



Monitoring the Cisco TelePresence TX System

Revised: February 2013, OL-28614-01

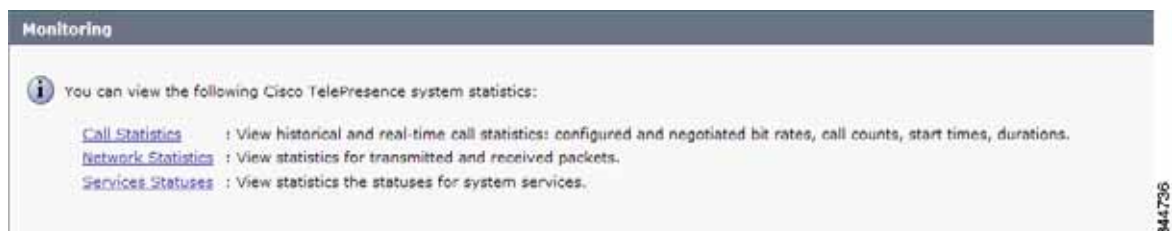
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[Figure 6-1](#) shows the tools that are available in the Monitoring window:

Figure 6-1 *Monitoring Window*



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Call Statistics

Use the Call Statistics window to view audio and video statistics collected by the codecs. The reports include descriptions to help you understand the type of information that is being collected.

Special Note for Statistics for HD Presentations

If you are sharing an HD presentation, the call statistics will appear in different places depending on whether the call is a point-to-point or multipoint call.

- For a point-to-point call, view the presentation statistics under **Monitoring > Call Statistics > Content**.
- For a multipoint call, view the presentation statistics under **Monitoring > Call Statistics > Audio/Video Call: Audio Stream Statistics**.

Viewing Call Statistics

To view call statistics:

Step 1 Choose **Monitoring > Call Statistics**.

You can view the following Cisco TelePresence system statistics:

- **Real Time Call Statistics**—Lists details of an in-progress call.
- **Audio/Video Call: Audio Stream Statistics**—Lists details about the audio and video of an in-progress call.
- **Historical Call Statistics (not including current call, if any)**—Lists historical information about calls.

Step 2 For more specific audio and video statistics, click the check-box next to the following selections.:

- [Audio/Video Call: Audio Stream Statistics](#)
- [Audio/Video Call: Video Stream Statistics](#)
- [Audio-Only Call: Stream Statistics](#)

Audio/Video Call: Audio Stream Statistics

- Click once to select. Additional statistics fields appear.
- Click once to de-select. Additional fields are hidden.

See [Figure 6-2](#).

Audio/Video Call: Video Stream Statistics

- Click once to select. Additional statistics fields appear.
- Click once to de-select. Additional fields are hidden.

Audio-Only Call: Stream Statistics

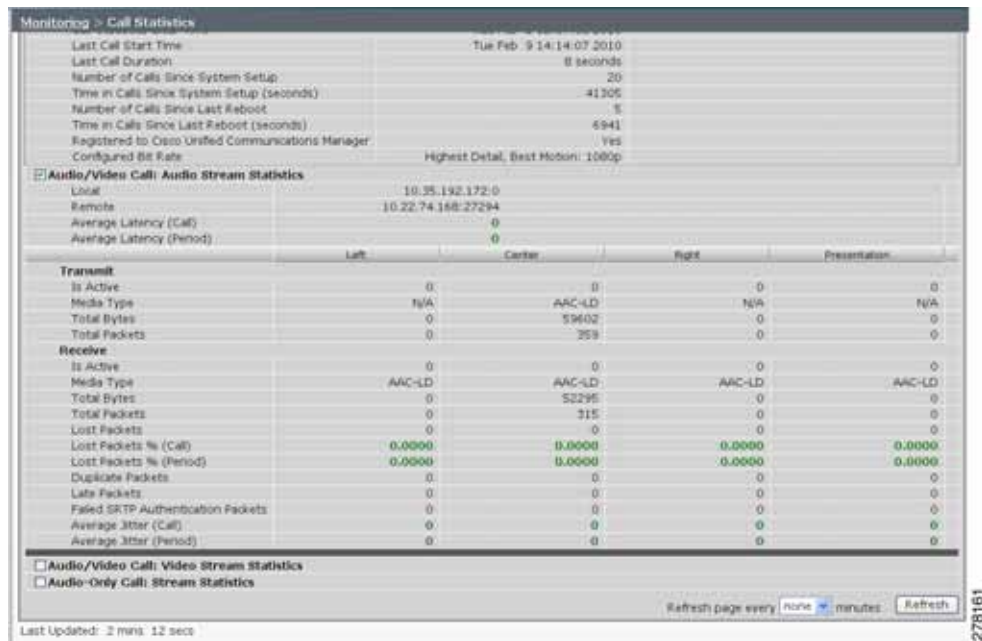
- Click once to select. Additional statistics fields appear.
- Click once to de-select. Additional fields are hidden.

Statistics are listed in columns labeled as if you were looking at the front of the system sitting at the conference table.

When you select one of the choices above, additional statistics fields appear with the following status information listed, as shown in [Figure 6-2](#):

- Local
- Remote
- Average Latency (Call)
- Average Latency (Period)

Figure 6-2 Audio/Video Call: Audio Stream Statistics



Additional statistics are listed for the following, as shown in [Figure 6-3](#):

- [Transmit](#)
- [Receive](#)

Transmit

- Is Active
- Media Type
- Total Bytes
- Total Packets

Receive

- Is Active
- Media Type
- Total Bytes
- Total Packets

- Lost Packets
- Lost Packets % (Call)
- Lost Packets % (Period)
- Duplicate Packets
- Late Packets
- Failed SRTP Authentication Packets
- Average Jitter (Call) (see [jitter call](#))
- Average Jitter (Period) (see [jitter period](#))

**Note**

For more information about jitter and packet loss, see the Understanding Jitter and Packet Loss Reporting section of the *Cisco TelePresence System Message Guide* on Cisco.com.

Figure 6-3 Call Statistics - Transmit and Receive

| Monitoring > Call Statistics | | | |
|------------------------------------|------------|----------|--------|
| Transmit | | | |
| Is Active | 0 | 0 | 0 |
| Media Type | H.264 | H.264 | H.264 |
| Frames Per Second | 30.00 | 5.00 | 30.00 |
| Total Bytes | 417631127 | 0 | 0 |
| Total Packets | 401674 | 0 | 0 |
| Receive | | | |
| Is Active | 0 | 0 | 0 |
| Media Type | H.264 | H.264 | H.264 |
| Frames Per Second | 30.00 | 5.00 | 30.00 |
| Total Bytes | 1020548216 | 13609106 | 0 |
| Total Packets | 1005589 | 15823 | 0 |
| Lost Packets | 3 | 0 | 0 |
| Lost Packets % (Call) | 0.0003 | 0.0000 | 0.0000 |
| Lost Packets % (Period) | 0.0000 | 0.0000 | 0.0000 |
| Duplicate Packets | 0 | 0 | 0 |
| Late Packets | 0 | 0 | 0 |
| Failed SRTP Authentication Packets | 0 | 0 | 0 |
| Average Jitter (Call) | 4 | 2 | 0 |
| Average Jitter (Period) | 6 | 3 | 0 |

Step 3 Set an interval for updating these reports by choosing the time from the Refresh drop-down menu. Choices, in minutes, include the following:

- None (default)
- 1
- 2
- 5
- 10
- 13
- 60

Step 4 Click **Refresh** to update the statistics immediately.

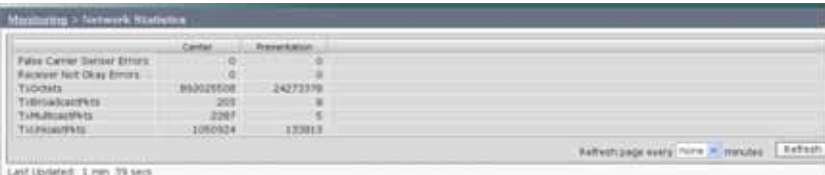
Network Statistics

Use Network Statistics to view packet transmission statistics collected from the network. Statistics are listed in columns labeled as if you were looking at the back of the system. For example, on a CTS 3000 or CTS 3200, the labels would indicate statistics from the left, center, and right codecs.

To monitor network statistics:

- Step 1** Choose **Monitoring > Network Statistics**. Statistics for your system appear, as shown in [Figure 6-4](#).

Figure 6-4 *Network Statistics Window*



| | Center | Presentation |
|-----------------------------|----------|--------------|
| False Carrier Sensor Errors | 0 | 0 |
| Receiver Not Okay Errors | 0 | 0 |
| TxOctets | 86602608 | 24272376 |
| TxBroadcastPkts | 203 | 8 |
| TxMulticastPkts | 2287 | 5 |
| TxUnicastPkts | 105624 | 13813 |

Refresh page every: none minutes Refresh

Last Updated: 5 min 39 sec

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- Step 2** Look for error counters that have been incremented since the last time you viewed these statistics. Statistic types include the following:
- False Carrier Sensor Errors
 - Receiver Not Okay Errors
 - Number of TxOctets
 - Number of TxBroadcastPkts
 - Number of TxMulticastPkts
 - Number of TxUnicastPkts
- Step 3** Set an interval for updating these reports by choosing the time from the Refresh drop-down menu. Choices, in minutes, include the following:
- None (default)
 - 1
 - 2
 - 5
 - 10
 - 13
 - 60
- Step 4** Click **Refresh** to update the statistics immediately.

Using SNMP Traps to Monitor the Cisco TelePresence System

Cisco provides you with management information bases (MIB) files that are designed to monitor your system using the Simple Network Management Protocol (SNMP). For more information, refer to the [“MIBs, RFCs, and SNMP Trap Messages for the Cisco TelePresence System”](#) chapter of the *Cisco TelePresence System Message Guide*.

Where to Go Next

For more information about system statistics and messages, including System Operations (Sysop) Log messages see the *Cisco TelePresence System Message Guide* on Cisco.com.