Configure ThousandEyes on Room OS Device

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Introduction

This document describes how to set up the ThousandEyes on Room OS Device.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Knowledge and access to the ThousandEyes portal
- Knowledge and access to Room Operating System (OS) device
- Knowledge and access to Cisco Webex Control Hub
- Determination

Components Used

The information in this document is based on these software and hardware versions:

- ThousandEyes portal
- Room OS device
- Webex Control Hub

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

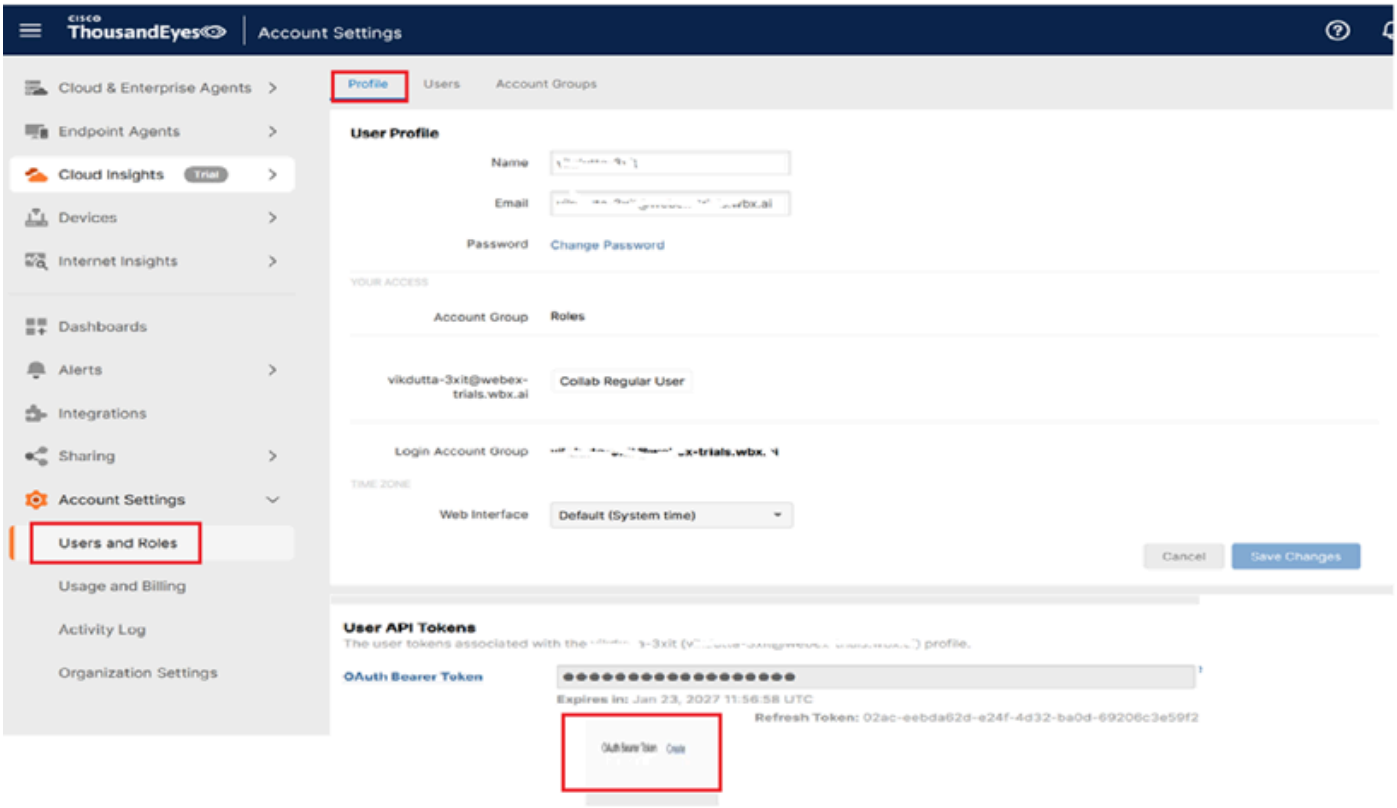
The RoomOS of Cisco enables your Cisco devices to deliver great hybrid work experiences – enhancing productivity and collaboration. The ThousandEyes Endpoint agents are natively incorporated into RoomOS devices and provide hop-by-hop network path visibility when these devices are part of the meetings. These agents can be activated explicitly using Control Hub, the same integration used for Windows and macOS clients. Therefore, network administrators will have familiar troubleshooting experience.

Configure

Step 1. Apply ThousandEyes Bearer Token in the Control Hub

Start accessing the ThousandEyes dashboard and create an OAuth bearer token.

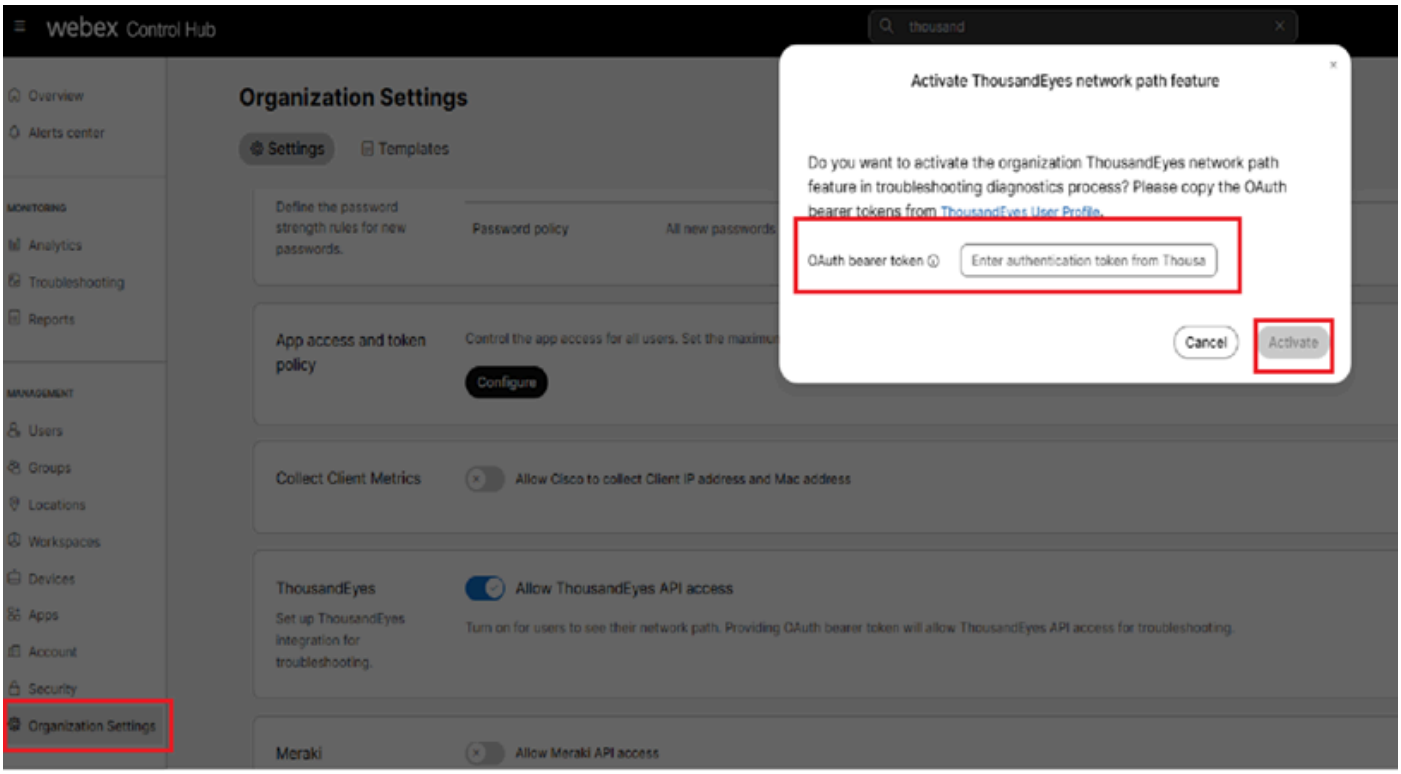
Enable the OAuth Bearer Token on the Traffic Engineering (TE) dashboard. Ensure that the token is saved safely for future use.



Navigate to the control hub. Click **Organization Settings** and then **Search ThousandEyes**.

Toggle the Allow ThousandEyes API access switch to on.

A pop-up window appears. Paste the OAuth bearer token that you have copied from the ThousandEyes User API Tokens section and activate the service.

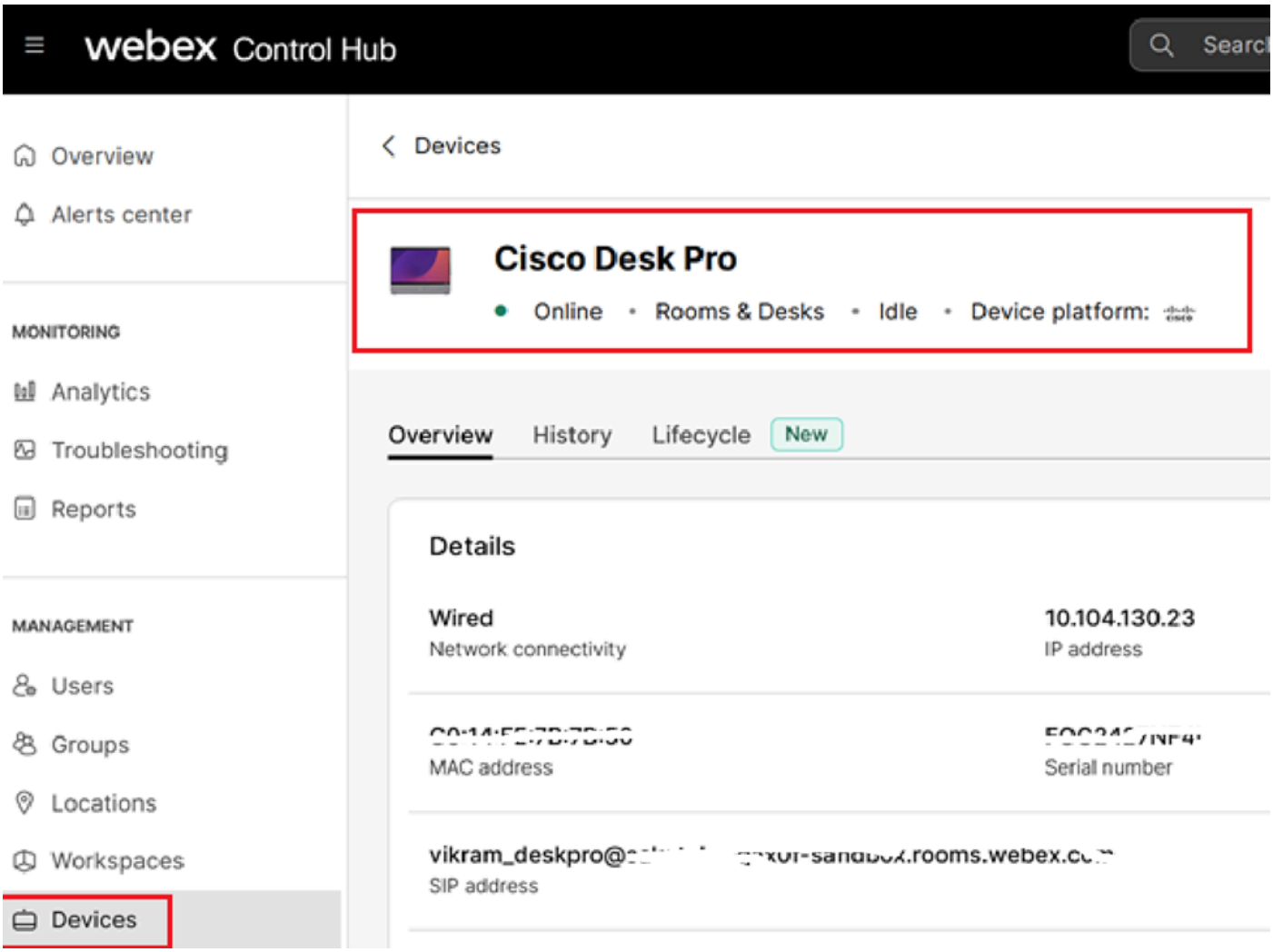


The trusted site looks like this:



Step 2. Add Room OS Device to Control Hub

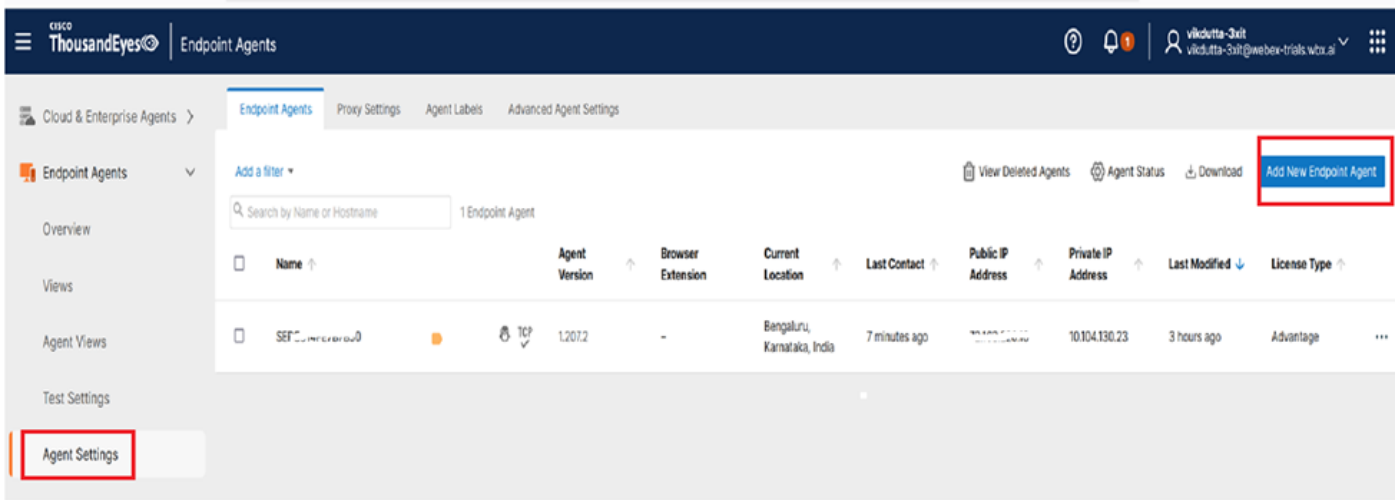
Add your device to the Control hub using a 16-digit code.



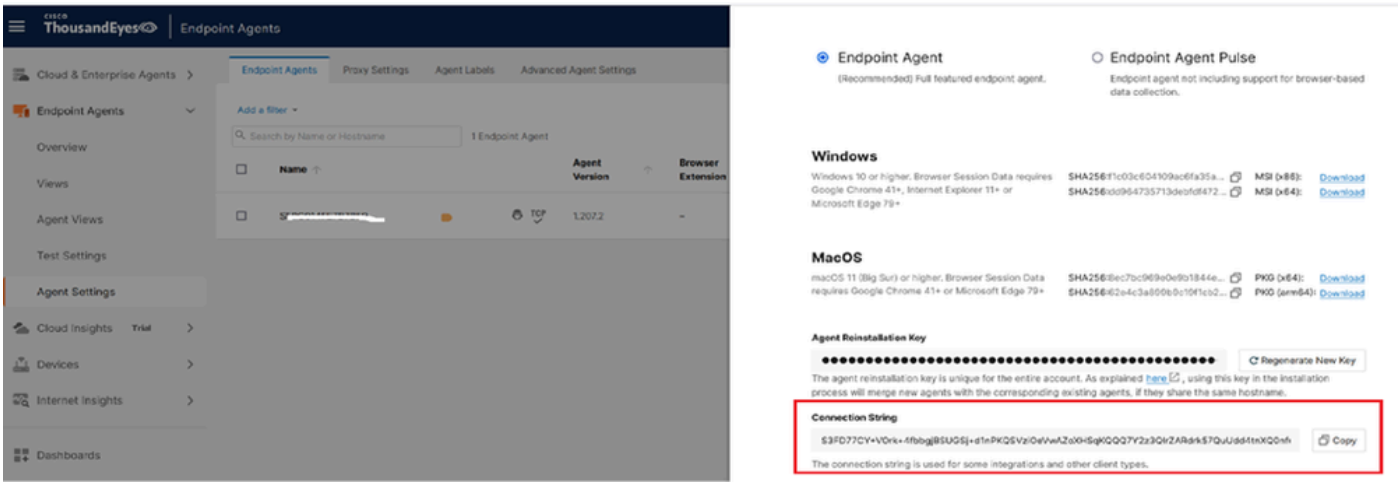
Step 3. Enable ThousandEyes On Room OS Device

Now make the Cloud-registered device aware of ThousandEyes.

On the ThousandEyes dashboard, navigate to **Endpoint Agents > Agent Settings > Add New Endpoint Agent**.

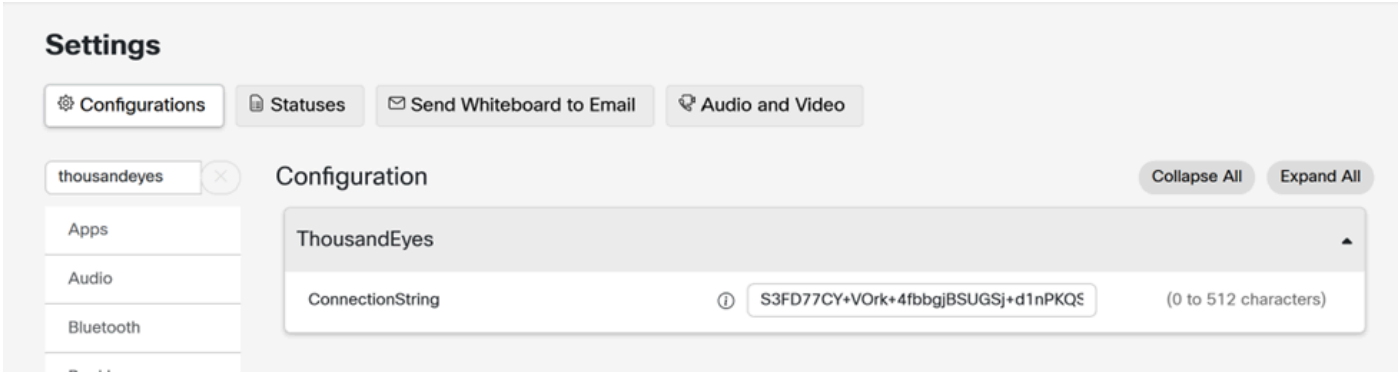


Click **Add New Endpoint Agent** and copy the new connection string.



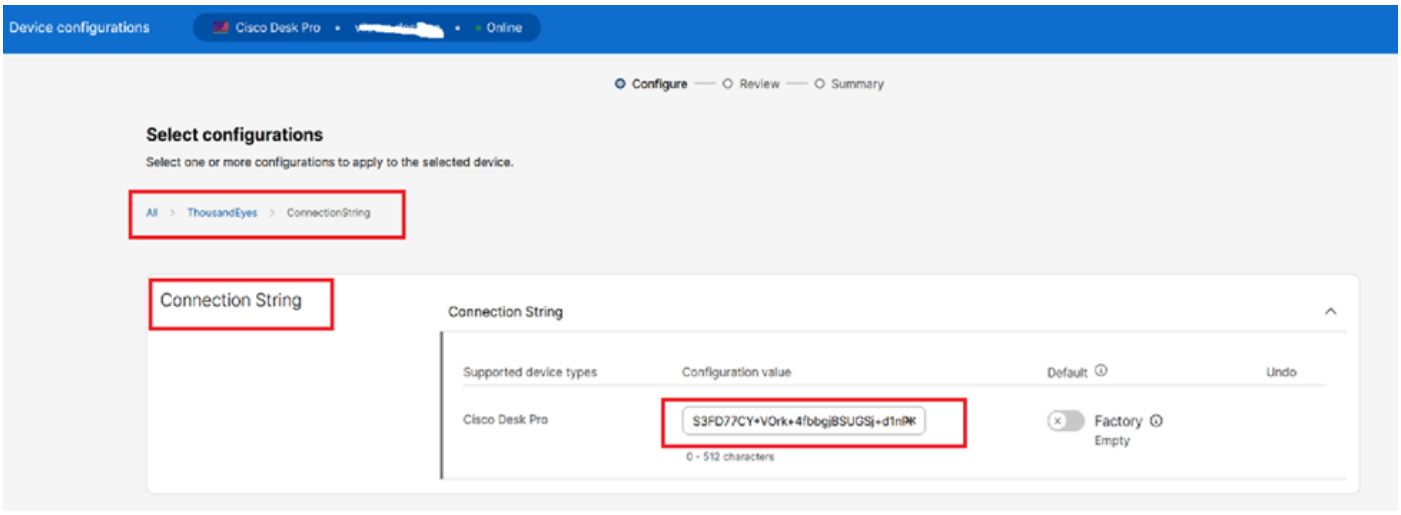
Add connection string on Room OS Device.

Note: This connection string is added at the device level. Only this device will be able to send stats to TE.

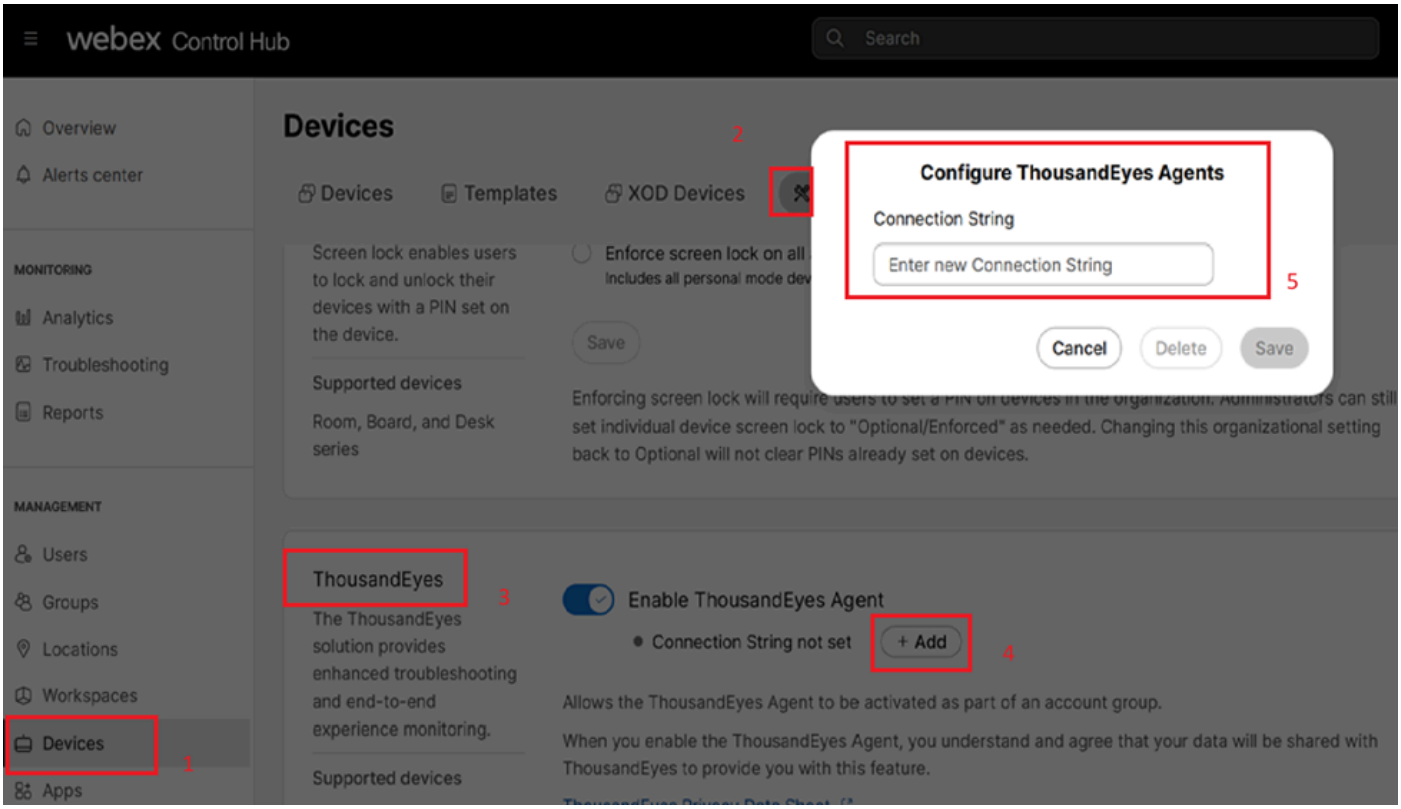


Or

Navigate to **Control Hub > Devices > Device > All Configuration** and search for **ThousandEyes > Add Connection String**.

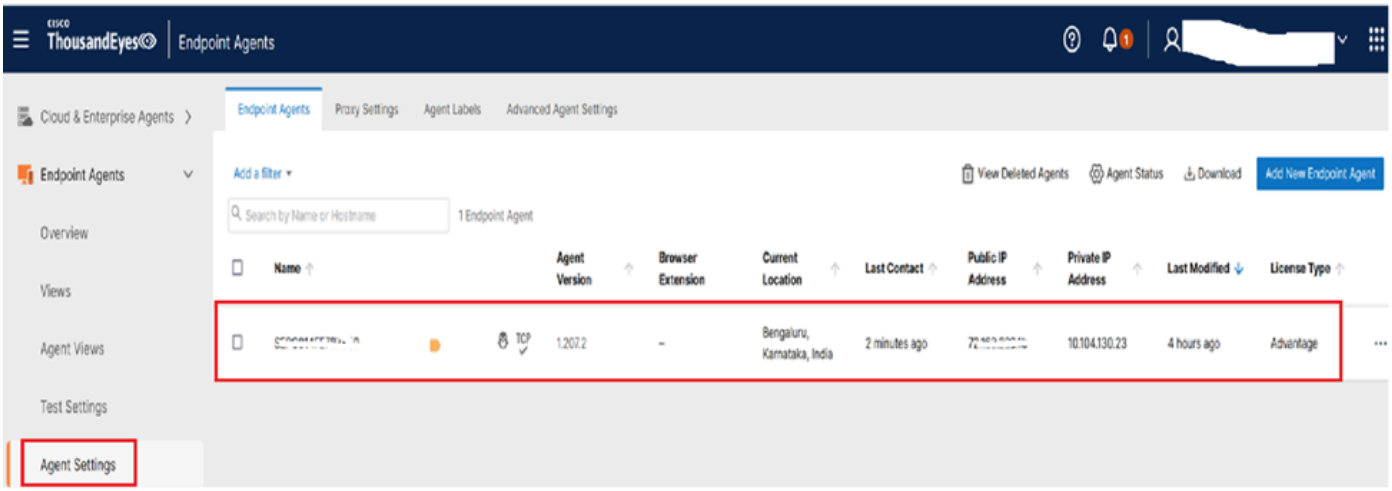


For Global Level integration, which will take effect on all added devices in the control hub, navigate to **Devices > Settings > ThousandEyes** and click **Add to insert the connection string**.



After adding the string, navigate to the **ThousandEyes Dashboard** and check if you see the device added.

Under **Agent Settings**, you must be able to see a new device added.



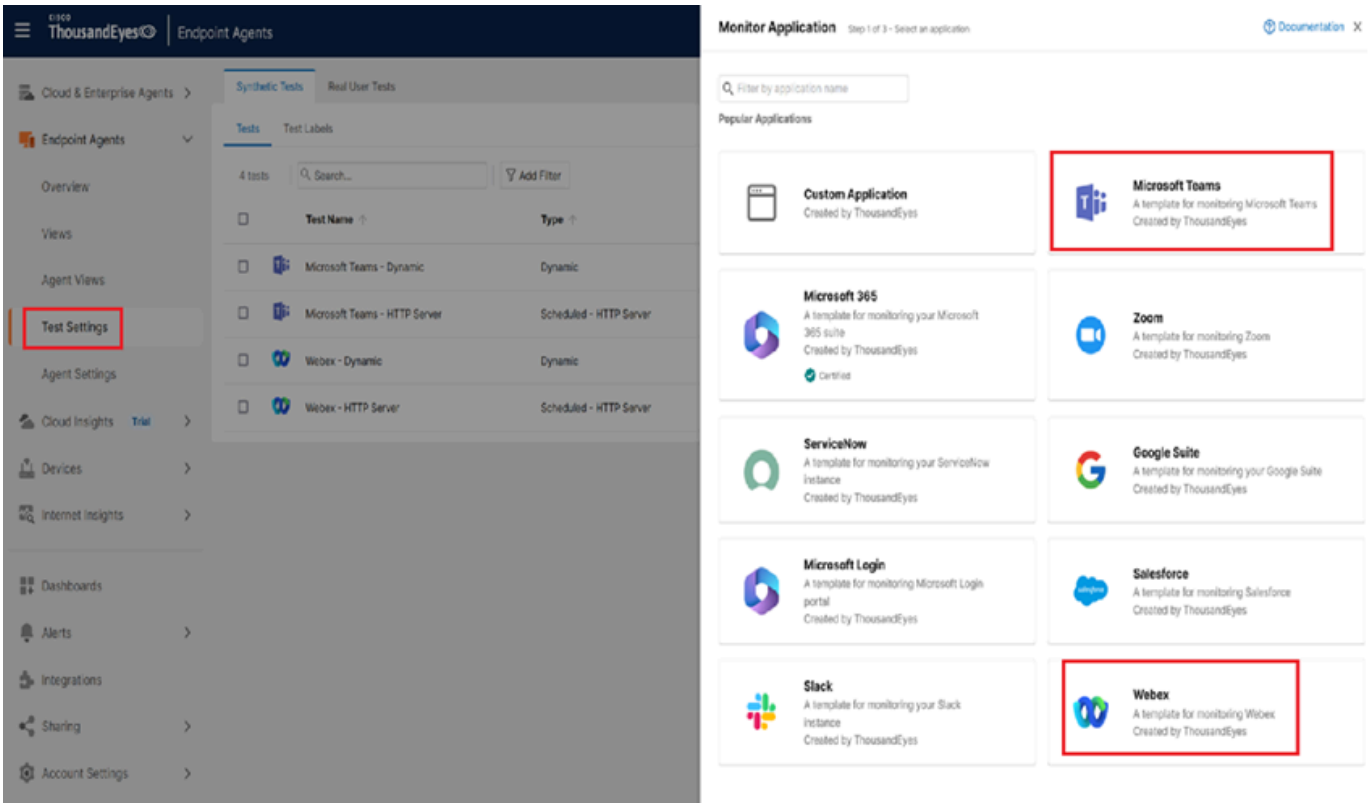
Step 4. Create Agent Test

Now on the ThousandEyes dashboard, you must create an Agent test.

The agent test offers device platform-specific templates, which can be further used to fetch statistics from the device when they are in a meeting. For instance, the Webex platform .

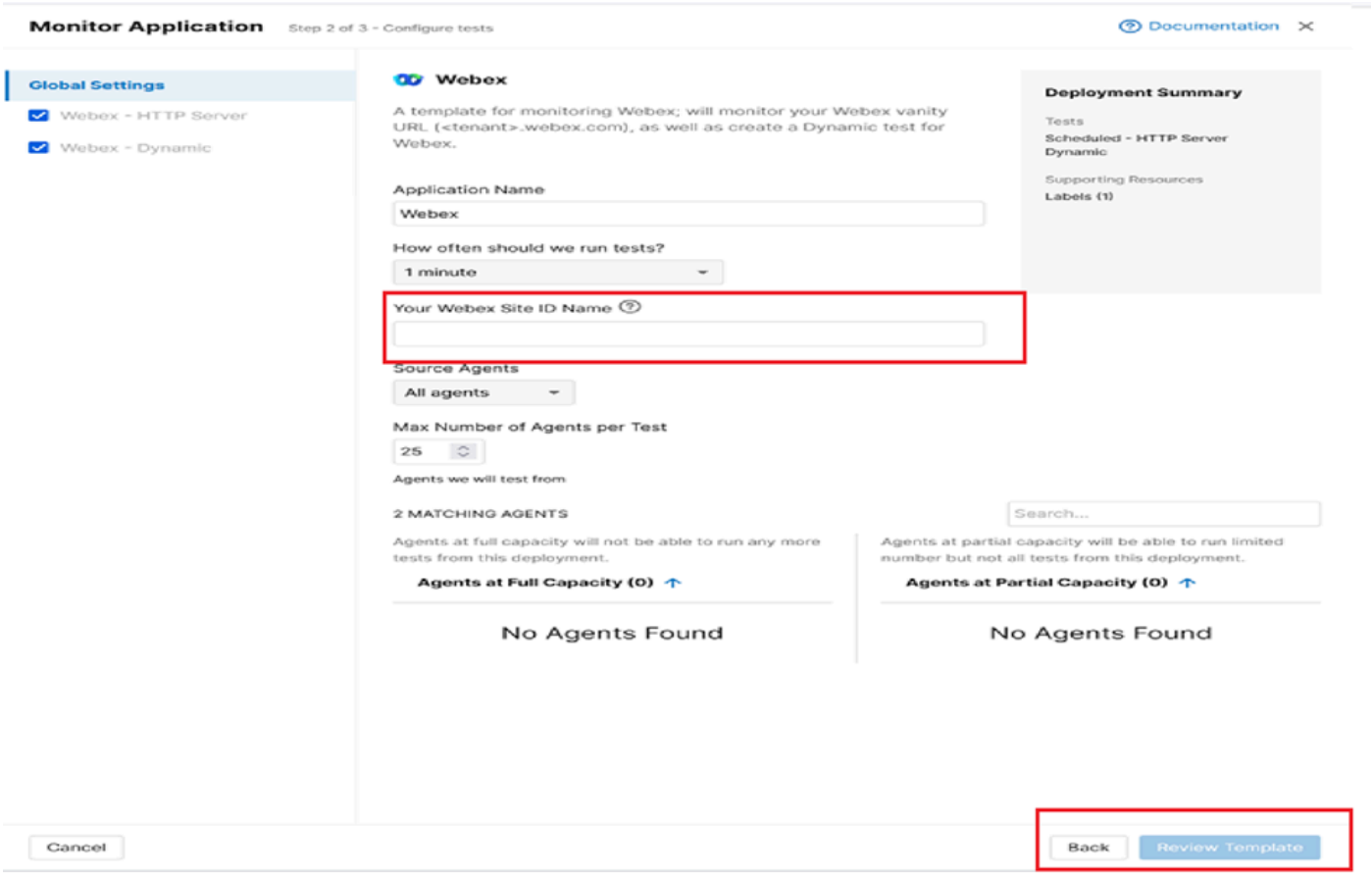
On the ThousandEyes Platform, navigate to **Endpoint Agents > Test Settings > Monitor Application**.

Choose Webex if you intend to monitor RoomOS device Webex calls.

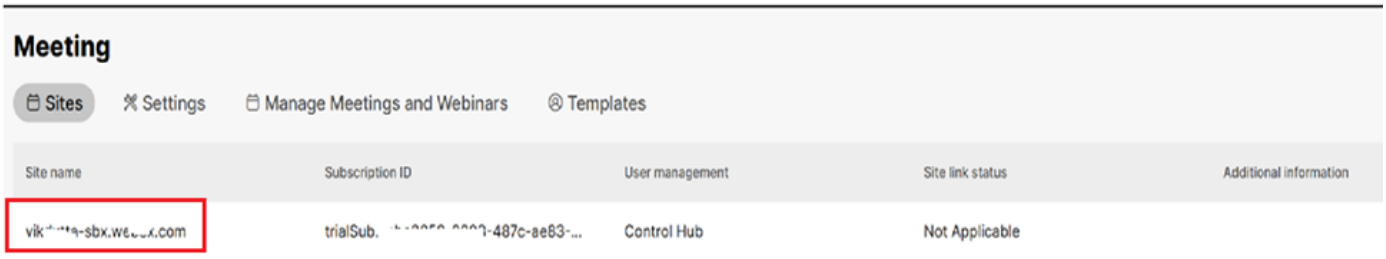


Click the Webex card in order to add a Webex Test Agent.

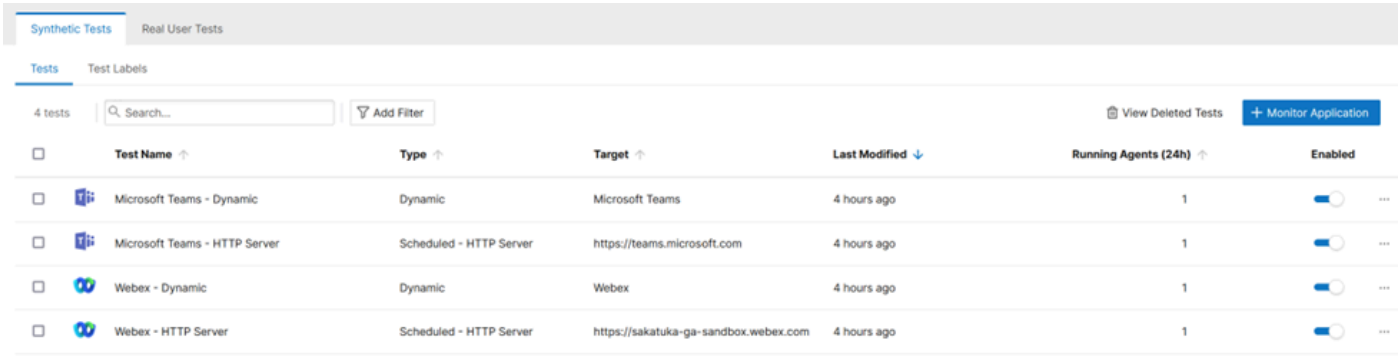
Find your Webex site ID name from Control Hub and add it here.

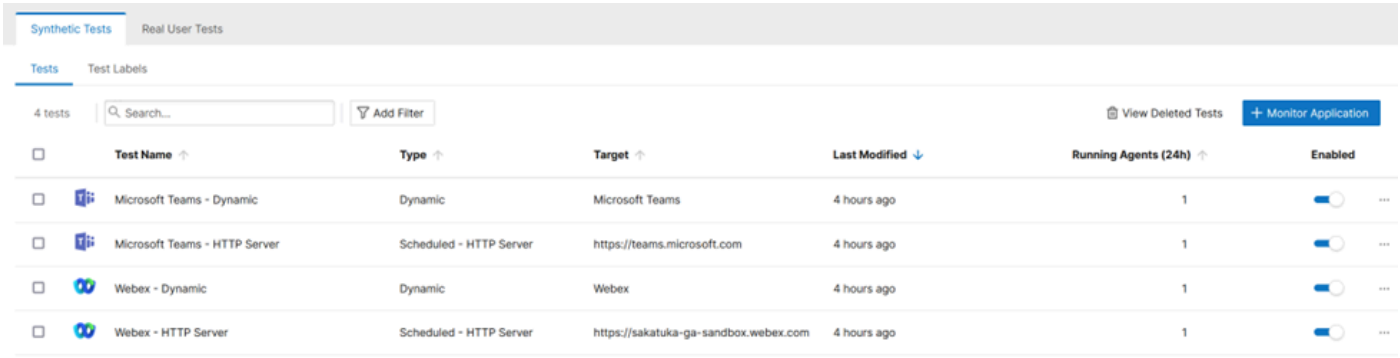


Site ID can be found at **Control Hub > (Left Side Menu) Services > Meetings**.



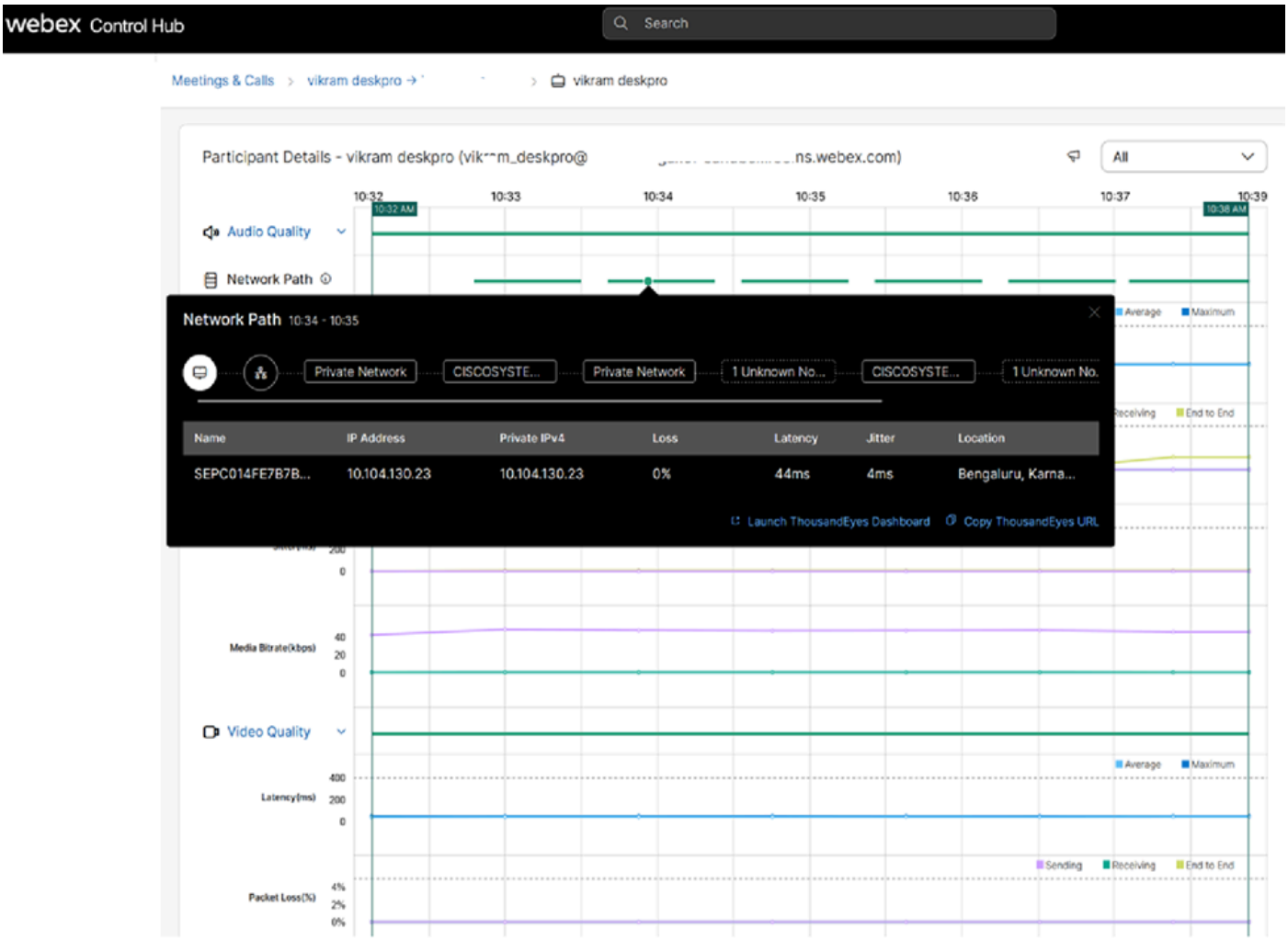
Now you have Webex Agents deployed to review statistics on the ThousandEyes dashboard.





Now, since you have the agents listed, it is ready to listen for stats from the Room OS device connected to the Webex media node. Webex site is a trusted application agent on ThousandEyes.

Webex media node will now relay traffic to the ThousandEyes application, and you will be able to see Jitter, loss, and network path for Room OS.



Additional Information:
It has been came to notice that on RoomOS v26 , "*xConfiguration ThousandEyes Enabled*" has been set to False instead of True , due to which the device is not configuring with ThousandEyes even after putting the ConnectionString and status is showing "Timeout"
So, to set xConfiguration ThousandEyes Enabled: True you need to have remotesupport. It cannot be set from Local Device Controls as its an admin command.
Follow this steps to get the remotesupport:

- Generate a Remote Access Key from Control Hub and share it with us.
- Cisco will generate a remote access password by decrypting the Remote Access Key.
- We need to SSH your device and log in as remotesupport using the remote access password
- Once there, type tsh

xconfiguration ThousandEyes Enabled: True