the title bar is a sub-header "Create New SNMP Credential" and a "Reset" button. The form is divided into three sections:

- Basic Settings:** Includes a "Profile Name" text field, an "SNMP Version" dropdown menu (currently showing "[SNMP V2]"), a "Port" text field (value: 161), a "Timeout(ms)" text field (value: 1500), and a "Retries" text field (value: 1).
- SNMP V1/V2 Settings:** Includes two text fields: "SNMP Community (Read-Only)" and "SNMP Community (Read/Write)".
- SNMP V3 Settings:** Includes a "Security Name" text field, a "Security Passphrase" text field, an "Authentication Protocol" dropdown menu (value: "[MD5]"), a "Security Level" dropdown menu (value: "[Authentication Only]"), an "SNMP v3 Engine ID" text field, a "Context Name" text field, a "Privacy Protocol" dropdown menu (value: "[DES]"), and a "Privacy Protocol Pass Phrase" text field.

A "Save" button is located at the bottom center of the form.

3. Supply values in the following fields:

- **Profile Name.** Type a name for the credential.
- **SNMP Version.** Select *SNMP V2*.
- **SNMP Community (Read-Only).** Type the SNMP Read-Only community string you configured on the Polycom Endpoint.

NOTE: You can optionally change the values in the *Timeout (ms)* and *Retries* fields.

4. Click the **[Save]** button.
5. When you configure a discovery session that includes the IP address of the Polycom Endpoint, select the SNMP credential you created in the **SNMP Credentials** field. For more information about discovery, see the *Discovery and Credentials* manual.

Configuring SOAP/XML Credentials

To use the Dynamic Applications in the Polycom Endpoint PowerPack, you must configure five SOAP/XML credentials for your Polycom device. The five credentials are:

- Polycom - Advanced
- Polycom - Interface

- Polycom - Network
- Polycom - System
- Polycom CDR

These credentials enable the ScienceLogic platform to monitor and collect call detail records for Polycom Endpoints using unique combinations of URL, username, and password.

If you have multiple Polycom Endpoints, you will need one set of credentials for each unique room password for the "admin" user. For example, if you have configured three Polycom Endpoints with the same room password for the "admin" user, you need only one set of credentials.

To modify the templates, perform the following steps:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Click the wrench icon (🔧) for the "Polycom - Advanced" credential. The **Credential Editor** modal window appears:

3. In the **Profile Name** field, type a new name for the credential.
4. In the **HTTP Auth Password** field, type the room password you configured for the "admin" user on the Polycom Endpoint.
5. Click the **[Save As]** button.
6. Repeat steps 2 - 5 for the following credentials:
 - Polycom - CDR
 - Polycom - Interface
 - Polycom - Network
 - Polycom - System

Dynamic Applications for Polycom Endpoints

The *Polycom Endpoint PowerPack* contains 13 Dynamic Applications that can be used to monitor Polycom Endpoints and Group Series (GS) devices. Some of the Dynamic Applications for Polycom Endpoints use the caching feature:

- Four Dynamic Applications are used only to collect and cache data from Polycom Endpoints.
- Three Dynamic Applications use the cached data. For these Dynamic Applications to display data, the Dynamic Applications that collect and cache data must be aligned to the same device.

Six Dynamic Applications for Polycom Endpoints and GS devices do not use the caching feature.

The Dynamic Applications in the *Polycom Endpoint PowerPack* include discovery objects. If you discover your Polycom Endpoint as an SNMP device and include all the SOAP/XML credentials you configured for your Polycom Endpoint in the **Other Credentials** field in the **Discovery Session Editor** page, the ScienceLogic platform will automatically align the Dynamic Applications from the *Polycom Endpoint PowerPack* to your Polycom Endpoint. However, the Dynamic Applications in the *Polycom Endpoint PowerPack* might take a significant amount of time to align with Polycom devices during discovery. If you are discovering multiple Polycom Endpoints or your Polycom Endpoints take several seconds to respond to HTTP requests, ScienceLogic recommends that you do not include SOAP/XML credentials in the discovery session.

If you do not include SOAP/XML credentials in the discovery session for your Polycom endpoints, you can manually align the Polycom Dynamic Applications using a device template. To create a device template for a Polycom Endpoint, perform the following steps:

1. Go to the **Configuration Templates** page (Registry > Devices > Templates).
2. Click the **[Create]** button. The **Template Editor** page appears.
3. Type a name for your device template in the **Template Name** field.
4. Click the **[Dyn Apps]** tab.
5. For each Dynamic Application listed in the table below:
 - Select *Add New Dynamic App Sub-Template*.
 - Select the Dynamic Application in the **Dynamic Application** field.
 - Click the **Credentials** field, then select the credential listed for the Dynamic Application in the table below.
6. Click the **[Save]** button.

If your discovery session includes IP addresses for only Polycom Endpoints, you can apply the device template to all devices discovered by that discovery session. To apply a device template to all devices discovered by a discovery session, select the device template in the **Apply Device Template** field in the **Discovery Session Editor** page.

If your discovery session includes IP addresses for other types of devices in addition to Polycom Endpoints, you can apply the device template to your Polycom Endpoints after discovery in the **Device Manager** page. To do this:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. Select the checkbox for each Polycom Endpoint.
3. In the **Select Action** drop-down list, select *Modify By Template* and then click the **[Go]** button. The **Bulk Device Configuration** modal page appears.
4. Select the device template in the **Template** field.
5. Click the **[Apply]** button.
6. In the confirmation page that appears, click the **[Confirm]** button.

The following table lists the Dynamic Applications in the *Polycom Endpoint PowerPack*, the dependencies between the caching and cache consuming Dynamic Applications, and the credential that must be aligned with each Dynamic Application:

Dynamic Application	Credential	Caching Type	Dependencies
Polycom: Active Call	N/A	Consumes Cache	Polycom: Cache Network
Polycom: Cache Advanced	Polycom - Advanced	Populates Cache	N/A
Polycom: Cache Interface	Polycom - Interface	Populates Cache	N/A
Polycom: Cache Network	Polycom - Network	Populates Cache	N/A
Polycom: Cache System	Polycom - System	Populates Cache	N/A
Polycom: Call Detail Records	Polycom CDR	No Caching	N/A
Polycom: Call Quality Statistics	N/A	Consumes Cache	Polycom: Cache Network and Polycom: Cache Advanced
Polycom: Configuration	N/A	Consumes Cache	Polycom: Cache System and Polycom: Cache Interface
Polycom: SNMP Configuration	SNMP Credential for Device	No Caching	N/A
Polycom GS: Active Call	SNMP Credential for Device	No Caching	N/A
Polycom GS: Asset and Network Service	SNMP Credential for Device	No Caching	N/A
Polycom GS: Call Quality	SNMP Credential for Device	No Caching	N/A
Polycom GS: Status	SNMP Credential for Device	No Caching	N/A

Monitoring Tandberg Infrastructure

Overview

The following sections describe how to configure Cisco Tandberg infrastructure devices for monitoring by the ScienceLogic platform using the *Tandberg: Infrastructure PowerPack*:

<i>Tandberg Infrastructure Support</i>	64
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Tandberg Infrastructure Support

The following table lists the devices that can be monitored using the Dynamic Applications in the *Tandberg: Infrastructure PowerPack*. For each device type, the table lists:

- The credential to use for the device. The credential to use will either be the generic credential for Tandberg Infrastructure devices or a specific credential for that device type. The credential field for each device links to the section in this chapter that describes how to create the credential.
- The Dynamic Applications in the *Tandberg: Infrastructure PowerPack* that can be used to monitor the device.

Product Family	Products	Credential	Dynamic Application
MCU 4200 Series	4205 4210 4215 4220 8420 (blade)	Generic	<ul style="list-style-type: none"> • Tandberg: Codian MCU Configuration • Tandberg: Codian Performance • Tandberg Codian Status • Tandberg: Codian MCU CDR Participants Log • Tandberg: Codian MCU CDR Conference Log
MCU 4500 Series	4501 4505 4510 4515 4520 8510 (blade)	Generic	<ul style="list-style-type: none"> • Tandberg: Codian MCU Configuration • Tandberg Codian Status • Tandberg: Codian Performance • Tandberg: Codian MCU CDR Participants Log • Tandberg: Codian MCU CDR Conference Log
ISDN Gateways	3210 3220 3240 3280 8321 (blade)	Generic	<ul style="list-style-type: none"> • Tandberg: Codian Performance • Tandberg Codian Status • Tandberg: Codian ISDN Gateway Call Details
IP Gateways	4510 3520 3540 8350 (blade)	Generic	<ul style="list-style-type: none"> • Tandberg: Codian Status • Tandberg Codian Performance

Product Family	Products	Credential	Dynamic Application
Media Gateway	3610	Generic	<ul style="list-style-type: none"> • Tandberg Codian Status • Tandberg: Codian Performance
IP VCR	2210 2220 2240 8220 (blade)	Generic	<ul style="list-style-type: none"> • Tandberg: Codian Status • Tandberg: Codian Performance
Codian Supervisor	8050 (blade)	Generic	<ul style="list-style-type: none"> • Tandberg: Codian MSE Supervisor Configuration • Tandberg: Codian MSE Supervisor Performance
TelePresence Content Server	TCS	Specific - see TelePresence Content Server section.	<ul style="list-style-type: none"> • Tandberg: TCS Status • Tandberg: TCS Configuration • Tandberg: TCS Performance • Tandberg: TCS Cluster Node Performance • Tandberg: TCS System Health
Video Communication Server	VCS-Expressway VCS-Control	Specific - see Video Communication Server section.	<ul style="list-style-type: none"> • Tandberg: VCS Configuration • Tandberg: VCS Status • Tandberg: VCS Call Details • Tandberg: VCS Registration Status

Product Family	Products	Credential	Dynamic Application
TelePresence Server	MSE 8710 TelePresence Server 7010	Specific - see TelePresence Server section.	<ul style="list-style-type: none"> • Tandberg: Codian TS Port Utilization • Tandberg: Codian TS Configuration • Tandberg: Codian TS Conference Details • Tandberg: Codian TS Participant Details • Tandberg: Codian TS Status
TelePresence Control Unit	TCU	Specific - see TelePresence Control Unit section.	<ul style="list-style-type: none"> • Tandberg: TCU Configuration • Tandberg: TCU Status

Creating a Credential for Tandberg Infrastructure Dynamic Applications

For Tandberg infrastructure devices that use the generic credential, you will need to create a SOAP/XML credential to align with the Dynamic Applications for that device.

To create a SOAP/XML for Tandberg infrastructure devices:

1. Using the manufacturer's instructions, determine the username and password that can be used to access the web service on the device.
2. Go to the **Credential Management** page (System > Manage > Credentials).
3. In the **Credential Management** page, select the **[Create]** menu. Select *SOAP/XML Host Credential*.
4. The **Credential Editor** page appears. Enter values in the following fields:
 - **Profile Name**. Name of the credential. Can be any combination of alphanumeric characters.
 - **URL**. Enter "http://%D/rpc2". The variable **%D** will be replaced with the IP address of the current device that is using the credential.
 - **HTTP Auth User**. Enter your username with which you log in to the web server.
 - **HTTP Auth Password**. Enter the password with which you access the web server.
 - **Timeout (seconds)**. Enter the time, in seconds, after which you want the platform to stop trying to communicate with the web server.
5. The remaining fields in the **Credential Editor** page can be left blank or at their default settings.
6. Select the **[Save]** button to save the credential.

TelePresence Content Server

For the Dynamic Applications that will be aligned with the TelePresence Content Server, you will need to create a SOAP/XML credential to align with the Dynamic Application.

To create the credential:

1. Using the manufacturer's instructions, determine the username and password that can be used to access the web service on the device.
2. Go to the **Credential Management** page (System > Manage > Credentials).
3. In the **Credential Management** page, click the **[Create]** menu and then select *SOAP/XML Host Credential*.
4. The **Credential Editor** page appears. In this page, you will define the credential. Enter values in the following fields:
 - **Profile Name**. Name of the credential. Can be any combination of alphanumeric characters.
 - **URL**. Type the URL that corresponds to the Dynamic Application. The variable **%D** will be replaced with the IP address of the current device that is using the credential. The URL for each Dynamic Application is listed below:
 - *Tandberg: TCS Status*. Type "http://%D/tcs/status.xml" in the **URL** field.
 - *Tandberg: TCS Configuration*. Type "http://%D/tcs/configuration.xml" in the **URL** field.
 - *Tandberg: TCS Performance*. Type "http://%D/tcs/status.xml" in the **URL** field.
 - *Tandberg: TCS Cluster Node*. Type "http://%D/tcs/clusterstatus.xml" in the **URL** field.
 - *Tandberg: TCS System Health*. Type "http://%D/tcs/SoapServer.php" in the **URL** field.
 - **HTTP Auth User**. Type your username with which you log in to the web server.
 - **HTTP Auth Password**. Type the password with which you access the web server.
 - **Timeout (seconds)**. Type the time, in seconds, after which you want the platform to stop trying to communicate with the web server.
5. The rest of the fields in the **Credential Editor** page can be left blank or at their default settings.
6. Click the **[Save]** button to save the credential.

Video Communication Server

The Video Communication Server (VCS) constitutes two products:

- **VCS-Control**.
- **VCS-Expressway**.

These products use the same code base but the VCS-Control product is used for enterprise applications and provides gatekeeper and SIP proxy functionality.

The VCS-Expressway provides two functions:

- Hosting endpoints outside the corporate firewall. This allows work at home users to connect to internal video conferencing equipment without the need for VPN.
- Providing Border Gateway services, which enables B2B video calls.

The VCS-Control and the VCS-Expressway are available as stand-alone appliances that can run as a virtual machine.

Dynamic Applications for VCS Devices

The following Dynamic Applications must be manually aligned to VCS devices:

- *Tandberg: VCS Configuration*. This Dynamic Application collects the following groups of information:
 - *Service Details*. Indicates the status of services like SNMP.
 - *Transform Details*. Shows the transformation rules configured on the system.
 - *Bandwidth Details*. Provides information about bandwidth settings.
 - *Pipe Details*. Provides information about the configured Pipe settings.
 - *Link Details*. Provides information about the configured links.
- *Tandberg: VCS Status*. This Dynamic Application retrieves system-related information such as the following:
 - *System Details*.
 - *Package Details*.
 - *Ethernet Details*.
 - *Features Installed*.
 - *Sip Information*.
 - *H.323 Information*.
- *Tandberg: VCS Call Details*. This Dynamic Application collects details about the calls that VCS processes.
- *Tandberg: VCS Registration Details*. This Dynamic Application provides a list of all the registrations on the VCS and provides historical information about all the registrations that have aged out or the devices unregistered.

Creating a Credential for VCS Devices

For the Dynamic Applications in the *Tandberg: Infrastructure PowerPack* that can be aligned with VCS devices, you will need to create a SOAP/XML credential to align with the Dynamic Application.


To create a credential for VCS devices:

1. Using the manufacturer's instructions, determine the username and password that can be used to access the web service on the device.
2. Go to the **Credential Management** page (System > Manage > Credentials).
3. In the **Credential Management** page, click **[Create]** and then select *SOAP/XML Host Credential*.
4. The **Credential Editor** page appears. On this page, you will define the credential. Type values in the following fields:
 - **Profile Name**. Type a name for the credential. This name can be any combination of alphanumeric characters.
 - **Method**. For VCS systems running version 7.2 and higher, select *GET*. For VCS systems prior to version 7.2, select *POST*.
 - **HTTP Version**. Leave this field at the default value of *HTTP /1.1*.
 - **URL**. Type "http://%D/configuration.xml". The variable **%D** will be replaced with the IP address of the current device that is using the credential.
 - **HTTP Auth User**. Type the username you use to log in to the web server.
 - **HTTP Auth Password**. Type the password you use to access the web server.
 - **Timeout (seconds)**. For the "Tandberg: VCS Configuration" Dynamic Application, type "10". For the remaining Dynamic Applications, type "5".
5. The rest of the fields on the **Credential Editor** page can be left blank or at their default settings.
6. Click the **[Save]** button to save the credential.

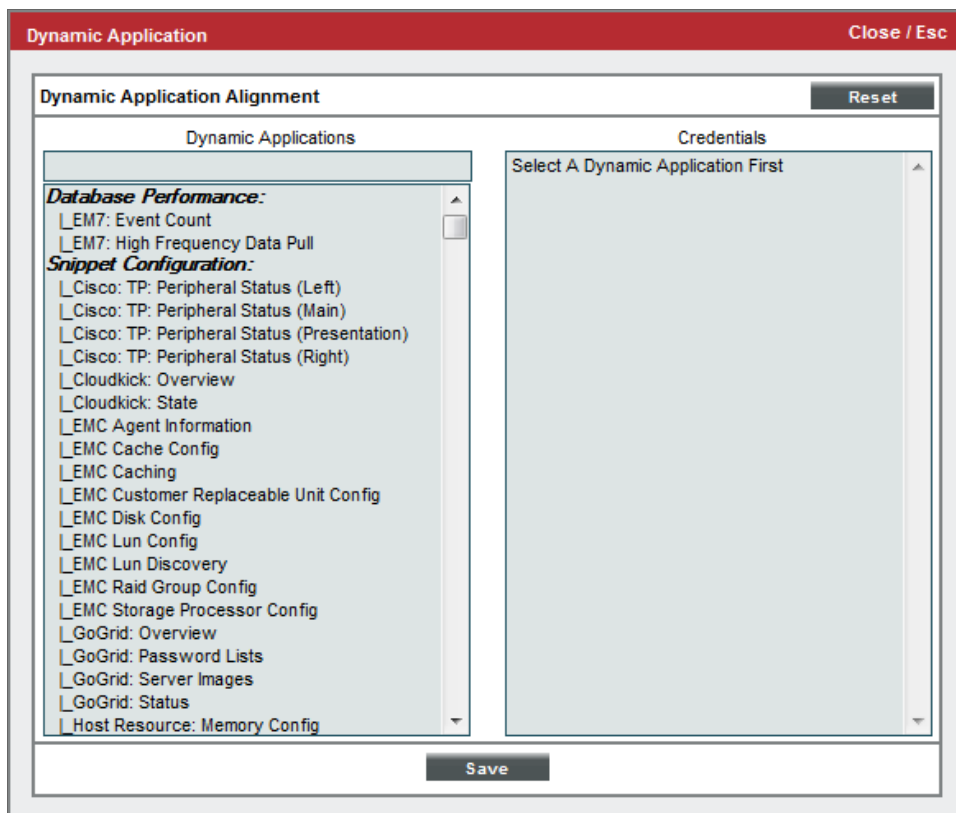
Manually Aligning Dynamic Applications with VCS Devices

From the **Dynamic Application Collections** page, you can manually align a Dynamic Application with a VCS device.

To manually align the Dynamic Applications from the *Tandberg: Infrastructure PowerPack* with a VCS device:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. In the **Device Manager** page, find the VCS device you want to associate with a Dynamic Application. Click its wrench icon (.
3. In the **Device Administration** panel, click the **[Collections]** tab.
4. In the **Dynamic Application Collections** page, click the **[Action]** menu and then select *Add Dynamic Application*.

5. The **Dynamic Application Alignment** modal page appears. To align a Dynamic Application with a device in this page:



- Select *Tandberg: VCS Configuration* in the **Dynamic Applications** field. You can filter the list of Dynamic Applications using the search field above the **Dynamic Applications** field.
- Select the credential you created for *Tandberg: VCS Configuration* from the **Credentials** list.

NOTE: Your organization membership(s) might affect the list of credentials you can see in the **Credentials** field.

6. Click the **[Save]** button in the **Dynamic Application Alignment** modal page to align the Dynamic Application and the Credential to the device.
7. Repeat steps 4-6 for the remaining Dynamic Applications:
 - *Tandberg: VCS Status*
 - *Tandberg: VCS Call Details*
 - *Tandberg: VCS Registration Details*

TelePresence Server

The Cisco TelePresence Server is available in two models:

- A chassis-based MSE 8710
- An appliance-based TelePresence Server 7010

The following Dynamic Applications for monitoring a TelePresence Server are included in the *Tandberg: Infrastructure* PowerPack:

- *Tandberg: Codian TS Port Utilization*
- *Tandberg: Codian TS Configuration*
- *Tandberg: Codian TS Conference Details*
- *Tandberg: Codian TS Participant Details*
- *Tandberg: Codian TS Status*

Creating a Credential for a TelePresence Server

For the Dynamic Applications in the *Tandberg: Infrastructure* PowerPack that can be aligned with TelePresence Servers, you will need to create a SOAP/XML credential to align with the Dynamic Application.

To create the credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. In the **Credential Management** page, click the **[Create]** button and then select *SOAP/XML Host Credential*.
3. The **Credential Editor** page appears. Enter values in the following fields:
 - **Profile Name**. Name of the credential. Can be any combination of alphanumeric characters.
 - **Method**. For *Tandberg: Codian TS Configuration* and *Tandberg: Codian TS Status*, select *GET*. For the remaining Dynamic Applications, leave this field at the default value of *POST*.
 - **HTTP Version**. Leave this field at the default value of *HTTP /1.1*.
 - **URL**. Type the URL that corresponds to the Dynamic Application. The variable **%D** will be automatically replaced with the IP address of the device that is using the credential. The URL for each Dynamic Application is listed below:
 - *Tandberg: Codian TS Port Utilization*. Type "http://%D" in the **URL** field.
 - *Tandberg: Codian TS Configuration*. Type "http://%D/system.xml" in the **URL** field.
 - *Tandberg: Codian TS Conference Details*. Type "http://%D/" in the **URL** field.
 - *Tandberg: Codian TS Participant Details*. Type "http://%D/" in the **URL** field.
 - *Tandberg: Codian TS Status*. Type "http://%D/system.xml" in the **URL** field.


- **HTTP Auth User**. Type the username with which you log in to the web server.
- **HTTP Auth Password**. Type the password for the username you entered in the **HTTP Auth User** field.
- **Timeout (seconds)**. For *Tandberg: Codian TS Configuration* and *Tandberg: Codian TS Status*, Type 15. For the remaining Applications, Type 10.

5. The rest of the fields in the **Credential Editor** page can be left blank or at their default settings.
6. Click the **[Save]** button to save the credential.

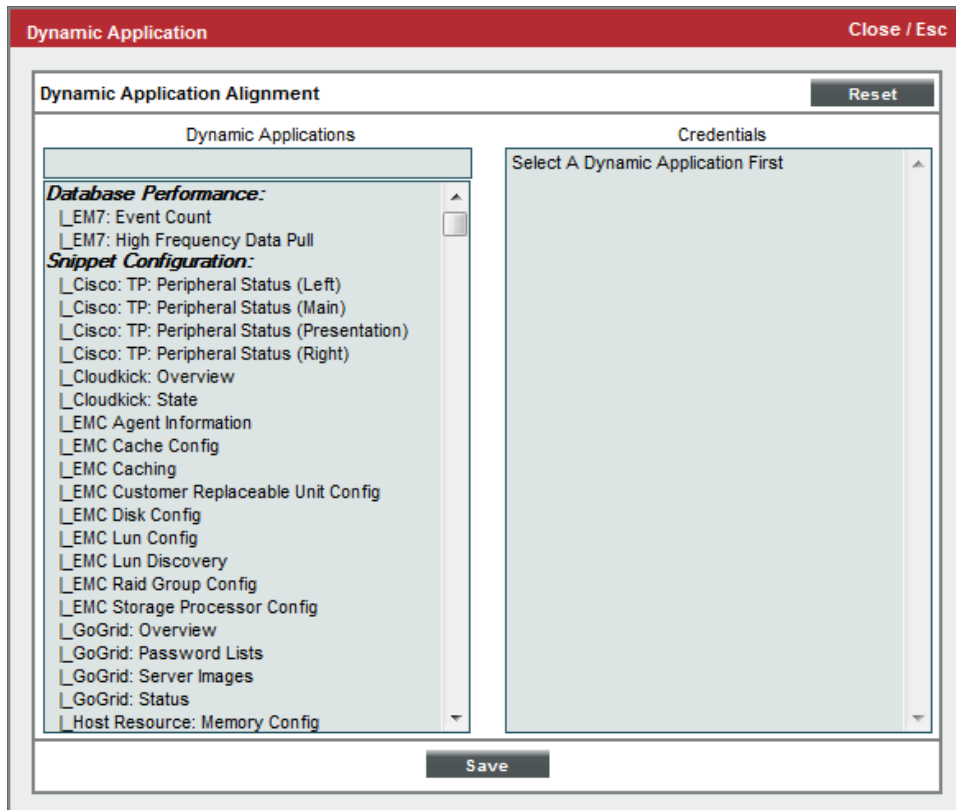
Manually Aligning the Dynamic Applications with the TelePresence Server

From the **Dynamic Application Collections** page, you can manually align a Dynamic Application with a TelePresence Server.

To manually align a Dynamic Application with a TelePresence Server:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. In the **Device Manager** page, find the TelePresence Server. Click its wrench icon (.
3. In the **Device Administration** panel, click the **[Collections]** tab.
4. In the **Dynamic Application Collections** page, click the **[Action]** menu and then select *Add Dynamic Application*.

5. The **Dynamic Application Alignment** modal page appears. To align a Dynamic Application with a device in this page:



- Select *Tandberg: Codian TS Configuration* in the **Dynamic Applications** field. You can filter the list of Dynamic Applications using the search field above the **Dynamic Applications** field.
- Select the credential you created for *Tandberg: Codian TS Configuration* from the **Credentials** list.

NOTE: Your organization membership(s) might affect the list of credentials you can see in the **Credentials** field.

6. Click the **[Save]** button in the **Dynamic Application Alignment** modal page to align the Dynamic Application and the credential to the device.
7. Repeat steps 4-6 for the remaining Dynamic Applications:
 - *Tandberg: Codian TS Port Utilization*
 - *Tandberg: Codian TS Conference Details*
 - *Tandberg: Codian TS Participant Details*
 - *Tandberg: Codian TS Status*

TelePresence Control Unit

The following Dynamic Applications for monitoring a TelePresence Control Unit are included in the *Tandberg: Infrastructure PowerPack*:

- **Tandberg: TCU Configuration**
- **Tandberg: TCU Status**

Creating a Credential for a TelePresence Control Unit

For the Dynamic Applications in the *Tandberg: Infrastructure PowerPack* that can be aligned with TelePresence Control Units, you will need to create a SOAP/XML credential to align with the Dynamic Application.

To create the credential:

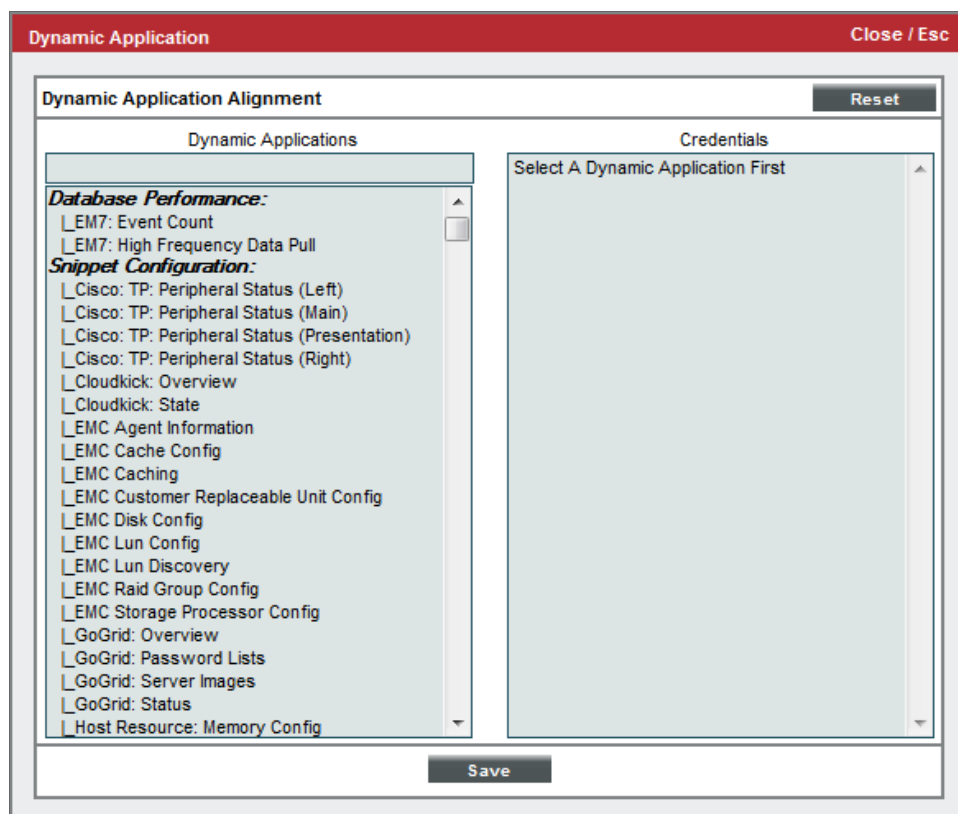
1. Go to the **Credential Management** page (System > Manage > Credentials).
2. In the **Credential Management** page, click the **[Create]** button and then select *SOAP/XML Host Credential*.
3. The **Credential Editor** page appears. Enter values in the following fields:
 - **Profile Name**. Name of the credential. Can be any combination of alphanumeric characters.
 - **Method**. For both *Tandberg: TCU Configuration* and *Tandberg: TCU Status*, select *GET*.
 - **HTTP Version**. Leave this field at the default value of *HTTP /1.1*.
 - **URL**. Type the URL that corresponds to the Dynamic Application. The variable **%D** will be automatically replaced with the IP address of the device that is using the credential. The URL for each Dynamic Application is listed below:
 - *Tandberg: TCU Configuration*. Type "http://%D/configuration.xml" in the **URL** field.
 - *Tandberg: TCU Status*. Type "http://%D/status.xml" in the **URL** field.
 - **HTTP Auth User**. Type the username with which you log in to the web server.
 - **HTTP Auth Password**. Type the password for the username you entered in the **HTTP Auth User** field .
 - **Timeout (seconds)**. Type the time, in seconds, after which you want the platform to stop trying to communicate with the web server.
5. The rest of the fields in the **Credential Editor** page can be left blank or at their default settings.
6. Click the **[Save]** button to save the credential.

Manually Aligning the Dynamic Applications with the TelePresence Server

From the **Dynamic Application Collections** page, you can manually align a Dynamic Application with a TelePresence Control Unit.

To manually align a Dynamic Application with a TelePresence Control Unit:

1. Go to the **Device Manager** page (Registry > Devices > Device Manager).
2. In the **Device Manager** page, find the TelePresence Control Unit. Click its wrench icon (🔧).
3. In the **Device Administration** panel, click the **[Collections]** tab.
4. In the **Dynamic Application Collections** page, click the **[Action]** menu and then select *Add Dynamic Application*.
5. The **Dynamic Application Alignment** modal page appears. To align a Dynamic Application with a device in this page:



- Select *Tandberg: TCU Configuration* in the **Dynamic Applications** field. You can filter the list of Dynamic Applications using the search field above the **Dynamic Applications** field.
- Select the credential you created for *Tandberg: TCU Configuration* from the **Credentials** list.

NOTE: Your organization membership(s) might affect the list of credentials you can see in the **Credentials** field.

6. Click the **[Save]** button in the **Dynamic Application Alignment** modal page to align the Dynamic Application and the credential to the device.
7. Repeat steps 4-6 for the *Tandberg: TCU Status* Dynamic Application.

Reports for Video Devices

Overview

The following sections describe the default custom reports that are designed to display data collected from video devices:

<i>TelePresence Inventory Report</i>	79
<i>Video Calls by Device Group, Call Type, and Bandwidth Report</i>	79
<i>Video Endpoint Availability Chart Report</i>	81
<i>Video Endpoint Availability Table Report</i>	83
<i>Video Endpoint Avg Jitter Column Chart Report</i>	85
<i>Video Endpoint Avg Jitter Line Chart Report</i>	87
<i>Video Endpoint Avg Jitter Table Report</i>	90
<i>Video Endpoint Call Detail Records Report</i>	91
<i>Video Endpoint Detailed Asset Inventory Report</i>	94
<i>Video Endpoint Detailed Jitter Line Chart Report</i>	95
<i>Video Endpoint Detailed Packet Loss Line Chart Report</i>	97
<i>Video Endpoint Packet Loss Column Chart Report</i>	99
<i>Video Endpoint Packet Loss Line Chart Report</i>	101
<i>Video Endpoint Packet Loss Table Report</i>	103
<i>Video Endpoint Performance Detail Report</i>	104
<i>Video Endpoint Unavailability Chart Report</i>	106
<i>Video Endpoint Unavailability Table Report</i>	108
<i>Video Usage Report</i>	110

NOTE: The reports listed in this chapter can be generated as quick reports on the **Run Quick Report** page (Reports > Create Report > Quick Report) or configured as scheduled reports on the **Report Jobs** page (Reports > Create Report > Report Jobs). For more information about generating reports, see the **Reports** manual.

TelePresence Inventory Report

This report displays a summary of TelePresence servers, including the location name, system name, server type, serial number, model, and model number for each server.

TelePresence Inventory Report
Prepared: April 17, 2015 7:41 am

Enterprise Video TELEPRESENCE INVENTORY REPORT FOR 36 MONTHS STARTING 2012-04-01 TO 2015-04-01

Summary for Servers					
Location Name	System Name	Server Type	Serial Number	Model	Model Number
Location:		Local Number: N/A		Model: CTS 500	

Summary for Device - Endpoint - CTS-500					
	Codec Serial Number	Codec Software Version	Camera Firmware	Display Serial Number	Display Hardware
LEFT	N/A	N/A	N/A	N/A	N/A
CENTER	N/A	N/A	N/A	N/A	N/A
RIGHT	N/A	N/A	N/A	N/A	N/A
PRESENTATION	N/A	N/A	N/A	N/A	N/A

Cisco IP Phone Serial Number	Cisco IP Phone Mac Address	Cisco IP Phone Software Version	Doc Cam Serial Number	Doc Cam Model Number
N/A	N/A	N/A	N/A	N/A

The following options are available when generating the report:


- **Tandberg and TelePresence Organization Selection.** Select the organization that you want represented in the report.
- **Report Span.** Specify a Daily, Weekly, or Monthly span to include in the report. Specify a Starting date and a Duration for the report.

This description covers the latest version of this report as shipped by ScienceLogic. This report might have been modified on your ScienceLogic system.

Video Calls by Device Group, Call Type, and Bandwidth Report

This report displays usage information for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays a table for each type of call. For each type of call, the report displays the number of calls and total hours the device was on a call for each bandwidth type. The report includes only calls that were made during the time period selected for the report.

You can customize the output to include only specific devices. You can also specify the time span of information to include in the report.



Video Calls by DeviceGroup, Call Type, Bandwidth – Apr 2012 for 36 months

Date: February 2015			
Organization: Customer A Video			
Call Type: Unknown			
	Bandwidth	Calls	Hours
Sum for Call Type: Unknown	5632	279	298.31
Sum for Organization: Customer A Video	5632	279	298.31
Organization: Customer B Video			
Call Type: Unknown			
	Bandwidth	Calls	Hours
Sum for Call Type: Unknown	10500	110	0
	10500	110	0
Call Type: Video			
	Bandwidth	Calls	Hours
Sum for Call Type: Video	11268	91	172.82
Sum for Organization: Customer B Video	11268	91	172.82
Sum for Date: February 2015	27400	480	471.13
Date: March 2015			
Organization: Customer A Video			
Call Type: Unknown			
	Bandwidth	Calls	Hours
Sum for Call Type: Unknown	1152	9	0.01
Sum for Organization: Customer A Video	1152	9	0.01
Sum for Date: March 2015	1152	9	0.01
Overall Totals:	28552	489	471.14

Generated on: April 17th, 2015 07:58:02 AM

The following input options are available when generating the report:

- **Branding**. Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection**: Select the devices that will appear in the report. The choices are:
 - *All devices*. Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations*. If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices*. If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization*. This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.
- **Device Group Selector**: Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group*. Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups*. If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **General Display Options**. Specify how the report will be arranged:

- **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
- **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
- **Report Sections.** Select whether you want the report to display *Details Only*, *Totals Only*, or *Both*.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers the latest version of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

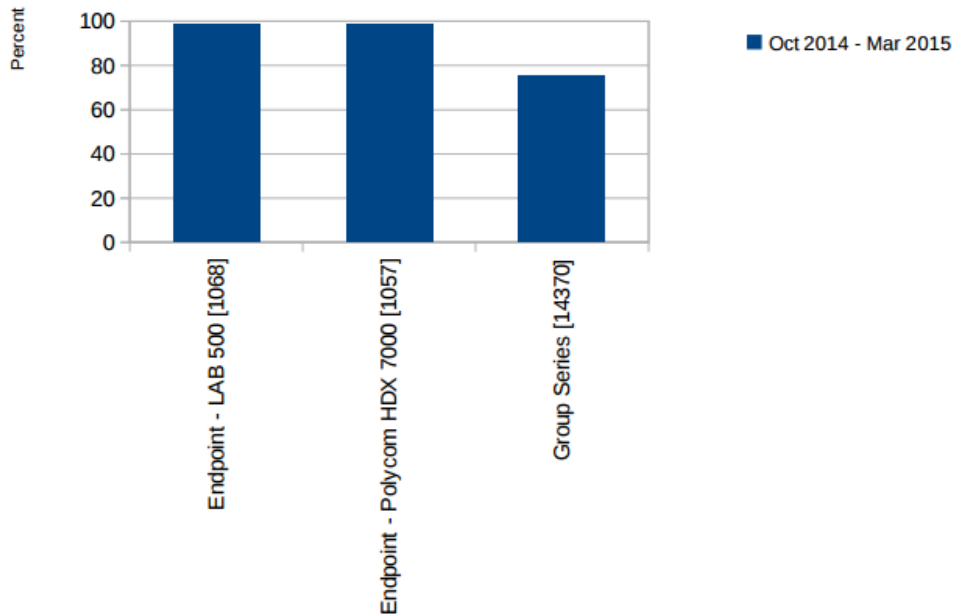
Video Endpoint Availability Chart Report

This report displays a bar graph of device availability for Tandberg, Lifesize, and Polycom video endpoints. For each device included in the report, the report displays availability in percentage for the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.

Video Endpoint Availability Chart – Oct 2014 for 6 months

Organization: Customer A Video



The following input options are available when generating the report:

- **Branding.** Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection:** Select the devices that will appear in the report. The choices are:
 - *All devices.* Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations.* If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.

- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers the latest version of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Availability Table Report

This report displays an overview of device availability for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays availability in percentage for the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.

Video Endpoint Availability Table (percent) – Oct 2014 for 6 months

Organization: Customer A Video								
Category	Device	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Average
Video Endpoint	Endpoint - LAB 500 [1066]	16.64	16.66	16.2	16.67	16.66	15.96	16.47
Video Endpoint	Endpoint - Polycoum HDXC 7000 [1057]	16.64	16.66	16.17	16.66	16.65	15.95	16.46
Video Endpoint	Group Series [14370]	0	16.63	15.69	13.4	12.86	14.63	12.53
Average for Organization: Customer A Video		11.09	16.65	16.02	15.88	15.39	16.18	15.15
Organization: Customer B Video								
Category	Device	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Average
Video Endpoint	Endpoint - [7000]MCP [1067]	16.64	16.66	16.2	16.45	16.66	15.96	16.43
Video Endpoint	ES200 [9824]	16.67	14.34	16.64	16.67	16.66	16.66	16.27
Average for Organization: Customer B Video		16.65	15.5	16.42	16.56	16.66	16.31	16.35
Organization: Enterprise Video								
Category	Device	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Average
Video TelePresence	Endpoint - CTS-500 [1065]	0	0	0	0	0	0	0
Video Endpoint	Endpoint - Lifesize 200 [1072]	16.64	16.66	16.2	16.66	16.65	15.96	16.46
Average for Organization: Enterprise Video		8.32	8.33	8.1	8.33	8.32	7.98	8.23
Overall Average:		11.89	13.94	13.87	13.79	13.73	13.87	13.52

Generated on: April 17th, 2015 07:43:20 AM

The following input options are available when generating the report:

- **Branding.** Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection:** Select the devices that will appear in the report. The choices are:
 - *All devices.* Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations.* If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.
- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.

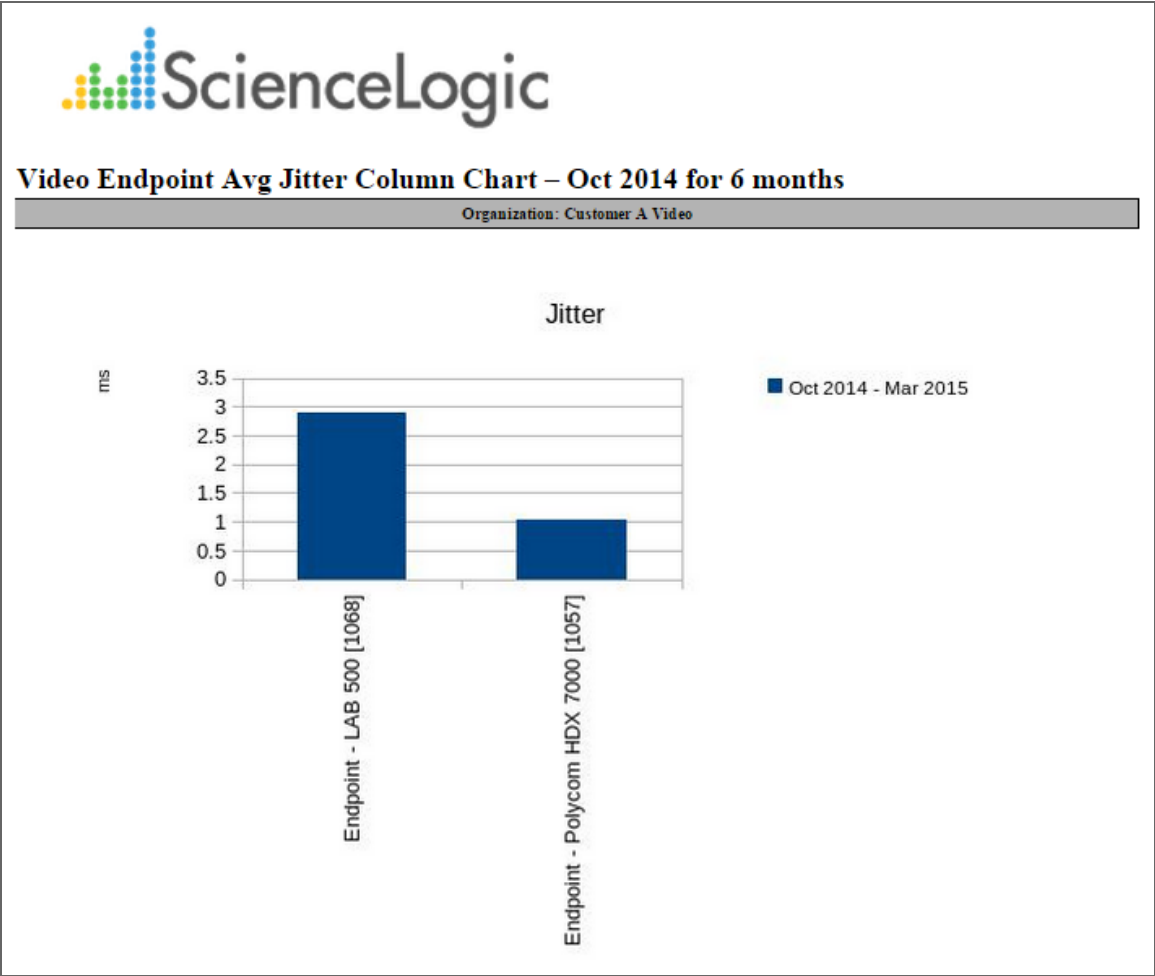
- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
 - **Report Sections.** Select whether you want the report to display *Details Only*, *Totals Only*, or *Both*.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers the latest version of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Avg Jitter Column Chart Report

This report displays the average jitter for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays the jitter average in milliseconds for the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



The following input options are available when generating the report:

- **Branding**. Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection**: Select the devices that will appear in the report. The choices are:
 - *All devices*. Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations*. If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices*. If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization*. This field displays a list of all devices in the organizations selected in the *Organizations* field. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.

- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report.
- **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report.
- **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report.
- **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

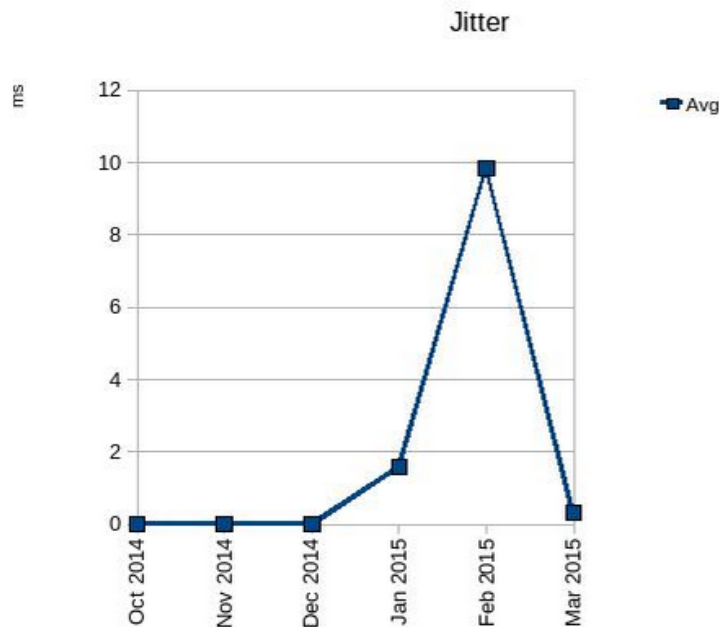
Video Endpoint Avg Jitter Line Chart Report

This report displays the average jitter for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays the jitter average in milliseconds for the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.

Video Endpoint Avg Jitter Line Chart – Oct 2014 for 6 months

Organization: Customer A Video



The following input options are available when generating the report:

- **Branding**. Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection**: Select the devices that will appear in the report. The choices are:
 - *All devices*. Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations*. If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices*. If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization*. This field displays a list of all devices in the organizations selected in the *Organizations* field. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.


- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Avg Jitter Table Report

This report displays the average jitter for Tandberg, Lifesize, and Polycom video endpoints. For each device included in the report, the report displays the jitter average in milliseconds for the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



Video Endpoint Avg Jitter Table (ms) – Oct 2014 for 6 months

Organization: Customer A Video								
Device	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Average	
Endpoint - Polycom HDX 3000 [1057]	0.00	0.00	0.00	1.74	4.03	0.34	1.02	
Endpoint - LAB 500 [1068]	0.00	0.00	0.00	1.45	15.64	0.31	2.90	
Average for Organization: Customer A Video	0.00	0.00	0.00	1.60	9.53	0.33	1.96	
Organization: Customer B Video								
Device	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Average	
Endpoint - 1700VEXP [1067]	0.00	0.00	0.00	1.91	5.76	0.64	1.38	
EX90 [9826]	0.00	0.00	0.00	1.04	3.41	0.44	0.81	
Average for Organization: Customer B Video	0.00	0.00	0.00	1.47	4.58	0.54	1.10	
Organization: Enterprise Video								
Device	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Average	
Endpoint - CTS-500 [1065]								
Endpoint - LifeSize 200 [1072]								
Average for Organization: Enterprise Video	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Overall Average:	0.00	0.00	0.00	1.02	4.81	0.29	1.02	

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The following input options are available when generating the report:

- **Branding.** Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection:** Select the devices that will appear in the report. The choices are:
 - *All devices.* Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations.* If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations* field. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.

- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
 - **Report Sections.** Select whether you want the report to display *Details Only*, *Totals Only*, or *Both*.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Call Detail Records Report

This report displays call detail records for Tandberg and Polycom video endpoints. For each device included in the report, the report displays information about each call during the time period selected for the report. The report displays columns for Call ID, Remote Device, Date, Time, Duration in minutes, Encryption, Protocol, Disconnect Cause Code, Disconnect Cause Value, and Direction (In or Out).

You can customize the output to include only specific devices and call parameters. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.

Video Endpoint Call Detail Records – Mar 2015 for 1 month

Organization: Customer A Video																	
Device: Endpoint - Polycom HDX 7000																	
	Category	Remote Device	Call ID	Call Type	Date	Time	Duration (Sec.)	Encryption	Protocol	Bandwidth	Disconnect Cause Code	Disconnect Cause Value	Direction	Endpoint Type	IP Address	Make	Model
	Video Endpoint	2102	1		2015-03-01	04:51:41am	14432		h323	4094Kbps	Unknown: Local user initiated hangup.	238	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-01	01:36:36pm	8087		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-01	04:21:29pm	1796		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-01	08:51:25pm	4520		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	2102	1		2015-03-01	11:51:34pm	14431		h323	4094Kbps	Unknown: Local user initiated hangup.	238	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-02	07:36:36am	1801		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-02	09:51:39am	6298		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-02	03:06:37pm	6299		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-02	05:34:06pm	2		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-02	05:34:16pm	5		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-02	07:06:37pm	892		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-02	08:28:38pm	88		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-03	02:06:46am	880		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	2102	1		2015-03-03	03:36:29am	14435		h323	4094Kbps	Unknown: Local user initiated hangup.	238	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	2102	1		2015-03-03	09:06:59am	14433		h323	4094Kbps	Unknown: Local user initiated hangup.	238	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-03	01:51:20pm	1807		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3102	1		2015-03-03	03:06:29pm	2716		h323	768Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Video Endpoint	3001@10.0.13.21	1		2015-03-03	05:16:09pm	10		sip	704Kbps	The call has ended.	16	In	Polycom	10.168.44.33	Polycom	HDX 7000 HD
	Sum for Device: Endpoint - Polycom HDX 7000						92932										
	Sum for Organization: Customer A Video						92932										
	Overall Totals:						92932										

Generated on: April 17th, 2015 07:33:47 AM

The following input options are available when generating the report:

- **Branding.** Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Specific Columns.**
 - Select additional columns, per CDR application type.
- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report.
- **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report.
- **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report.

- **Included Columns.** Select the All Columns checkbox or select columns individually from the list.
- **CDR Output Options.** Specify if you want the duration to be presented in seconds or in hh:mm:ss format.
- **Device Categories.** By default, the *All Device Categories* checkbox is selected. To limit the report to one or more specific device categories, select one or more device categories from the list of *Device Categories*.
- **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
- **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
- **Report Sections.** Select whether you want the report to display *Details Only*, *Totals Only*, or *Both*.
- **Filter Options.** Specify the calls to include in the report by selecting one or more of the following filters:
 - *Disconnect Codes.* To include only calls that had a specific disconnect code, select a value in this field. If you select *Specific disconnect codes* in this field, supply a comma-delimited list of disconnect codes in the **CSV list of specific codes** field.
 - *Duration.* To include only calls that had a specific duration, enter a minimum duration and a maximum duration.
 - *Encryption Setting.* To include only calls that used a specific encryption setting, select an encryption setting in this field.
 - *Protocol.* To include only calls that used a specific protocol, select a protocol in this field.
- **Device Specific Columns.** Select additional columns from the list, per CDR application type.

This description covers the latest version of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Detailed Asset Inventory Report

This report displays a detailed inventory of assets for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays the device group, device name, serial number, model number, and manufacturer.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.

Video Endpoint Detailed Asset Inventory					
Organization: Customer A Video					
Device Category	Device	Serial	Model	Manufacturer	
Video Endpoint	Endpoint - LAB 500 [1068]	82342203849380	V500	Polycom	
Video Endpoint	Endpoint - Polycom HDX 7000	8211240E2217CN	HDX 7000 HD	Polycom	
Organization: Customer B Video					
Device Category	Device	Serial	Model	Manufacturer	
Video Endpoint	Endpoint - 1700MXP [1067]	99836660	MXP	Tandberg	
Video Endpoint	E X90 [9826]	None	None	None	
Organization: Enterprise Video					
Device Category	Device	Serial	Model	Manufacturer	
Video TelePresence	Endpoint - CTS-500 [1065]	FOC155182NW	CTS-500	Cisco TelePresence	
Video Endpoint	Endpoint - LifeSize 200 [1072]		Room 200	LifeSize	

Generated on: April 17th, 2016 07:58:12 AM

The following input options are available when generating the report:

- **Branding.** Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection:** Select the devices that will appear in the report. The choices are:
 - *All devices.* Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations.* If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.
- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.

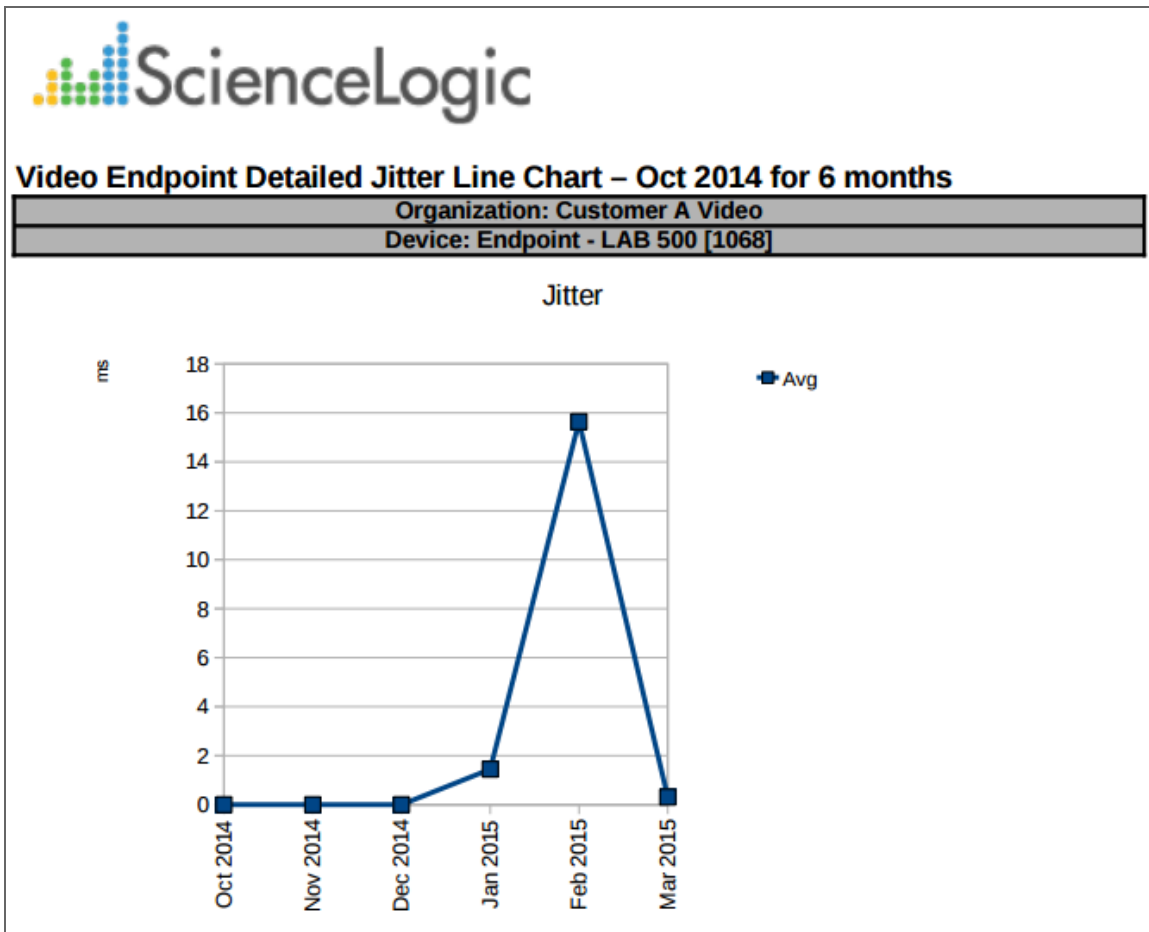
- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Detailed Jitter Line Chart Report

This report displays the average jitter for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays the jitter average in milliseconds for the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



The following input options are available when generating the report:

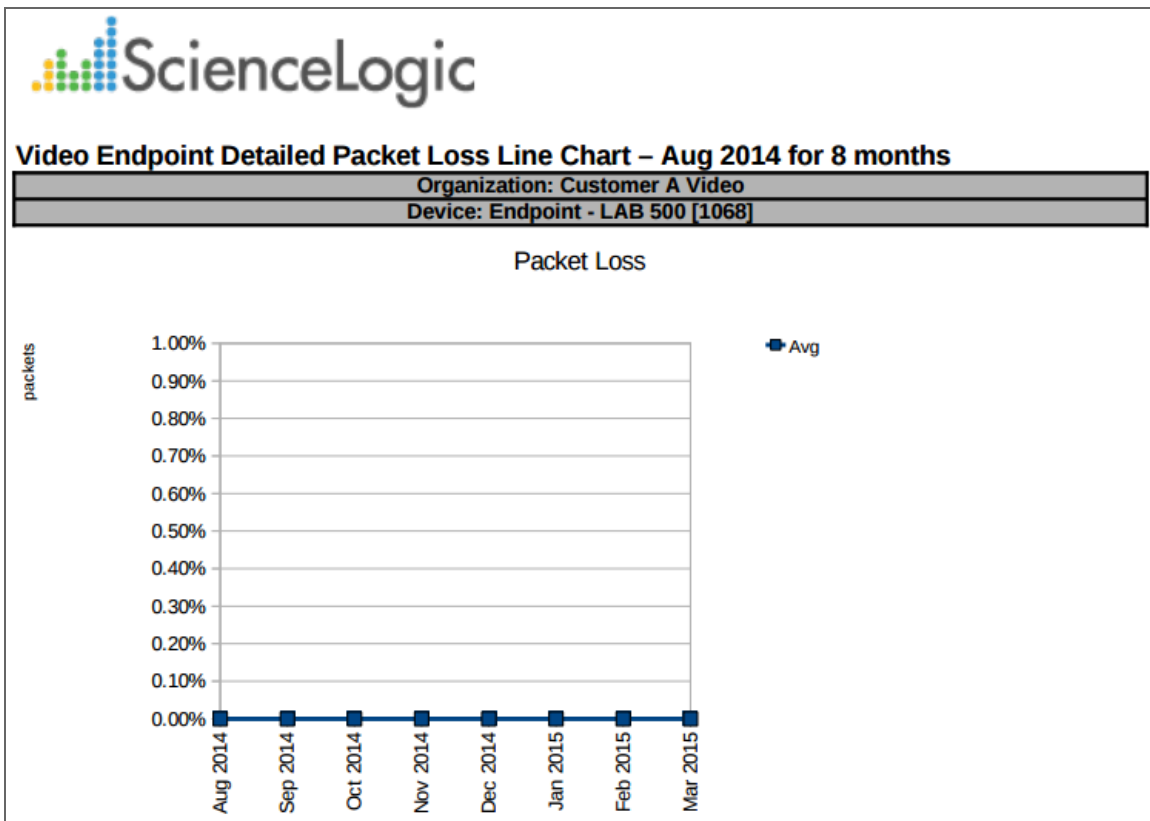
- **Branding.** Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection:** Select the devices that will appear in the report. The choices are:
 - *All devices.* Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations.* If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.
- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Detailed Packet Loss Line Chart Report

This report displays the packet loss for Tandberg, Lifesize, and Polycom video endpoints. For each device included in the report, the report displays the packet loss by percentage over the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



The following input options are available when generating the report:

- **Branding**. Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.

- **Device Selection:** Select the devices that will appear in the report. The choices are:
 - *All devices.* Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations.* If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.

- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.

- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.

- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.

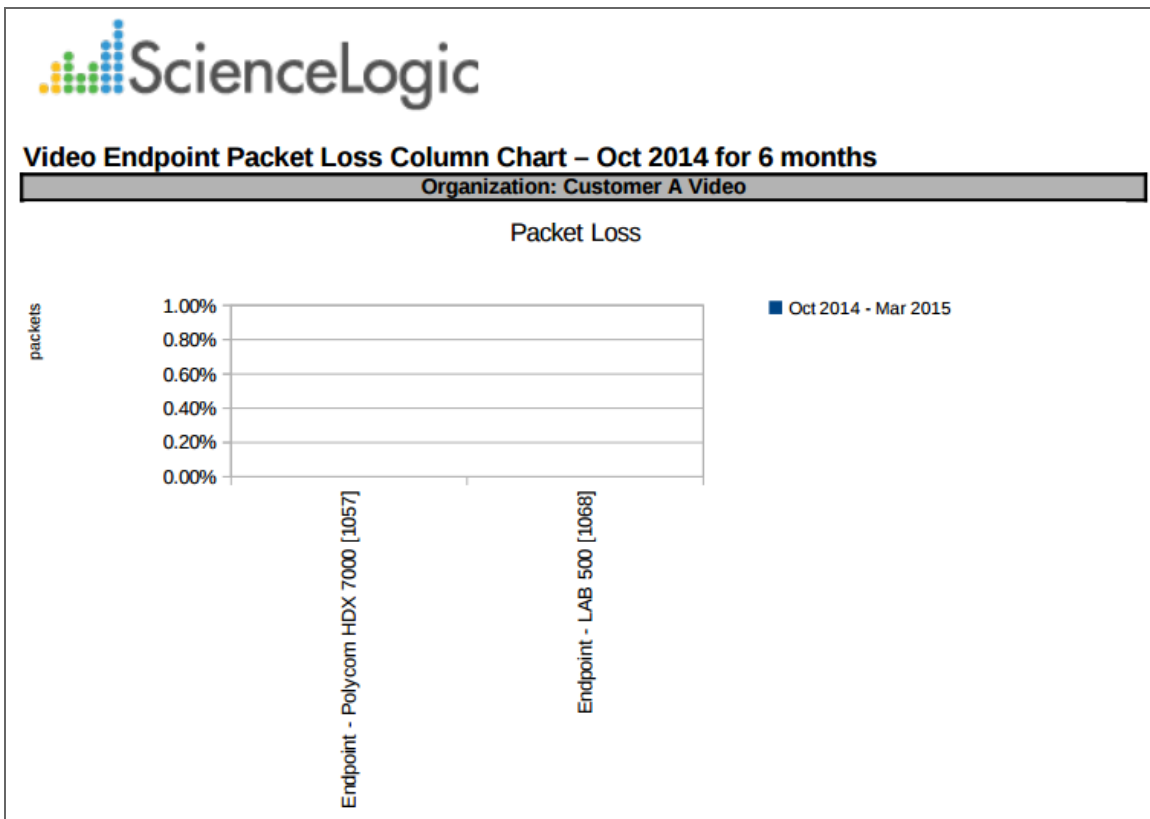
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Packet Loss Column Chart Report

This report displays the packet loss for Tandberg, Lifesize, and Polycom video endpoints. For each device included in the report, the report displays the packet loss by percentage over the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



The following input options are available when generating the report:

- **Branding**. Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection**: Select the devices that will appear in the report. The choices are:
 - *All devices*. Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations*. If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.

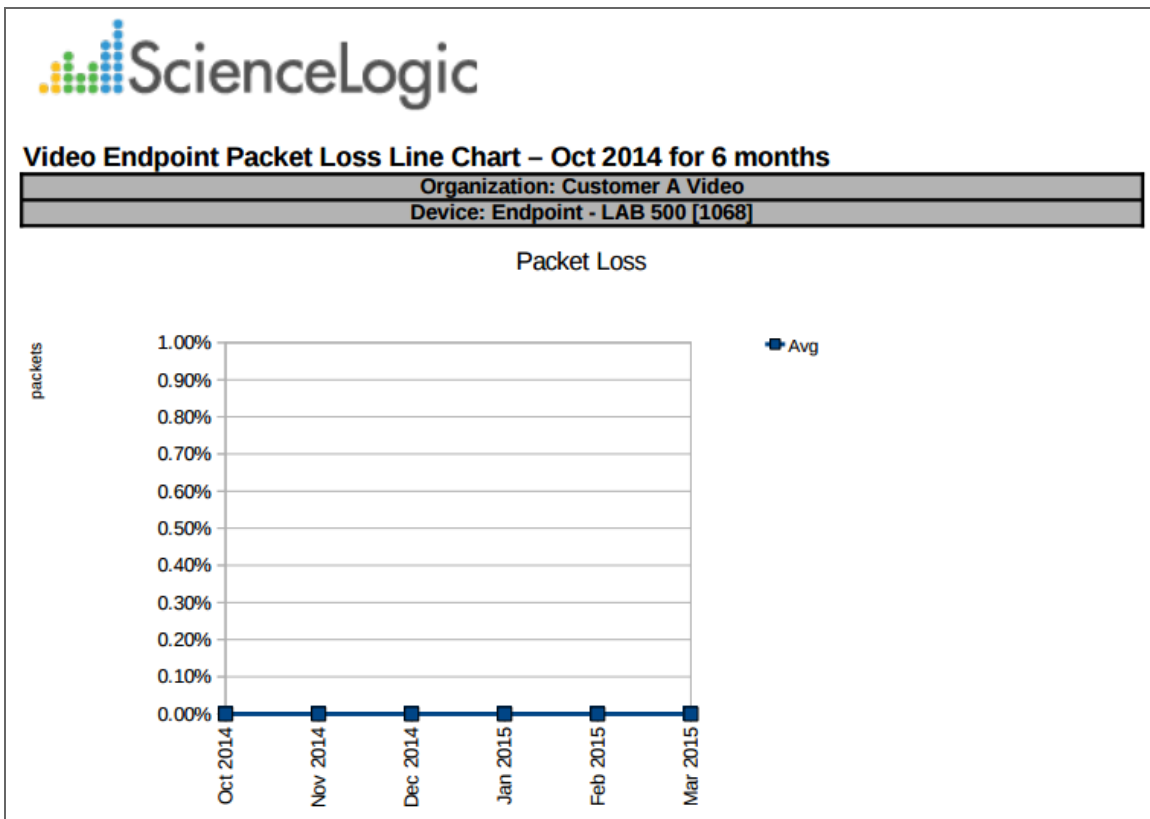
- *Select individual devices*. If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
- *Devices by Organization*. This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.
- **Device Group Selector**: Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group*. Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups*. If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **General Display Options**. Specify how the report will be arranged:
 - **Separated By**. Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming**. These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
- **Report Span**. Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting**. Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration**. Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone**. Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type**. Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Packet Loss Line Chart Report

This report displays the packet loss for Tandberg, Lifesize, and Polycom video endpoints. For each device included in the report, the report displays the packet loss by percentage over the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



The following input options are available when generating the report:

- **Branding**. Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection**: Select the devices that will appear in the report. The choices are:
 - *All devices*. Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations*. If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.


- *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
- *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.
- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
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 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Packet Loss Table Report

This report displays the packet loss for Tandberg, Lifesize, and Polycom video endpoints. For each device included in the report, the report displays the packet loss by percentage over the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



Video Endpoint Packet Loss Table (Percentage) – Jan 2015 for 3 months

Organization: Customer A Video				
Device	Jan 2015	Feb 2015	Mar 2015	Total
Endpoint - Polycom HDX 7000	0.00%	0.00%	0.00%	0.00%
Endpoint - LAB 500 [1068]	0.00%	0.00%	0.00%	0.00%
Total for Organization: Customer A Video	0	0	0	0
Overall Total:	0	0	0	0

Generated on: April 17th, 2015 07:42:11 AM

The following input options are available when generating the report:

- **Branding.** Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection:** Select the devices that will appear in the report. The choices are:
 - *All devices.* Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations.* If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations* field. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.
- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.


- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
 - **Report Sections.** Select whether you want the report to display *Details Only*, *Totals Only*, or *Both*.
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Performance Detail Report

This report displays a performance detail for Tandberg, Lifesize, and Polycom video endpoints. The report displays the organizations, device groups, device names, average RX audio and video packet loss, average TX audio and video packet loss, average RX audio and video jitter, and average RX and TX bandwidth.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



Video Endpoint Performance Detail – Oct 2014 for 6 months

Organization: Customer A Video		
	Category	Device
	Video.Endpoint	Endpoint - LAB 500 [1068]
	Video.Endpoint	Endpoint - Polycom HDX 7000 [1057]

Generated on: April 17th, 2015 07:45:38 AM

The following input options are available when generating the report:

- **Branding.** Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.

- **Device Selection:** Select the devices that will appear in the report. The choices are:
 - *All devices.* Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations.* If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.

- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.

- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
 - **Report Sections.** Select whether you want the report to display *Details Only*, *Totals Only*, or *Both*.
 - **Sort By.** Select whether the report will appear in Ascending or Descending order and the type of packet loss.

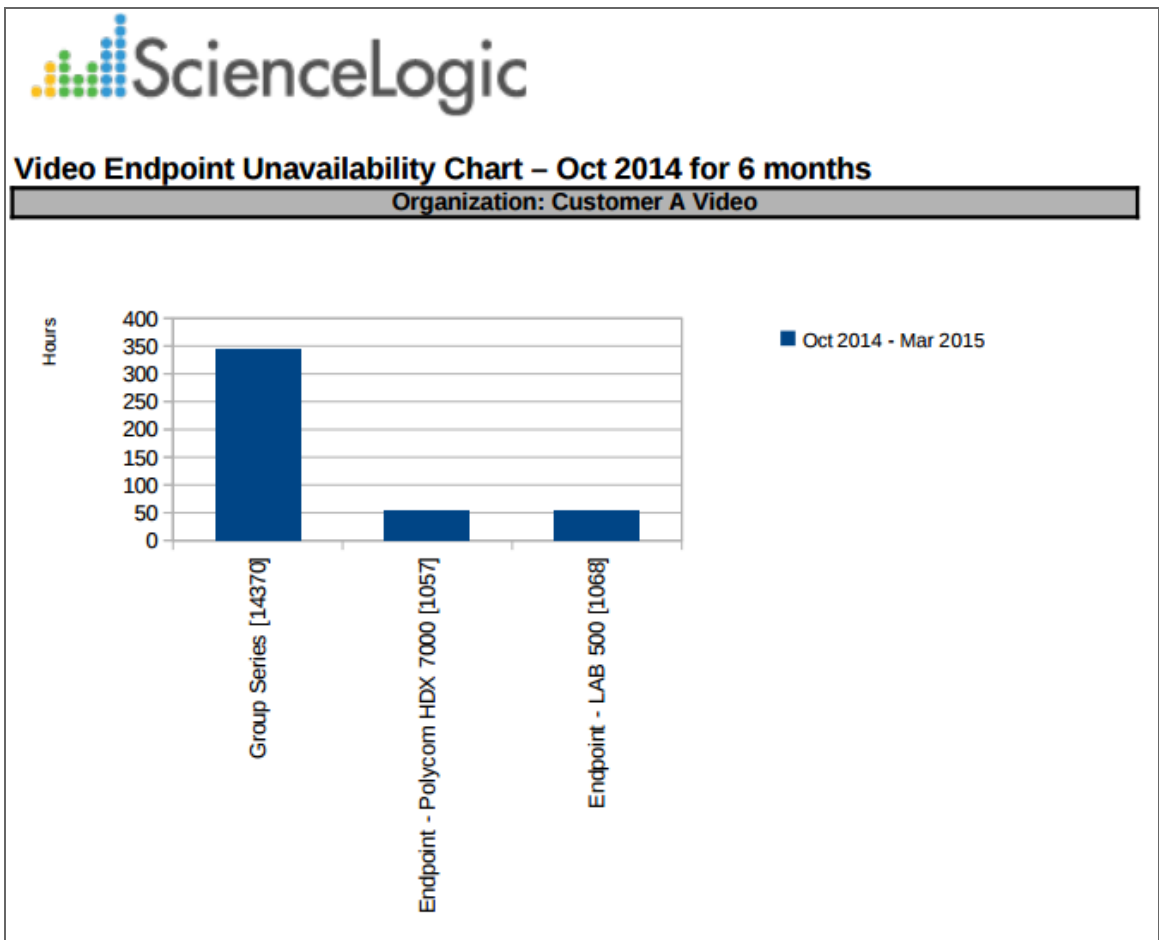
- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Unavailability Chart Report

This report displays a bar graph of unavailability for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays the number of hours the device was unavailable during the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



The following input options are available when generating the report:

- **Branding**. Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection**: Select the devices that will appear in the report. The choices are:
 - *All devices*. Select this checkbox if you want all devices in the system to be included in this report.


- *Organizations*. If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices*. If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization*. This field displays a list of all devices in the organizations selected in the *Organizations* field. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.
- **Device Group Selector**: Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group*. Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups*. If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **General Display Options**. Specify how the report will be arranged:
 - **Separated By**. Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming**. These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
- **Report Span**. Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting**. Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration**. Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone**. Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type**. Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers the latest version of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Endpoint Unavailability Table Report

This report displays a table of unavailability for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays the number of hours the device was unavailable during the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



Video Endpoint Unavailability Table (hours) – Oct 2014 for 6 months

Organization: Customer A Video							
Device: Endpoint - LAB 500 [1065]							
Category	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Total
Video Endpoint	0.27	0.17	20.62	0	0.33	31.58	52.97
Sum for Device: Endpoint - LAB 500 [1065]	0.27	0.17	20.62	0	0.33	31.58	52.97
Device: Endpoint - Polycom HDX 7000 [1057]							
Video Endpoint	0.27	0.17	22.29	0.34	0.5	31.92	55.45
Sum for Device: Endpoint - Polycom HDX 7000 [1057]	0.27	0.17	22.29	0.34	0.5	31.92	55.45
Device: Group Series [14370]							
Video Endpoint	0	1.33	43.74	143.53	153.27	1.75	343.62
Sum for Device: Group Series [14370]	0	1.33	43.74	143.53	153.27	1.75	343.62
Sum for Organization: Customer A Video	0.53	1.67	86.65	143.87	154.1	65.25	452.07
Organization: Customer B Video							
Device: EX90 [9826]							
Video Endpoint	0	91	1	0	0.33	0.08	92.42
Sum for Device: EX90 [9826]	0	91	1	0	0.33	0.08	92.42
Device: Endpoint - 1700MXP [1067]							
Video Endpoint	0.27	0.26	20.7	9.66	0.33	31.58	62.81
Sum for Device: Endpoint - 1700MXP [1067]	0.27	0.26	20.7	9.66	0.33	31.58	62.81
Sum for Organization: Customer B Video	0.27	91.26	21.7	9.66	0.67	31.67	155.22
Organization: Enterprise Video							
Device: Endpoint - CTS-500 [1065]							
Video TelePresence	72	672	744	744	672	744	3645
Sum for Device: Endpoint - CTS-500 [1065]	72	672	744	744	672	744	3645
Device: Endpoint - LifeSize 200 [1072]							
Video Endpoint	0.27	0.25	20.7	0.08	0.84	31.67	53.81
Sum for Device: Endpoint - LifeSize 200 [1072]	0.27	0.25	20.7	0.08	0.84	31.67	53.81
Sum for Organization: Enterprise Video	72.27	672.25	764.7	744.08	672.84	775.67	3701.51
Overall Totals:	73.07	765.17	873.06	897.61	827.6	872.59	4309.1

Generated on: April 17th, 2015 07:37:23 AM

The following input options are available when generating the report:

- **Branding.** Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.

- **Device Selection:** Select the devices that will appear in the report. The choices are:
 - *All devices.* Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations.* If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices.* If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization.* This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.

- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.

- **General Display Options.** Specify how the report will be arranged:
 - **Separated By.** Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - **Naming.** These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
 - **Report Sections.** Select whether you want the report to display *Details Only*, *Totals Only*, or *Both*.

- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.


- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers version 1 of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Usage Report

This report displays usage based on call detail records for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays the total number of hours the device was on a call for the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.

						
Video Usage (hours) – Jan 2015 for 3 months						
Organization: Customer A Video						
Category	Device	Jan 2015	Feb 2015	Mar 2015	Total	
Video Endpoint	Endpoint - LAB 500 [1048]	0	0	0	0	
Video Endpoint	Endpoint - Polycom HDX 7000 [1057]	0	129.12	25.81	154.93	
Sum for Organization: Customer A Video		0	129.12	25.81	154.93	
Organization: Customer B Video						
Category	Device	Jan 2015	Feb 2015	Mar 2015	Total	
Video Endpoint	Endpoint - 17000.DCP [1067]	0	0	0	0	
Video Endpoint	EX30 [9826]	0	142.29	30.53	172.82	
Video Server	vesel [9825]	0	0	0	0	
Sum for Organization: Customer B Video		0	142.29	30.53	172.82	
Organization: Enterprise Video						
Category	Device	Jan 2015	Feb 2015	Mar 2015	Total	
Video TelePresence	Endpoint - CTS-500 [1065]	0	0	0	0	
Video Endpoint	Endpoint - Lifesize 200 [1072]	0	0	0	0	
Sum for Organization: Enterprise Video		0	0	0	0	
Overall Total:		0	271.41	56.34	327.75	

Generated on: April 17th, 2015 07:44:01 AM

The following input options are available when generating the report:

- **Branding**. Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection**: Select the devices that will appear in the report. The choices are:
 - *All devices*. Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations*. If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices*. If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization*. This field displays a list of all devices in the organizations selected in the *Organizations field*. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.
- **Device Group Selector**: Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group*. Select this checkbox if you want to select which device groups to include in the report.

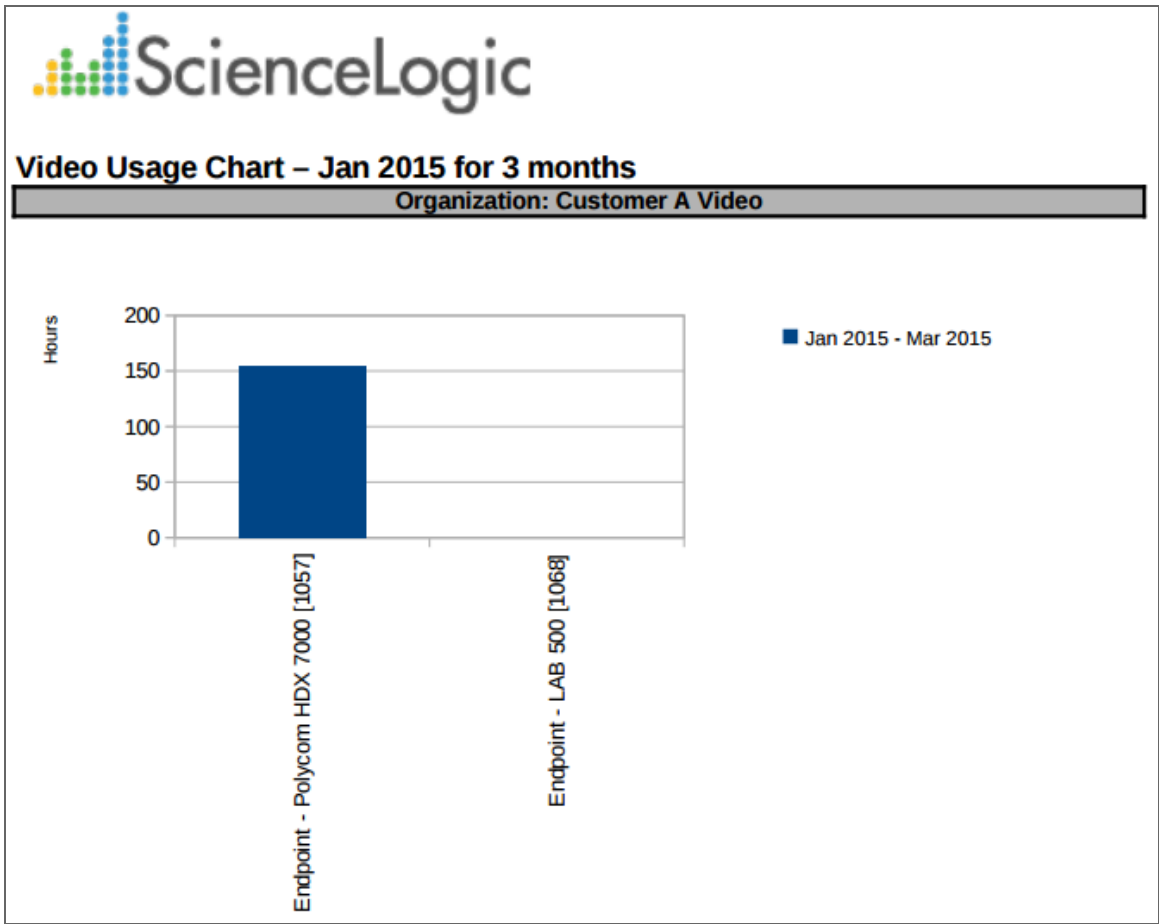
- *Device Groups*. If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.
- **Device Categories**. Select the device categories that will appear in the report. The following input elements appear in this component:
 - *All Device Categories*. Select this checkbox if you want all device categories in the system to be included in this report.
 - *Device Categories*. If the *All Device Categories* checkbox is unselected, you can select one or more device categories to include in the report.
- **General Display Options**. Specify how the report will be arranged:
 - *Separated By*. Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - *Naming*. These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
 - *Report Sections*. Select whether you want the report to display *Details Only*, *Totals Only*, or *Both*.
 - *Misc. Options*. This checkbox allows you to aggregate the final separation column.
- **Report Span**. Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting**. Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration**. Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone**. Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type**. Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers the latest version of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

Video Usage Chart Report

This report displays a bar graph of usage based on call detail records for Tandberg, Polycom, Lifesize and Cisco TelePresence devices. For each device included in the report, the report displays the total number of hours the device was on a call for the time period selected for the report.

You can customize the output to include only specific devices and/or limit the number of devices that are included in the report. You can also specify the time span of information to include in the report, text that will appear at the top of the report, and how the devices will be sorted and arranged in the report.



The following input options are available when generating the report:

- **Branding**. Optionally enter text that will be displayed at the top of the report. If you do not enter a value in this field, "Video Endpoint Report" will be displayed at the top of the report.
- **Device Selection**: Select the devices that will appear in the report. The choices are:
 - *All devices*. Select this checkbox if you want all devices in the system to be included in this report.
 - *Organizations*. If the *All devices* checkbox is unselected, select one or more Organizations. The report will contain only the devices in the organizations you select. You can further filter the list of devices to include in the report by selecting devices in the *Devices by Organization* field.
 - *Select individual devices*. If the *All devices* checkbox is unselected, the *Select individual devices* checkbox is available. Select this checkbox if you would like to use the *Devices by Organization* field to select the individual devices to include in the report.
 - *Devices by Organization*. This field displays a list of all devices in the organizations selected in the *Organizations* field. If the *Select individual devices* checkbox is selected, you can select one or more devices to include in the report.

- **Device Group Selector:** Select the device groups that will appear in the report. The following input elements appear in this component:
 - *Select By Device Group.* Select this checkbox if you want to select which device groups to include in the report.
 - *Device Groups.* If the *Select By Device Group* checkbox is selected, select one or more device groups. The report will contain only the devices in the device groups you select.

- **Device Categories.** Select the device categories that will appear in the report. The following input elements appear in this component:
 - *All Device Categories.* Select this checkbox if you want all device categories in the system to be included in this report.
 - *Device Categories.* If the *All Device Categories* checkbox is unselected, you can select one or more device categories to include in the report.

- **General Display Options.** Specify how the report will be arranged:
 - *Separated By.* Select whether the report will be separated into multiple tables. The report can be separated to include one table per organization, one table per device group, or one table per device.
 - *Naming.* These checkboxes allow you to select whether the Device ID or the Organization ID will appear in the report.
 - *Charting Options.* Select whether you want the report to aggregate the final separation column or show devices as a series.

- **Report Span.** Specify a *Daily*, *Weekly*, or *Monthly* span to include in the report. **Starting.** Use the *Year*, *Month*, and *Date* fields to specify a Start Date for the report. The ScienceLogic system will use data from that date as the starting point of the report. **Duration.** Specify the duration for the report, from 1 month to 36 months. The ScienceLogic system will use data from the Starting date as the start point of the report and data from the last day of the Duration as the ending point of the report. **Timezone.** Specify the timezone to use for date and time values in the report. Specify the timezone by number of hours offset from UTC.
- **Report Type.** Specify that the report should include all selected devices or that the report should be limited to include a set number of devices with the highest utilization.

This description covers the latest version of this report as shipped by ScienceLogic in the Video Endpoint Reports PowerPack. This report might have been modified on your ScienceLogic system.

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