Monitoring Sessions

Cisco Prime Collaboration tracks the lifecycle of video collaboration sessions in your network. It correlates session data received from various sources and provides end-to-end details on the session.

Prime Collaboration receives session events from call and session control components, such as Cisco Unified CM and Cisco TelePresence Video Communication Server (VCS). It also retrieves session details from applications, such as management applications, call and session control components, conferencing components, and endpoints.

The session data retrieved from the video collaboration applications includes both scheduled and unscheduled sessions. Prime Collaboration differentiates sessions in the following ways:

- **Ad hoc**—An end-user dials the extension of the TelePresence system at the other end. There is no scheduling involved.
- **Scheduled**—Scheduled in advance of the session through the company's groupware application, such as Microsoft Exchange, Outlook, and so on. You could have scheduled the session directly, using Cisco TelePresence Management Suite (TMS) too.
- **Static**—Pre-configured TelePresence session available all the time. Each static meeting has its own associated meeting number. On some applications, such as Cisco TelePresence MSE, Multipoint Control Unit (MCU), Cisco TelePresence Server (TS), these meetings are called permanent meetings.

Prime Collaboration classifies the sessions structure as follows:

- **Point-to-point**—Session between two endpoints.
- **Multipoint**—Session with more than two endpoints. Between endpoints, you may have either Cisco TelePresence Multipoint Switch or MCU.
- **Multisite**—Session with more than two endpoints, without MCU. The endpoints are connected directly. Any endpoint can participate in a multisite call with the center endpoint being multisite capable. The center endpoint acts as a conferencing device (like MCU). This type of session structure is supported for multisite capable endpoints such as Cisco Codec C and EX series TelePresence Systems, Cisco TelePresence MX series, and Cisco Profile series with a multisite license.

The sessions status can be:

- In-progress
- Scheduled
Chapter 6      Monitoring Sessions

- Completed
- No Show, a scheduled session without any participants joining the session until the end time. The scheduled sessions are moved to No show only after the scheduled end time and after Prime Collaboration is synchronized with either Cisco TelePresence Manager (CTS-Manager) or Cisco TMS, after the scheduled end time.

If an endpoint did not join an In-Progress session, a no-show icon is displayed on the endpoint. This status is shown even after the session moves to completed state.

If an endpoint joins a session, but later disconnects from the call before the session is over, a disconnect icon is visible on this endpoint in the session topology. Disconnected could mean that there was a problem, or the caller had to leave the session early.

Prime Collaboration periodically polls the following video service infrastructure devices to get information on the sessions:

- Management devices (CTS-Manager and Cisco TMS)—Prime Collaboration gets information on the scheduled point-to-point and multipoint sessions. For Cisco TMS, if an unscheduled endpoint is added when the session is in progress, Prime Collaboration shows the session details for the newly added endpoint.
  
  Prime Collaboration collects scheduled sessions data for five days (for the past one day, the current day, and for three days ahead).

| Note | If you are using Cisco TMS 13.0 or 13.1 you must configure the Booking API feature. For Cisco TMS 13.2 and above, you need not configure the Booking API feature. |

- Multipoint Switches—Prime Collaboration gets information on the multipoint sessions. It also identifies and supports cascading of multipoint sessions.
- Multipoint Control Units (MCU and Cisco TS)—Sessions that are scheduled using these systems are always listed as ad hoc sessions in Prime Collaboration. These types of sessions are listed in the Session Monitoring page only after the session is started. Prime Collaboration polls these systems after receiving an event from the endpoints.
  
  Prime Collaboration polls MCU and Cisco TS whenever these systems receive a call.
  Prime Collaboration polls MCUs that are not managed by Cisco TelePresence Conductor directly.
  For sessions that are hosted by MCUs controlled by Cisco TelePresence Conductor, Prime Collaboration polls only the Cisco TelePresence Conductor.
  Prime Collaboration does not support cascading of MCU sessions. Only Cisco TelePresence Conductor controlled MCU cascading is supported.

- Call and Session Controls (Cisco Unified CM and Cisco VCS)—Prime Collaboration gets information on the participants using call processors. It collects details, such as when a user joins the session or disconnects from it. Prime Collaboration polls call and session controllers periodically.
  
  Prime Collaboration receives Connect/Disconnect events in realtime from Cisco Unified CM and Cisco VCS. Whenever Connect/Disconnect events are missed, as a backup mechanism, Prime Collaboration polls Cisco Unified CM and Cisco VCS periodically for all In Progress calls. Hence, they are synchronized.
Cisco Unified CM

All endpoints need to be added as JTAPI controlled devices in Cisco Unified CM. Otherwise, call detection for the endpoints does not happen in Prime Collaboration. The configured JTAPI user must have permission to access all endpoints that are managed in Prime Collaboration.

Prime Collaboration listens to the JTAPI events from the Cisco Unified CM. The endpoints are polled once the call is In Progress. Prime Collaboration depends on the JTAPI event to move the session to the completed status.

Prime Collaboration manages multiple Cisco Unified CM clusters. It monitors sessions within a cluster and among clusters (intracluster and intercluster sessions). You must configure unique cluster IDs.

Prime Collaboration must manage the cluster publisher to monitor a cluster. The JTAPI must be configured on the cluster publisher and the computer telephony integration (CTI) service must be running on all subscribers.

Cisco VCS

Prime Collaboration listens to HTTP feedback events from the Cisco VCS. The endpoints are polled once the call is In Progress. Prime Collaboration depends on the HTTP feedback event to move the session to the completed status.

Prime Collaboration manages multiple Cisco VCS clusters. It monitors sessions within a cluster and among clusters (intracluster and intercluster sessions). You must configure unique cluster names.

Prime Collaboration identifies and supports Cisco VCS Expressway traversal calls. For these calls, the media signal flows through Cisco VCS Control and Cisco VCS Expressway and the call details are displayed in the session topology.

See the Cisco TelePresence Video Communication Server Control online help for details on traversal calls.

If there is a call outside the enterprise firewall, Cisco VCS Expressway is used. This device is configured to the Cisco VCS Control device. The Cisco VCS Control and Cisco VCS Expressway are displayed in the session topology. However, the endpoints that are registered to the Cisco VCS Expressway are displayed as Unknown endpoints.

Note
Prime Collaboration ignores Cisco VCS Expressway Connect/Disconnect events.
Figure 6-1 shows the end-to-end scheduled session workflow.

**Figure 6-1  Scheduled Session Workflow**

The following are a few scenarios where Prime Collaboration might not contain up-to-date details on sessions or might display different session structure data:

- Prime Collaboration might show a scheduled session (point-to-point, multipoint, or multisite) as an ad hoc session if the session gets scheduled and was In Progress after the last CTS-Manager or Cisco TMS poll and before the next scheduled/on demand polling of the CTS-Manager or Cisco TMS takes place.

- For scheduled multipoint sessions, if Prime Collaboration is not synchronized with the management applications, the session is shown as an ad hoc session and it collects information from the participating Cisco TelePresence Multipoint Switch or Cisco MCU after Prime Collaboration receives a Connect event.

- If a conferencing system has moved either to the Unmanaged or Unknown state from the Managed state, then the multipoint sessions are displayed as multiple point-to-point sessions.

- Cisco TMS and Cisco MCU displays the session status as Active immediately after the scheduled time is passed. However, Prime Collaboration does not change the session status to In Progress until an endpoint joins the session.

- Prime Collaboration displays sessions that include unmanaged endpoints. However:
  - For point-to-point sessions, one of the endpoints must be managed in Prime Collaboration.
  - For multisite sessions, the endpoints that conference the other endpoints must be managed in Prime Collaboration.
  - For multipoint sessions, the conferencing devices must be managed in Prime Collaboration.

- If you have used Cisco TMS to reserve only TelePresence rooms, then Prime Collaboration does not display these sessions. (In Cisco TMS, this conference call type is identified as *Reservation Only.*)

- If Cisco VCS expressway is in the Inaccessible state, Prime Collaboration can still monitor the sessions. However, the endpoints will be displayed as Unknown endpoints.
• The session monitoring feature does not support endpoints, which are configured with multiple lines in Cisco Unified CM. However, you can manage these endpoints in the Prime Collaboration inventory database.

  \[\text{Note}\] The session monitoring feature is supported only on Cisco Unified CM 8.5, 8.6, and 9.0.

• Only the Peripherals and Session details are displayed on the Session Monitoring page, if there is a session between a TelePresence and an audio endpoint (such as a WebEx call). This session is identified as an Inlocalconference session.

**Table 6-1** describes the various session scenarios that are monitored in Prime Collaboration:

<table>
<thead>
<tr>
<th>Session Classification</th>
<th>Session Type</th>
<th>Session Structure</th>
<th>Session Topology Elements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Unified CM intracluster and intercluster sessions</td>
<td>Ad hoc Scheduled</td>
<td>Point-to-point</td>
<td>Cisco TelePresence System 500, 1000, 3000, TX9000 series</td>
</tr>
<tr>
<td>Cisco Unified CM intracluster and intercluster sessions</td>
<td>Ad hoc Scheduled Static</td>
<td>Multipoint</td>
<td>Cisco TelePresence System 500, 1000, 3000, TX9000 series, and CTMS</td>
</tr>
<tr>
<td>Cisco VCS intracluster and intercluster sessions</td>
<td>Ad hoc Scheduled</td>
<td>Point-to-point</td>
<td>Cisco C series, Ex series, Cisco MX series, Cisco MXP series, Cisco IP Video Phone E20, Cisco Cius, and Cisco Jabber. If a call is identified as a traversal call, Cisco VCS Control or Cisco VCS Expressway is displayed in the session topology.</td>
</tr>
<tr>
<td>Cisco VCS intracluster and intercluster sessions (with MCU)</td>
<td>Ad hoc Scheduled Permanent (displayed as static)</td>
<td>Multipoint</td>
<td>Cisco C series, Ex series, Cisco MCU, Cisco MSE¹, or Cisco TelePresence Server. If a call is identified as a traversal call, Cisco VCS Control or Cisco VCS Expressway is displayed in the session topology.</td>
</tr>
<tr>
<td>Cisco VCS intracluster and intercluster sessions (without MCU)</td>
<td>Ad hoc Scheduled</td>
<td>Multisite</td>
<td>Cisco C series, Ex series, Cisco MX, Cisco MXP series, Cisco IP Video Phone E20. If a call is identified as a traversal call, Cisco VCS Control or Cisco VCS Expressway is displayed in the session topology.</td>
</tr>
</tbody>
</table>
| Sessions between Cisco Unified CM and Cisco VCS clusters² | Ad hoc | Point-to-point Multipoint | • Cisco C series, Ex series, Cisco MX series, Cisco MXP series, Cisco IP Video Phone E20  
• Cisco TelePresence System 500, 1000, 3000, and TX9000 series  
• Cisco TelePresence Server |
| Cisco Unified CM (8.6(1), 8.6(2), and 9.0) intracluster sessions³ | Ad hoc | Point-to-point | • Cisco C series, Ex series, Cisco MX series  
• Cisco TelePresence System 500, 1000, 3000, and TX9000 series |
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To access the session monitoring dashboard, choose Operate > Diagnose > Session Diagnostics.

The Session Monitoring dashboard provides details on a session and the endpoints that are involved in
that session. In addition to monitoring the session, you can troubleshoot and identify faults in the
network segment.

You can monitor sessions based on device type, by selecting the desired group from the Group
drop-down filter. You can further filter based on the session type using the Show filter on the Video
Collaboration Sessions pane.

### Table 6-1  Session Scenarios (continued)

<table>
<thead>
<tr>
<th>Session Classification</th>
<th>Session Type</th>
<th>Session Structure</th>
<th>Session Topology Elements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco Unified CM (8.6(1), 8.6(2), and 9.0) <em>intracluster</em> sessions</td>
<td>Ad hoc</td>
<td>Multipoint</td>
<td>• Cisco C series, Ex series, Cisco MX series, Cisco IP Video Phone E20</td>
</tr>
<tr>
<td></td>
<td>Scheduled</td>
<td></td>
<td>• Cisco TelePresence System 500, 1000, 3000, and TX9000 series</td>
</tr>
<tr>
<td></td>
<td>Note: Scheduler must be CTS-Manager 1.7, 1.8, or 1.9.</td>
<td></td>
<td>• CTMS 1.8 or Cisco TelePresence Server</td>
</tr>
<tr>
<td>Sessions outside the enterprise firewall - Cisco VCS Expressway</td>
<td>Ad hoc</td>
<td>Point-to-point Multipoint Multisite</td>
<td>• Cisco C series, Ex series, Cisco MX series, Cisco MXP series, Cisco IP Video Phone E20</td>
</tr>
<tr>
<td></td>
<td>Permanent (displayed as static)</td>
<td></td>
<td>• Cisco MCU or Cisco TelePresence Server</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Cisco VCS Control and Cisco VCS Expressway</td>
</tr>
</tbody>
</table>

1. The codian software must be running on Cisco MSE.
2. This scenario is supported on CTS 1.7.4, and TC 4.1, 4.2, and 5.0. The troubleshooting workflow is supported on TC 4.2, 5.0, and above.
3. This scenario is supported on CTS 1.7.4 and TC 5.0 and above.

Note: Cisco Cius and Cisco Jabber devices support only ad hoc sessions.

### Working with the Session Monitoring Dashboard

To access the session monitoring dashboard, choose Operate > Diagnose > Session Diagnostics.

The Session Monitoring dashboard provides details on a session and the endpoints that are involved in
that session. In addition to monitoring the session, you can troubleshoot and identify faults in the
network segment.

You can monitor sessions based on device type, by selecting the desired group from the Group
drop-down filter. You can further filter based on the session type using the Show filter on the Video
Collaboration Sessions pane.
Figure 6-2 shows the Session Monitoring Dashboard.

**Figure 6-2  Session Monitoring Dashboard**

1. Predefined Group filter drop-down list. Also includes a launch point for a calendar. By default, the All Video Collaboration Sessions table contains information for the current date (24 hours).
   You can view sessions for the past 30 days and the next 3 days.

2. Quick summary pane for alarms and sessions.

3. Predefined filters drop-down list. Also, includes Refresh icon and Table setting icon. Using the Table setting icon, you can customize the table column and fix any row to either the top or bottom.

4. Video Collaboration Sessions

5. Count for total number of in-progress sessions (normal and alarmed) and in-progress alarmed sessions for the specified date.

6. Session topology pane.

7. Session statistics pane.

8. Endpoint statistics pane. This pane contains details on peripherals, system, and sessions.

9. Launch point for the import session task. Rest your mouse pointer over the Import Sessions button to see details on when the data was last imported into the Prime Collaboration database.

The summary pane displays the session details for the current day (00:00:00 hours to 23:59:00 hours). You can view the icon-based summary of the data available in the Video Collaboration Sessions table.
The Video Collaboration Sessions table displays the details of in-progress sessions for the current date (00:00:00 hours to 23:59:59 hours). The latest session detail is listed at top of the table.

If you want to view details for the previous or the next day, you can choose the date, using the calendar. You can choose any of the filters from the Show drop-down list to view other session details.

Prime Collaboration persists session details for the last 30 days and the next 3 days from the current date.

**Realtime Visibility of an Endpoint**

The visibility feature for a managed endpoint determines to what level Prime Collaboration monitors the operations of the endpoint. Only endpoints in the Managed state can be edited for visibility. If you edit the visibility settings for endpoints whose visibility level exceeds the maximum visibility, the changes will not be updated.

Prime Collaboration supports the following types of visibility:

- **Full Visibility**—Call detection using JTAPI/HTTP feedback and realtime monitoring information such as session statistics, session information, and troubleshooting is supported.
- **Limited Visibility**—Automatic call detection using JTAPI/HTTP feedback takes place, but realtime monitoring information such as session statistics, session information, and troubleshooting is not supported. Endpoints with limited visibility are indicated with a half-dimmed icon in the Session Topology.
- **Off**—Neither call detection using JTAPI/HTTP feedback nor realtime monitoring information are supported. These endpoints are displayed in the Session Monitoring page with a fully dimmed icon.

The following table lists the default and maximum visibility details for the endpoints:

<table>
<thead>
<tr>
<th>Endpoint Type</th>
<th>Default Visibility</th>
<th>Maximum Visibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>• CTS 500, 1000, and 3000 series</td>
<td>Full</td>
<td>Full</td>
</tr>
<tr>
<td>• Cisco Codec</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Cisco TelePresence SX20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Cisco TelePresence MXP series</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Cisco IP Video Phone E20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Cisco Jabber</td>
<td>Limited</td>
<td>Limited</td>
</tr>
<tr>
<td>• Polycom</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cisco Cius</td>
<td>Off</td>
<td>Full</td>
</tr>
<tr>
<td>Cisco IP Phones (89xx, 99xx)</td>
<td>Off</td>
<td>Limited</td>
</tr>
</tbody>
</table>

For a point-to-point ad hoc session, if visibility is Off for one endpoint and Limited or Full for the other, the endpoint with Off visibility is shown with a fully dimmed icon in the session topology.

For a Multipoint session, an endpoint with Off visibility is not displayed in the session topology.

For scheduled point-to-point or multipoint sessions, endpoints with Off visibility are shown with a fully dimmed icon in the session topology.
To change the visibility of an endpoint:

**Step 1** Choose **Operate > Device Work Center**.

**Step 2** From the Current Inventory table, select an endpoint, and then click **Edit**.

**Step 3** Make your changes and click **OK**.

Any changes to the visibility settings are implemented from the next session onward.

The visibility feature is applied on the Session Monitoring page only. That is, even if you have set visibility to either Limited or Off, the endpoint is listed in the Endpoint Monitoring and Device Inventory pages.

### 360° Session View

The 360° Session View provides a complete view of pertinent data about endpoint, infrastructure devices, alarms, and call records. It also enables you to cross launch other Prime Collaboration features. To see the 360° Session View for a session, rest your mouse pointer over the Session Subject column in the Video Collaboration Sessions table and click on the 360° Session View icon.

The 360° Session View contains the following tabs:

- **Alarms**—Displays the alarm severity, the source that triggered the alarm, the description of the generated alarm, and the time stamp.
- **Endpoints**—Displays the endpoint name, IP address, physical location, session duration, and device model.
- **Infrastructure**—Displays the details of the infrastructure devices in use. You can launch the Infrastructure Devices login page using the IP address link. You can also launch the Device Inventory page to view the inventory details of the device by clicking the Device Name.

The following table lists the actions that you can perform in the 360° Session View:

<table>
<thead>
<tr>
<th>Table 6-2</th>
<th>Actions Performed in 360° Session View</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Icon</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td><img src="image" alt="Troubleshooting" /></td>
<td>Launches the Troubleshooting page for the selected session, where you can select the direction for troubleshooting. This link is enabled for in-progress sessions.</td>
</tr>
<tr>
<td><img src="image" alt="Add to Watch List" /></td>
<td>Enables you to add a session to the watch list. This is enabled for scheduled and in-progress sessions.</td>
</tr>
<tr>
<td></td>
<td>If you have added an in-progress session to the watch list, the troubleshooting workflow starts immediately between endpoints, for a point-to-point session and between an endpoint and a multipoint switch, for a multipoint session.</td>
</tr>
<tr>
<td></td>
<td>If you have added a scheduled session to the watch list, the troubleshooting workflow starts after the session starts.</td>
</tr>
<tr>
<td></td>
<td>If you have scheduled a recurring session, you must add each instance of the recurring session to the watch list. For example, if you have scheduled a recurring session for every day over 5 days, you have to add the session to the watch list for every day (5 days).</td>
</tr>
<tr>
<td></td>
<td>To monitor troubleshooting, click the <img src="image" alt="Troubleshooting" /> icon in the 360° Session View.</td>
</tr>
</tbody>
</table>
Table 6-2  Actions Performed in 360° Session View (continued)

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Icon]</td>
<td>View the troubleshooting report. This link is displayed for a completed session only if you performed troubleshooting, either manually or automatically.</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Launches the Alarm browser. The Alarm browser lists all alarms for the selected session (includes both session and endpoints alarms).</td>
</tr>
<tr>
<td>![Icon]</td>
<td>Launches the Endpoint Monitoring page.</td>
</tr>
</tbody>
</table>

Session Topology

The session topology displays the endpoints that are part of a session. If it is a multipoint session, the conferencing devices are displayed along with the endpoints. Also, if the call is a traversal call, Cisco VCS is displayed.

To launch the session topology, you must select a session in the Video Collaboration Sessions table.

The alarm badge displayed on the link and endpoints indicates a fault in the delivery of packets and the peripherals, respectively.

Figure 6-3  shows the different statuses displayed in the session topology.

Figure 6-3  Session Topology
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Working with the Session Monitoring Dashboard

If there is a fault in the network, the alarm badge is displayed on the network line. You can launch a quick view on the topology to identify the network link direction where the fault has occurred.

Network Link Quick View

To launch the quick view, rest your mouse pointer over the alarm badge and click on the quick view icon. The network link quick view contains the following tabs:

- Link Summary—Displays the alarm status between the endpoints for point-to-point sessions and between an endpoint and multipoint switch for multipoint sessions.
- Alarms Summary—Displays the alarm severity, the source that triggered the alarm, and the description of the generated alarm.
- Call Details—Displays the endpoint name, phone number, and protocol. These details are displayed for the endpoints connected through the selected network link.

Endpoints Quick View

You can launch a quick view for endpoints in the Managed and Unknown states. To launch the quick view, rest your mouse pointer over an endpoint and click on the quick view icon.

For devices in Managed state, the following details are displayed:

- Endpoint Summary—Displays the endpoint details such as system type, IP address, physical location, usage status, directory number, cluster ID, and so on.
- Alarms Summary—Displays the Alarm Severity, the Category of the alarm, and the Description of the generated alarm.

From the quick view, you can add an endpoint to the watch list, launch the Endpoint Monitoring page, and view the alarms for the selected endpoint.

<table>
<thead>
<tr>
<th>1</th>
<th>An endpoint with a limited visibility icon that participates in the session.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>A No-Show icon associated with an endpoint.</td>
</tr>
<tr>
<td>3</td>
<td>An active link between an endpoint and a multipoint switch without alarms.</td>
</tr>
<tr>
<td>4</td>
<td>An endpoint with a major alarm that participates in the session. The problem is in peripheral devices.</td>
</tr>
<tr>
<td>5</td>
<td>An active link between an endpoint and a multipoint switch with a major alarm.</td>
</tr>
<tr>
<td>6</td>
<td>A Disconnect icon associated with an endpoint.</td>
</tr>
<tr>
<td>7</td>
<td>Unknown endpoint; an endpoint that is not currently managed in Prime Collaboration. The inventory details for these endpoints may not be available in the Prime Collaboration database. The endpoints that are registered to the Cisco VCS Expressway are also displayed as Unknown endpoints. A managed endpoint in Prime Collaboration can make a call to an unsupported endpoint.</td>
</tr>
</tbody>
</table>
Endpoint Statistics

You can monitor the quality of service (QoS) of the endpoints in this pane. Endpoint statistics are displayed for in-progress and past sessions (see Figure 6-4). Also, the peripheral status and system information are available for the scheduled sessions.

This page displays information on the peripheral status, endpoint system details, session details, and session statistics for a selected endpoint in the session topology pane.

In a multisite session, the session statistics and session information are not displayed for the center endpoint. Only the peripheral status and system information are displayed.

**Note**
Session statistics details (present and past) are not displayed for Cisco Cius and Cisco IP Phones.

Session Statistics

The Session Statistics pane (see Figure 6-4) displays the statistics information, such as packet loss, latency, jitter, and so forth for:

- **Audio**—Primary codec, secondary codec 1 and 2, auxiliary and primary legacy.
- **Video**—Primary codec and secondary codec 1 and 2.

**Figure 6-4 Session Statistics**

<table>
<thead>
<tr>
<th>Video</th>
<th>Audio</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Codec</strong></td>
<td><strong>Primary Codec</strong></td>
</tr>
<tr>
<td>Rx Packet Loss</td>
<td>0.53 %</td>
</tr>
<tr>
<td>Avg Period Jitter</td>
<td>1 ms</td>
</tr>
<tr>
<td>Rx Packet Loss</td>
<td>0.12 %</td>
</tr>
<tr>
<td>Max Call Jitter</td>
<td>2 ms</td>
</tr>
<tr>
<td>Incoming Call Rate</td>
<td>637.8 Kbps</td>
</tr>
<tr>
<td>Incoming Packets Lost Interval</td>
<td>461534</td>
</tr>
<tr>
<td>Incoming Byte Loss Interval</td>
<td>410012381</td>
</tr>
<tr>
<td>Incoming Lost Interval</td>
<td>24931</td>
</tr>
<tr>
<td>Incoming Drop Loss Interval</td>
<td>0</td>
</tr>
<tr>
<td>Outgoing Call Rate</td>
<td>6380.0 Kbps</td>
</tr>
<tr>
<td>Outgoing Packets Lost Interval</td>
<td>304903</td>
</tr>
<tr>
<td>Outgoing Byte Loss Interval</td>
<td>432870621</td>
</tr>
<tr>
<td>Outgoing Lost Interval</td>
<td>0</td>
</tr>
<tr>
<td>Outgoing Drop Loss Interval</td>
<td>0</td>
</tr>
<tr>
<td>RX Packet Loss</td>
<td>1.22 %</td>
</tr>
<tr>
<td>Avg Period Jitter</td>
<td>0 ms</td>
</tr>
<tr>
<td>Rx Packet Loss</td>
<td>0.14 %</td>
</tr>
<tr>
<td>Max Call Jitter</td>
<td>0 ms</td>
</tr>
<tr>
<td>Incoming Call Rate</td>
<td>1255.0 Kbps</td>
</tr>
<tr>
<td>Incoming Packets Lost Interval</td>
<td>271191</td>
</tr>
<tr>
<td>Incoming Byte Loss Interval</td>
<td>868967331</td>
</tr>
<tr>
<td>Incoming Lost Interval</td>
<td>3361</td>
</tr>
<tr>
<td>Incoming Drop Loss Interval</td>
<td>0</td>
</tr>
<tr>
<td>Outgoing Call Rate</td>
<td>1279.0 Kbps</td>
</tr>
<tr>
<td>Outgoing Packets Lost Interval</td>
<td>2725031</td>
</tr>
<tr>
<td>Outgoing Byte Loss Interval</td>
<td>879621551</td>
</tr>
<tr>
<td>Outgoing Lost Interval</td>
<td>301</td>
</tr>
<tr>
<td>Outgoing Drop Loss Interval</td>
<td>0</td>
</tr>
</tbody>
</table>

The information displayed varies, based on the endpoint type that you have selected.

A black vertical line indicates the threshold value. You can define the threshold value for Rx packet loss, average period jitter, and average period latency using the Administration > Alarm and Event Configuration option.

Red indicates the value has exceeded the defined threshold. Gray indicates the current value. This color is used for those parameters that do not contain threshold values.

An alarm badge indicates the actual fault in the network. For past sessions, Prime Collaboration does not display the threshold value or alarm badge in session statistics.

All session and endpoint statistics data older than one day are purged.