

Configure and Troubleshoot Survey Feature in Cisco Meeting Server

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Introduction

This document describes the steps to configure and troubleshoot Survey Feature on Cisco Meeting Server (CMS).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Meeting Server version 3.8 and later.

Components Used

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

In Cisco Meeting Server Version 3.8 , Survey feature is introduced which allows meeting app host to create survey in a meeting and participants can take part in survey and share their opinion and it makes meeting more interactive.

- Survey Feature was introduced in Cisco Meeting Server 3.8, WebApp Meeting Hosts can create a

survey in meetings.

- Participants can take part in a survey activated by the meeting host.
- WebApp meetings can have one survey at a time.
- Each survey can have a maximum of 5 questions and can have a minimum of 2 or a maximum of 5 choices.
- Multiple answer entries or free-form text answers are not allowed in this release.
- A meeting organizer who creates a survey cannot take part in the survey.
- Meeting participants can take the survey anytime till it ends even after the participant disconnects from the meeting and joins back.
- Users cannot edit/modify the survey once it is submitted.

Configure

- Survey Feature uses meetingapps services in CMS, it acts as prerequisites, meetingapps services can be configured by referring given [link](#)
- The Survey Feature can be enabled on the **call level** for a specific call or on the **callprofile** level which can be applied to a coSpace or System level using the new field **surveyAllowed** introduced in CMS 3.8 which can be set to **false|true**.

Enable survey feature for participants

Option 1. To enable Survey Feature on callprofile level.

Step 1. Login in CMS GUI and navigate to **Configuration > API > callprofile** and set **surveyAllowed** to **true**.

Object configuration	
name	Survey Profile
participantLimit	1000
fileReceiveAllowed	true
surveyAllowed	true

Write this object to "/api/v1/system/profiles"

/api/v1/callProfiles/0cc3a91c-ddad-45e3-a1e0-64f7dd34c8ab

name	<input type="checkbox"/> Survey Profile	- present
participantLimit	<input type="checkbox"/> 1000	- present
locked	<input type="checkbox"/> <unset> v	
recordingMode	<input type="checkbox"/> <unset> v	
streamingMode	<input type="checkbox"/> <unset> v	
passcodeMode	<input type="checkbox"/> <unset> v	
passcodeTimeout	<input type="checkbox"/>	
gatewayAudioCallOptimization	<input type="checkbox"/> <unset> v	
lyncConferenceMode	<input type="checkbox"/> <unset> v	
lockMode	<input type="checkbox"/> <unset> v	
sipRecorderUri	<input type="checkbox"/>	
sipStreamerUri	<input type="checkbox"/>	
muteBehavior	<input type="checkbox"/> <unset> v	
messageBannerText	<input type="checkbox"/>	
chatAllowed	<input type="checkbox"/> <unset> v	
raiseHandEnabled	<input type="checkbox"/> <unset> v	
notesAllowed	<input type="checkbox"/> <unset> v	
captionsAllowed	<input type="checkbox"/> <unset> v	
backgroundBlurAllowed	<input type="checkbox"/> <unset> v	
fileReceiveAllowed	<input type="checkbox"/> true	- present
surveyAllowed	<input type="checkbox"/> true	- present
logoFileName	<input type="checkbox"/>	
logoPosition	<input type="checkbox"/> <unset> v	
<input type="button" value="Modify"/>		

Note: Once callprofile is enabled with Survey Feature, apply the callprofile on **coSpace/<coSpace ID>** or **system/profiles** to take effect

Option 2. To enable Survey Feature on call level.

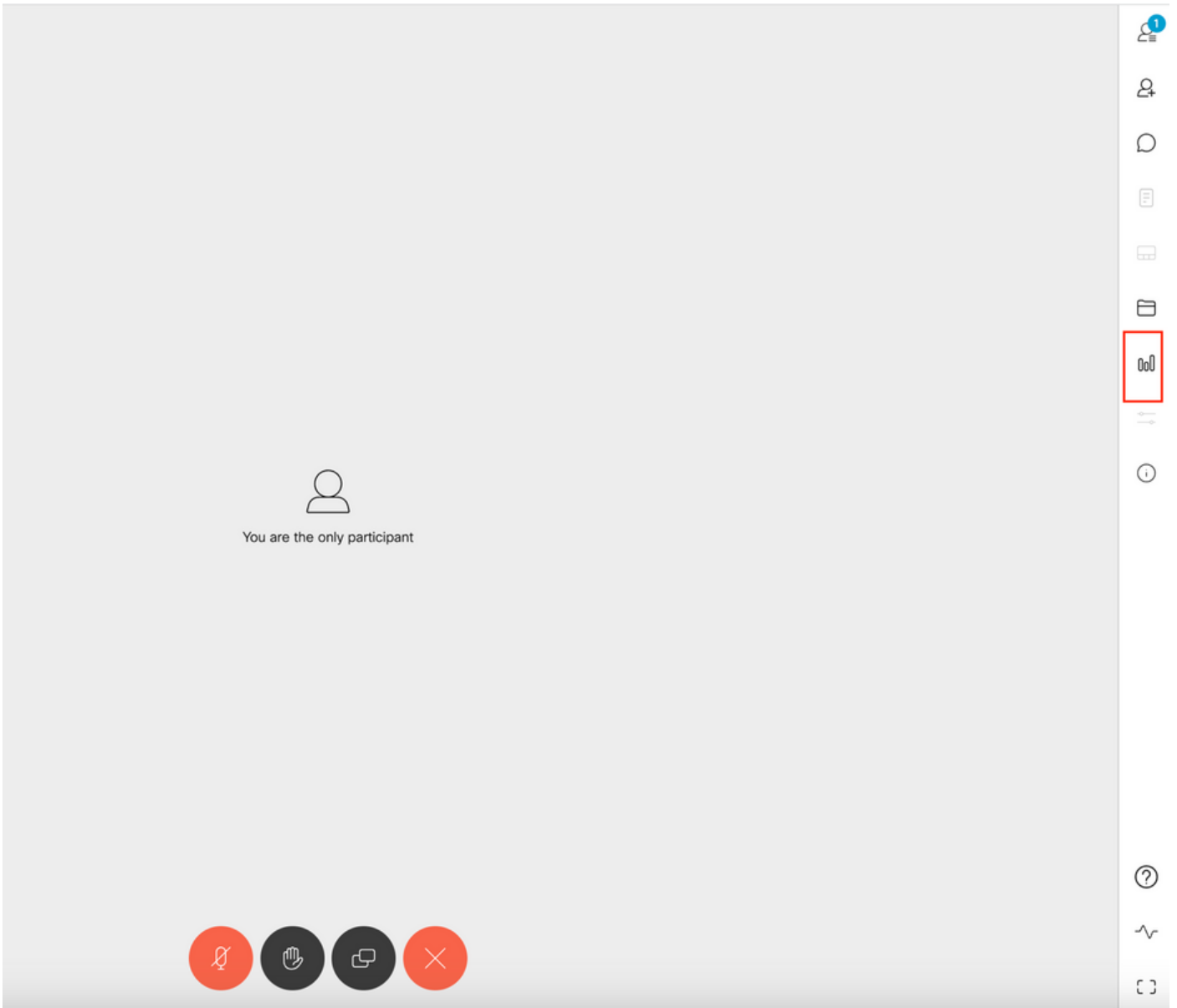
Step 1. Login in CMS GUI and navigate to **Configuration > API > calls** and set `surveyAllowed` to true for specific call.

/api/v1/calls/da899df7-0506-4b4f-b66a-64c597adb0d8

locked	<input type="checkbox"/>	false	- present
recording	<input type="checkbox"/>	false	- present
streaming	<input type="checkbox"/>	false	- present
allowAllMuteSelf	<input type="checkbox"/>	false	- present
allowAllPresentationContribution	<input type="checkbox"/>	false	- present
joinAudioMuteOverride	<input type="checkbox"/>	<unset>	
messageText	<input type="checkbox"/>		
messagePosition	<input type="checkbox"/>	middle	- present
messageDuration	<input type="checkbox"/>	0	- present
activeWhenEmpty	<input type="checkbox"/>	false	- present
panePlacementHighestImportance	<input type="checkbox"/>		
panePlacementSelfPaneMode	<input type="checkbox"/>	<unset>	
panePlacementActiveSpeakerMode	<input type="checkbox"/>	<unset>	
messageBannerText	<input type="checkbox"/>		
chatAllowed	<input type="checkbox"/>	true	- present
raiseHandEnabled	<input type="checkbox"/>	true	- present
notesAllowed	<input type="checkbox"/>	false	- present
captionsAllowed	<input type="checkbox"/>	false	- present
backgroundBlurAllowed	<input type="checkbox"/>	false	- present
fileReceiveAllowed	<input type="checkbox"/>	true	- present
surveyAllowed	<input type="checkbox"/>	true	- present
logoFileName	<input type="checkbox"/>		
logoPosition	<input type="checkbox"/>	leftTop	- present

Modify

Step 2. The survey icon is visible to the participants in the right side pane once **surveyAllowed** is set to **True** in **callprofile/call level** :



Enable Survey Feature for host

Survey Feature for host allow the meeting host to **create/launch/delete/view** surveys in meetings and this can be enabled in **calleg profile** and **call leg** by setting **surveyOpsAllowed** to true or false

Option 1. To enable Survey Feature on call leg id.

Step 1. Login in CMS GUI and navigate to **Configuration > API > calls** and set **surveyOpsAllowed** to **true** for specific call leg id.

sipMediaEncryption	<input type="checkbox"/>	optional	- present
audioPacketSizeMs	<input type="checkbox"/>		
deactivationMode	<input type="checkbox"/>	<unset>	
deactivationModeTime	<input type="checkbox"/>		
telepresenceCallsAllowed	<input type="checkbox"/>	false	- present
sipPresentationChannelEnabled	<input type="checkbox"/>	true	- present
bfcPMode	<input type="checkbox"/>	serverAndClient	- present
controlRemoteCameraAllowed	<input type="checkbox"/>	<unset>	
layout	<input type="checkbox"/>	telepresence	- present
disconnectOthersAllowed	<input type="checkbox"/>	<unset>	
addParticipantAllowed	<input type="checkbox"/>	<unset>	
qualityMain	<input type="checkbox"/>	max1080p60	- present
qualityPresentation	<input type="checkbox"/>	max1080p30	- present
participantCounter	<input type="checkbox"/>	<unset>	
nameLabelOverride	<input type="checkbox"/>		
layoutTemplate	<input type="checkbox"/>		Choose
audioGainMode	<input type="checkbox"/>	<unset>	
meetingTitlePosition	<input type="checkbox"/>	<unset>	
handStatus	<input type="checkbox"/>	<unset>	
chatContributionAllowed	<input type="checkbox"/>	<unset>	
noteContributionAllowed	<input type="checkbox"/>	<unset>	
changeRoleAllowed	<input type="checkbox"/>	<unset>	
captionContributionAllowed	<input type="checkbox"/>	<unset>	
fileUploadAllowed	<input type="checkbox"/>	<unset>	
accessMethod	<input type="checkbox"/>	coSpace	GUID (none available) - present
surveyOpsAllowed	<input type="checkbox"/>	true	- present

Modify

/api/v1/callLegs/2efdddf-0ca0-463c-8042-b00168f30a1e

Related objects: </api/v1/callLegs>
</api/v1/callLegs/2efdddf-0ca0-463c-8042-b00168f30a1e/callLegProfileTrace>
</api/v1/callLegs/2efdddf-0ca0-463c-8042-b00168f30a1e/cameraControl>
</api/v1/callLegs/2efdddf-0ca0-463c-8042-b00168f30a1e/generateKeyframe>

Table view XML view

Object configuration		
name	cms user1	
remoteParty	cmsuser1@acanotaclab.com	
originalRemoteParty	cmsuser1@acanotaclab.com	
call	da899df7-0506-4b4f-b66a-64c597adb0d8	
type	acano	
subType	webApp	
direction	incoming	
canMove	true	
configuration	accessMethod	coSpace
	defaultLayout	telepresence
	participantLabels	true
	presentationContributionAllowed	true
	presentationViewingAllowed	true
	sipMediaEncryption	optional
	muteSelfAllowed	true
	videoMuteSelfAllowed	true
	telepresenceCallsAllowed	false
	sipPresentationChannelEnabled	true
	changeLayoutAllowed	true
	bfcMode	serverAndClient
	qualityMain	max1080p60
qualityPresentation	max1080p30	
surveyOpsAllowed	true	

Option 2. To enable Survey Feature on calllegProfile.

Step 1. Login in CMS GUI and navigate to **Configuration > API > callLegProfiles** and set **surveyOpsAllowed** to **true**.

name	<input type="checkbox"/>	Survey Call Leg Profile	- present
maxCallDurationTime	<input type="checkbox"/>		
qualityMain	<input type="checkbox"/>	<unset>	
qualityPresentation	<input type="checkbox"/>	<unset>	
participantCounter	<input type="checkbox"/>	<unset>	
layoutTemplate	<input type="checkbox"/>		Choose
controlRemoteCameraAllowed	<input type="checkbox"/>	<unset>	
audioGainMode	<input type="checkbox"/>	<unset>	
meetingTitlePosition	<input type="checkbox"/>	<unset>	
chatContributionAllowed	<input type="checkbox"/>	<unset>	
noteContributionAllowed	<input type="checkbox"/>	<unset>	
changeRoleAllowed	<input type="checkbox"/>	<unset>	
captionContributionAllowed	<input type="checkbox"/>	<unset>	
fileUploadAllowed	<input type="checkbox"/>	<unset>	
surveyOpsAllowed	<input type="checkbox"/>	true	- present

Note:Enabling **surveyOpsAllowed** at **callegprofile** gives the Survey Dashboard option to all the participants and all the participants can **create/launch/delete/view** the survey in the meeting.

We can restrict **surveyOpsAllowed** to only the intended users or host by using access methods in the Meeting organizers space:

Step 1. Create a host **callLegProfile** (**surveyOpsAllowed = true**)

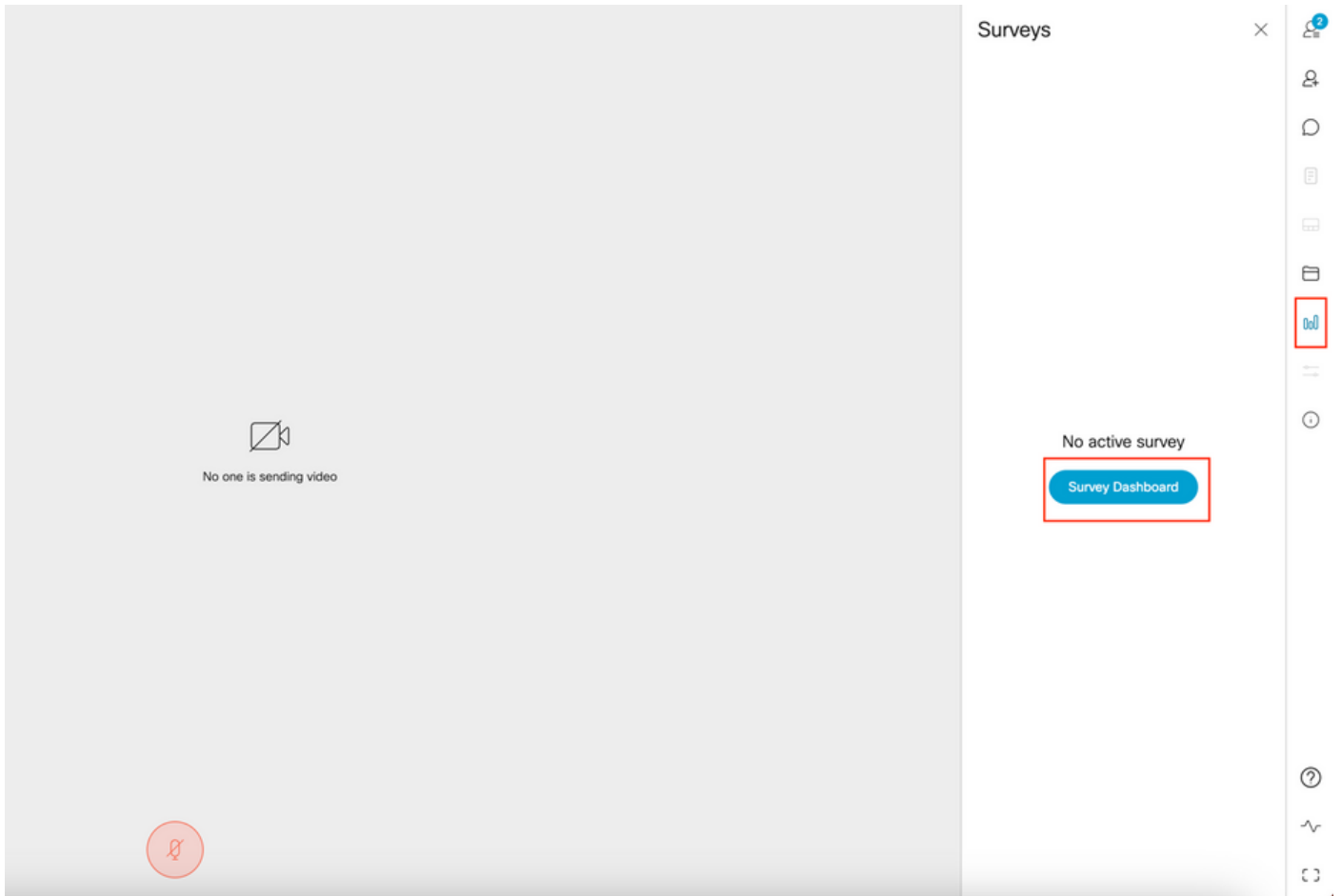
Step 2. Create a guest **callLegProfile**(**surveyOpsAllowed = false**)

Step 3. Create a new **accessMethod** on Meeting organizers space and assign host and guest **callLegProfile**.

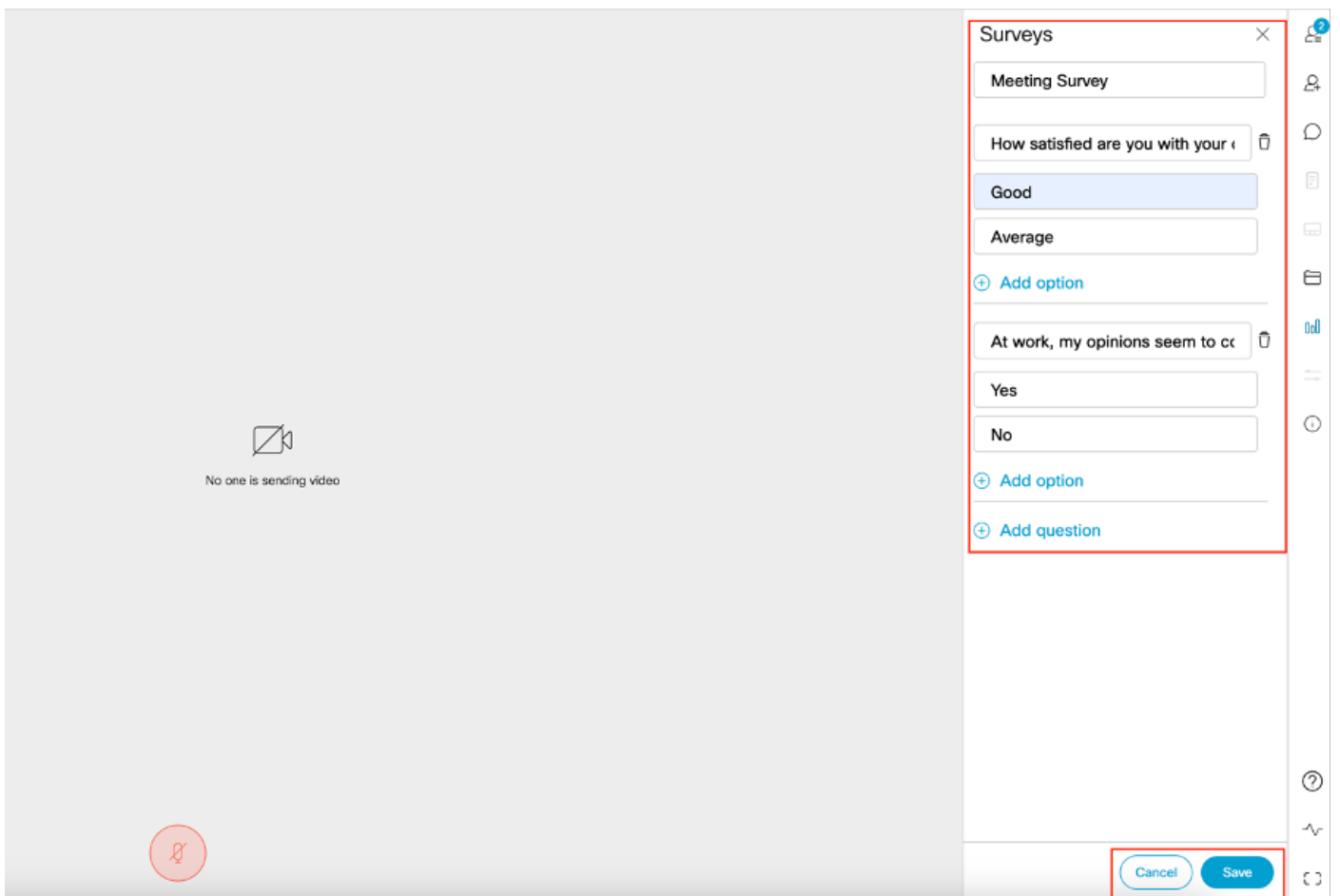
Step 4. Users joining space as a Host have **Survey Dashboard** option and be able to **create/launch/delete/view** surveys in meetings.

Verify

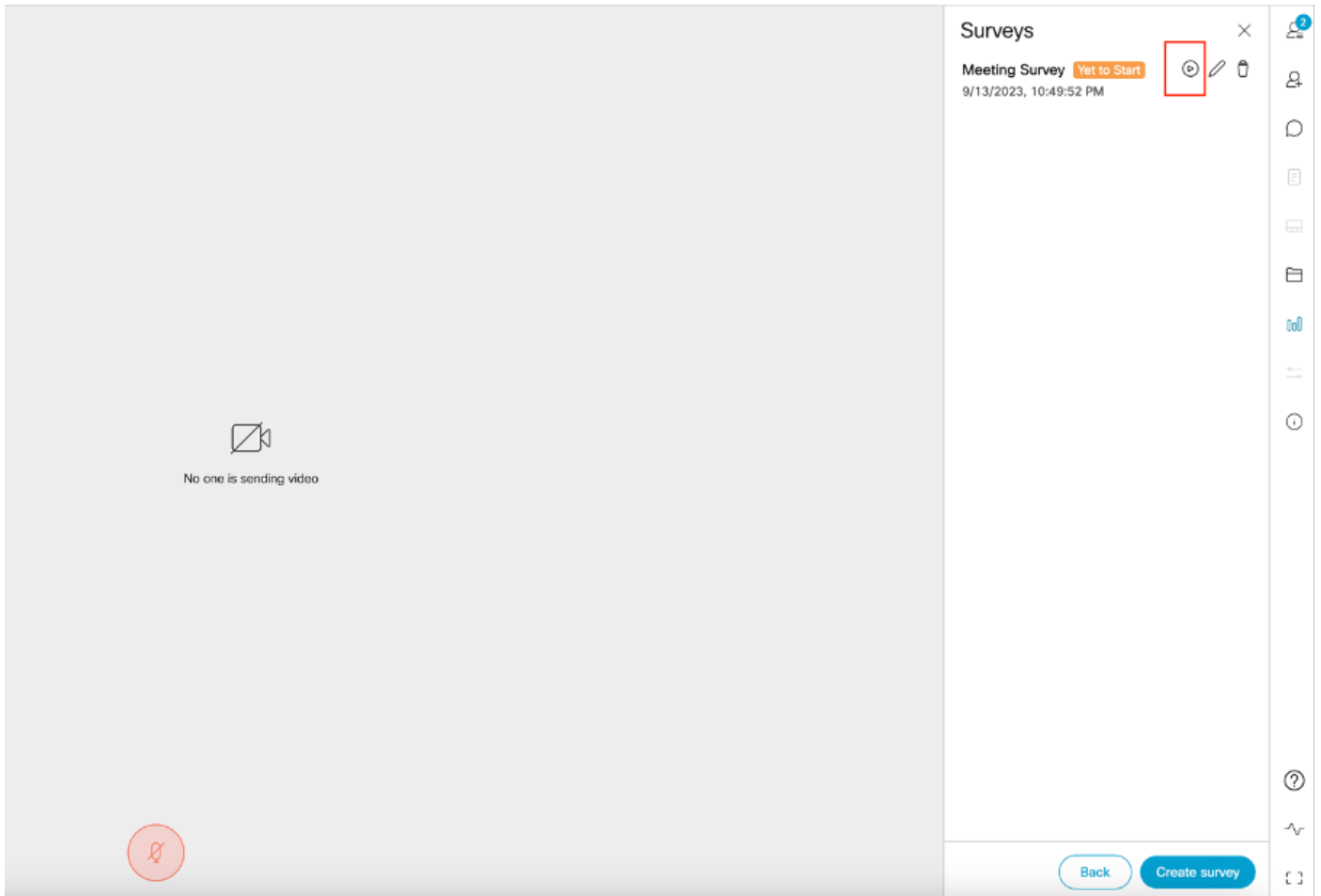
- Schedule a meeting using WebApp.
- Enable "**surveyAllowed**" as described in the configuration section.
- Enable "**surveyOpsAllowed**" as described in the configuration section for participants to **create/launch/delete/view** the survey.
- Once "**surveyOpsAllowed**" is activated for the user, the user can view "**Survey Dashboard**" once the user clicks on the Survey Icon



- Host can create a Survey by clicking “**Survey Dashboard**” followed by “**Create Survey**”:



- Once Survey questions are created host clicks on **“Save”** and after that Survey can be launched using the red highlighted icon in the screenshot

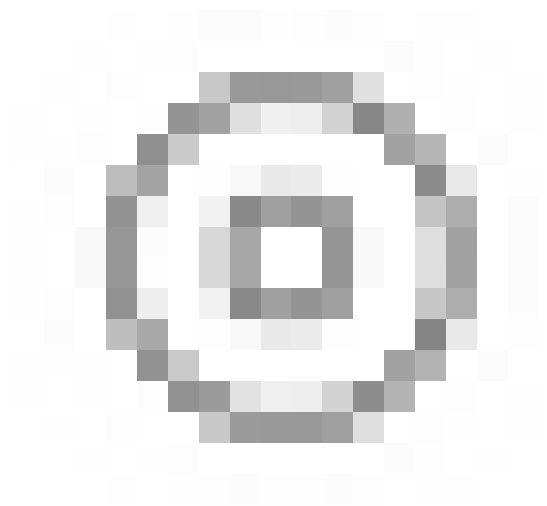


- Once the host launches the survey, other participants see the icon and once the participant clicks on this icon, they can take the survey and submit a response.

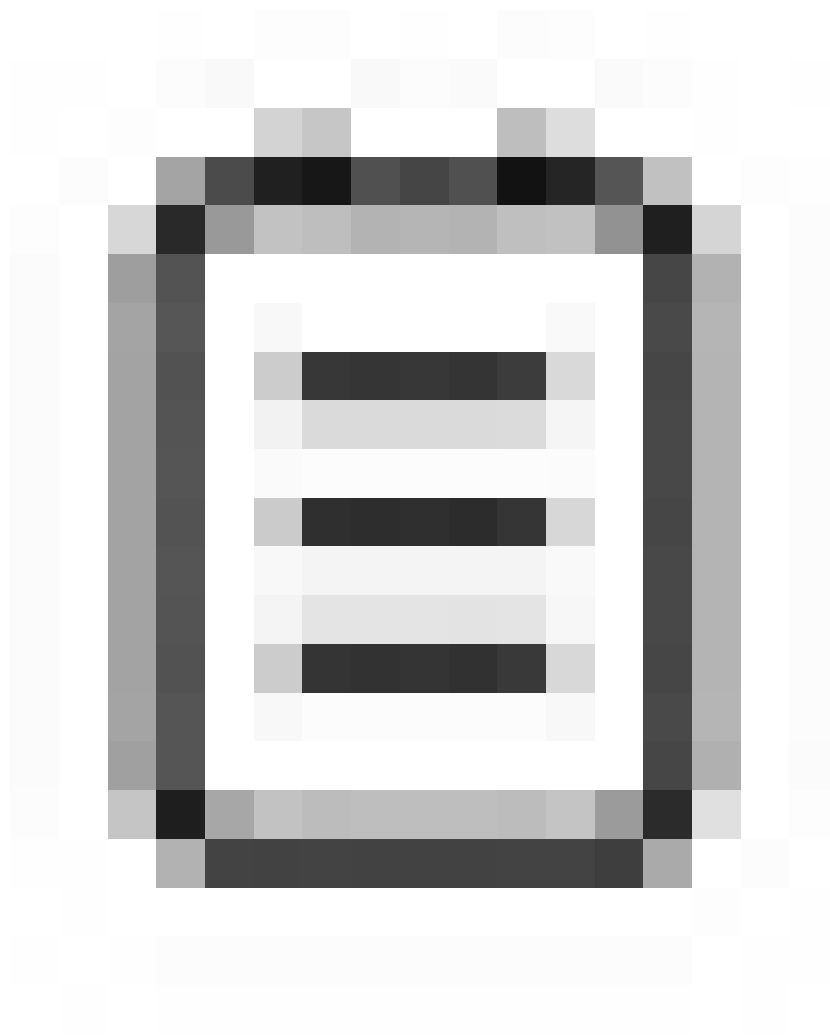
The image shows a meeting interface with a survey overlay. The main meeting area is a grey rectangle with a video camera icon and the text "No one is sending video". The survey overlay is titled "Surveys" and contains a "Meeting Survey". The survey questions are:

- How satisfied are you with your company as a place to work?
 - Good
 - Average
- At work, my opinions seem to count.
 - Yes
 - No

A "Submit your response" button is located at the bottom right of the survey overlay. The overlay also includes a close button (X) and a vertical toolbar with various icons on the right side.



- The survey organizer/Host can end the survey using the icon and view the survey results using



the icon and **“close”** the survey.

Surveys

Meeting Survey Live
9/13/2023, 10:49:52 PM

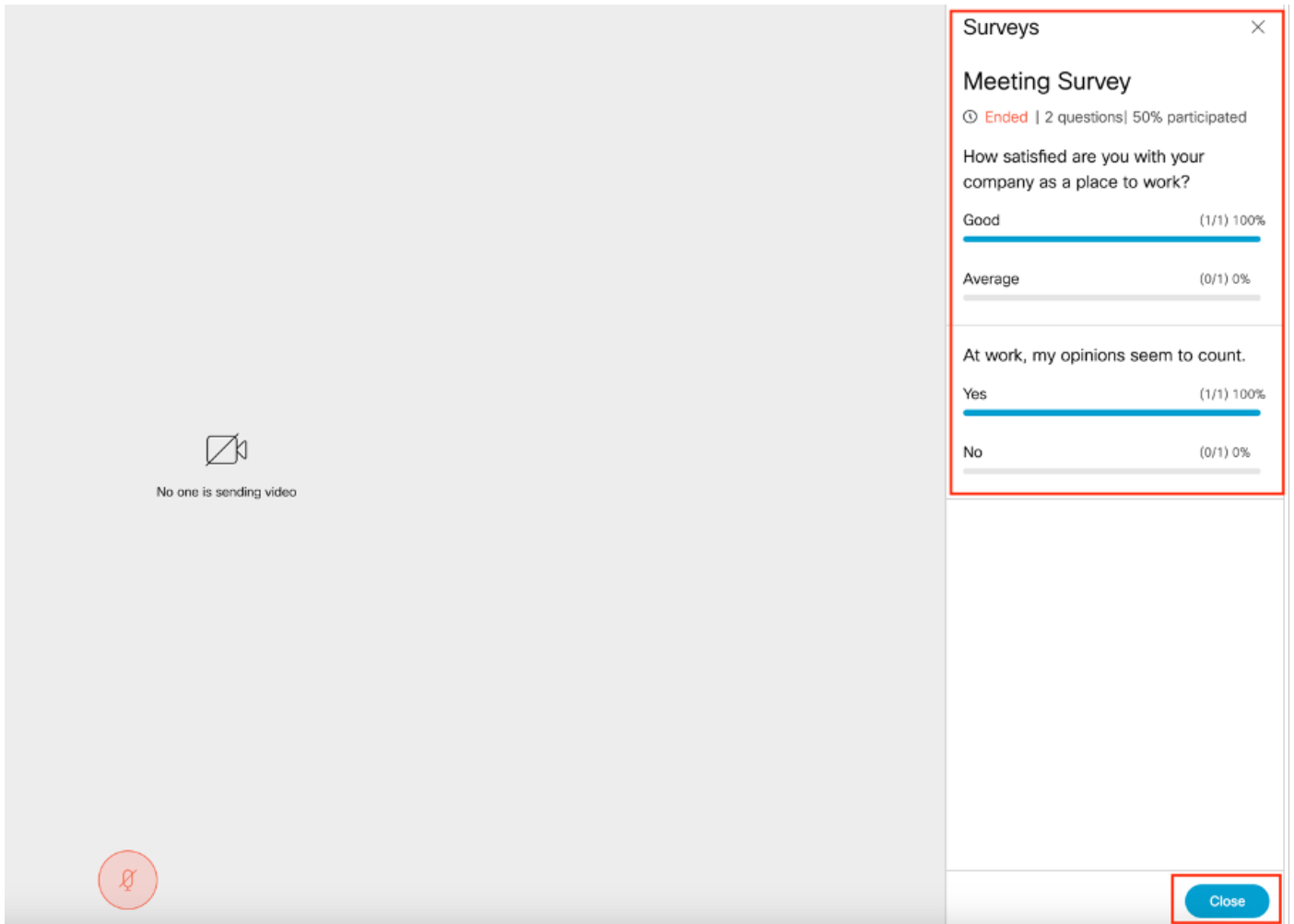


No one is sending video



Back

Create survey



Troubleshoot

- Make sure meetingapps are properly configured and we can check the connection using URL and get the ping result:

<https://<meetingapps FQDN/IP >:port/api/ping>.

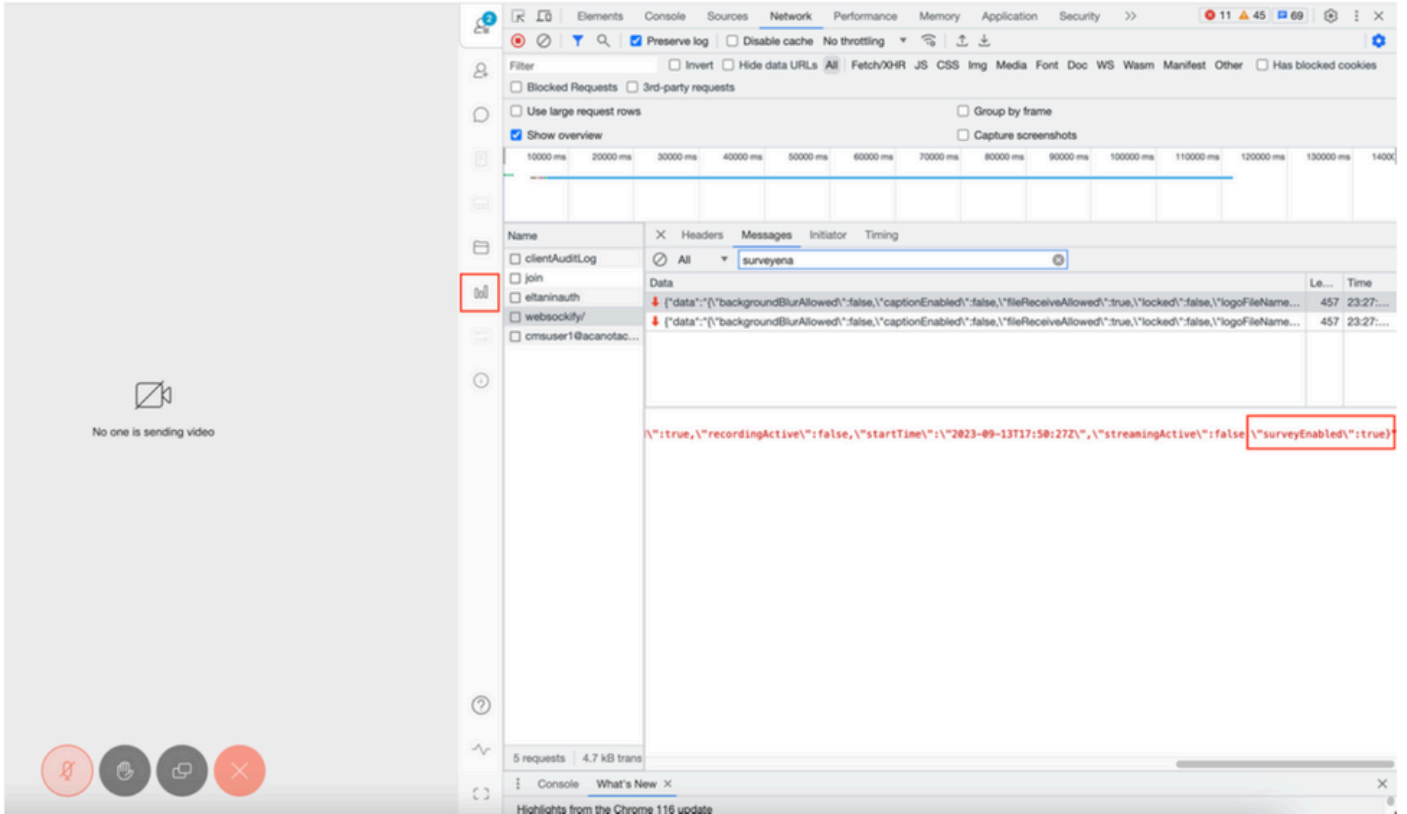
```
{ "ping" : "pong!" }
```

- CMS logs once survey is enabled:

```
2023-09-13 17:46:17.258 Info API trace 83: GET for "/api/v1/callProfiles/0cc3a91c-ddad-45e3-a1e0-  
2023-09-13 17:46:17.258 Info httpServerOperation_getContentInfo  
2023-09-13 17:46:17.259 Info API trace 83: sending 200 response, size 238  
2023-09-13 17:46:17.259 Info API trace 83: <callProfile id="0cc3a91c-ddad-45e3-a1e0-64f7dd34c8ab
```

2023-09-13 17:46:17.259 Info API trace 83: <name>Survey Profile</name>
 2023-09-13 17:46:17.259 Info API trace 83: <participantLimit>1000</participantLimit>
 2023-09-13 17:46:17.259 Info API trace 83: <fileReceiveAllowed>true</fileReceiveAllowed>
 2023-09-13 17:46:17.259 Info API trace 83: <surveyAllowed>true</surveyAllowed>

- Client Browser HAR File:



callLegProfileTrace :

</api/v1/callLegs/a66b7615-2848-44a4-bb69-e7be20877812/callLegProfileTrace>
 Related objects: </api/v1/callLegs>
</api/v1/callLegs/a66b7615-2848-44a4-bb69-e7be20877812>

Table view XML view

Object configuration		
profile scope: global	callLegProfile	participantLabels true sipMediaEncryption optional telepresenceCallsAllowed false sipPresentationChannelEnabled true bfcplMode serverAndClient qualityMain max1080p60 qualityPresentation max1080p30
profile scope: coSpaceUser	callLegProfile	name Survey Call Leg Profile participantLabels true presentationContributionAllowed true muteOthersAllowed true videoMuteOthersAllowed true disconnectOthersAllowed true callLockAllowed true surveyOpsAllowed true

If user see the error message which can be due to certificate issue or Service not reachable.



For File Share & Survey



An issue with connectivity might exist. Please click the [link](#) to accept the certificate, then retry. Please contact your administrator if there are any persistent problems.

Retry

Dismiss

If you get this message than click on the "**link**" and it pops up to accept the certificate , once certificate accepted it shows {"ping": "pong!"} if no issues with connectivity.

Related Information

[CMS 3.8 Release Notes](#)