Monitor Video Endpoints

This section explains the following:

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Monitor Video Endpoints

The Endpoint Diagnostics dashboard displays the details of all video endpoints.

For Cisco Prime Collaboration Release 11.6 and later

You can add any of the endpoints to the watch list to troubleshoot them further.

The Add to Watch List and Remove from Watch List is also present in the Endpoint 360° View. The Add to Watch List enables you to add a conference to the watch list. It is enabled for both Not In Use and In Use endpoints. For Not In Use endpoints, the troubleshooting starts when the endpoint joins a conference. For In Use endpoints, the troubleshooting starts immediately.

For Cisco Prime Collaboration Release 11.5 and later

> **Note** You do not need to add any of the endpoints to the watch list to troubleshoot them further.

You can filter endpoints based on device type, using the Device Group pane on the left of the page. For more information, see Manage Device Groups.

Endpoint Diagnostics Dashboard

The Endpoint Diagnostics dashboard displays the details of all the video endpoints.

You can filter endpoints based on device type, using the Device Group pane on the left of the page. For more information, see Manage Device Groups.

Choose **Diagnose** > **Endpoint Diagnostics** to view the Endpoints Diagnostics dashboard. The following table describes the information displayed in the Endpoint Diagnostics dashboard.

Table 1: Endpoint Diagnostics Dashboard

Information	Description
Endpoints Summary Metrics	Provides the following details: • **For Cisco Prime Collaboration Release 11.1 and earlier** Managed endpoints • Unregistered endpoints • Endpoints currently in use • Endpoints with alarms • Endpoints added to the watch list
List of Endpoints	Provides detailed information about all the registered, unregistered, and unknown endpoints. You can use this pane to verify the registration, usage, and visibility status of the endpoints.
Endpoints Details	Provides the following details based on the endpoint type that you select: • System information • Peripherals • Scheduled conferences for next 3 days • Service and network infrastructure

Note **For Cisco Prime Collaboration Release 11.5 and later**

You can view the details of Peripherals (such as camera, and microphone) that are connected to a video or TelePresence endpoint that runs in TC/CE software. This is applicable to SX, MX, and EX series of endpoints.

For Cisco Prime Collaboration Release 11.6 and later

You can view the details of Peripherals (such as camera, and microphone) that are connected to a video or TelePresence endpoint that runs in TC/CE software. This is applicable to SX, MX, DX with CE image, and EX series of endpoints.

ciscoDX70 and ciscoDX80 with CE image does not support Endpoint diagnostics.

If you have deployed Cisco Prime Collaboration Assurance in MSP mode, you can see the customer to which that endpoint belongs to. If you have deployed Cisco Prime Collaboration Assurance in Enterprise mode, you can see the assurance domain to which that endpoint belongs to. You can filter on the Model, Device Pool, Cluster Name, and Switch IP Address columns. Click the Filter icon and then click the drop-down list arrow on these columns. The popup window displays the list.

You can export the endpoints diagnostics dashboard as a .csv or pdf file. This file contains the exact data that appears in the user interface.

You can click the quick view icon to view the Endpoint 360° View.

To change the visibility of an endpoint, click **Edit Visibility**.

For Cisco Prime Collaboration Release 12.1 SP3 and later

Update the status in the User Interface and the Database as **Under Maintenance** when you select one or more Endpoints and click **Stop Monitoring**.

Provide the latest status update in the User Interface and Database, as in the CUCM, for the selected Endpoints after completing maintenance and when you click **Resume Monitoring**.

The saved filters in Endpoint Diagnostics filters are not saved as expected. The saved filters are present only for the current session and will be cleared once refreshed/logged out.

For Cisco Prime Collaboration Release 12.1 SP2 and later

Note The default visibility settings for endpoints is turned to OFF state for new installations (Cisco Prime Collaboration Assurance 12.1 SP2). During upgrade from the previous versions (Cisco Prime Collaboration Assurance 11.6, Cisco Prime Collaboration Assurance 12.1 FCS/ES1/ES2/ES3/ES4/SP1/...) to Cisco Prime Collaboration Assurance SP2, the Installation routine will retain the default visibility settings of the already managed endpoints.

For Cisco Prime Collaboration Release 12.1 SP2 and later

When you change the Visibility for TC/CE endpoints, a warning message indicating that "One or more TC_CE Endpoints have feedback subscription failures. Check Management Status Reason column." appears if there are any feedback subscription failues in any of the selected endpoints.

You see the current visibility of the endpoint. If you have made any changes, click **Save**. For more information, see Realtime Visibility of an Endpoint. You can also see the visibility status of the endpoint in the Endpoint 360° View, if you point at the icon just before the endpoint name.

The **Add to Watch List** and **Remove from Watch List** is also present in the Endpoint 360° View. The **Add to Watch List** enables you to add a conference to the watch list. It is enabled for both Not In Use and In Use endpoints. For Not In Use endpoints, the troubleshooting starts when the endpoint joins a session. For In Use endpoints, the troubleshooting starts immediately.

You can perform the following tests on the endpoints:

- On-Demand Phone Test: Select endpoint(s) and click **Run Tests > Audio Phone Feature Test**. For more information on the On-Demand Phone Tests, see On Demand Phone Test.

- Synthetic - End-to-End Call Test: Select an endpoint, and click **Run Tests > Audio Test Call**. For more information on the End-to-End Call Tests, see Synthetic Tests.

- Video Test Call: Select two video endpoints, and click **Run Tests > Video Test Call**. For more information on the Video Test Call, see Manage a Video Test Call.

Note If you have deployed Cisco Prime Collaboration Assurance in MSP mode, the Video Test Call feature is not available.

You can view the list of unknown endpoints by selecting Predefined > Unknown Endpoints in the Device Group Selector pane on the left side of the user interface.

Note Polycom endpoint is monitored only when it is registered with Cisco VCS. It is not monitored when registered with Polycom call controllers. Automatic call detection is supported using HTTP feedback (through Cisco VCS). Realtime monitoring information such as conference statistics and conference information is not supported.

By default, the auto refresh functionality is disabled for the Endpoints Diagnostics page. To enable or disable auto refresh for every two minutes, check the **Auto Refresh** check box at the top right corner of the user interface.

If you disable auto refresh functionality and log in to the application later, the functionality is still disabled. Check the **Auto Refresh** check box again, for it to work as expected.

Note **For Cisco Prime Collaboration Release 11.5 and later**

When an audio or a video endpoint is moved from one Unified Communications Manager cluster to another Unified Communications Manager cluster, Cisco Prime Collaboration Assurance only displays the device information of the cluster where the endpoint is currently registered. You can view the device information of some of the fields (for example, Device Pool) only after nightly cluster discovery. As a result, Cisco Prime Collaboration Assurance displays an unregistered endpoints count mismatch between the previous Unified Communications Manager cluster and the current cluster. You can view the correct unregistered endpoints count, after the previous entries are purged in Unified Communications Manager.

View User 360 Details

This view displays the end-user information (such as the username, email-id, office phone, and mobile phone numbers) associated with Cisco Unified Communications Manager or TelePresence Management Suite (TMS) endpoints. Photograph and location details for the end user are displayed only if Cisco Prime Collaboration Assurance is integrated with LDAP and the username details matches with LDAP details.

Note End-user information associated with TMS can be retrieved, only if 'TMS Provisioning Extension' component is installed on the TMS.

To access this view,

Step 1 From the global search drop-down, select **User.** You can also launch User 360 from Username column on **Endpoint Diagnostics** page.

Step 2 Enter ***** to list all the users. A string search can provide more specific results. For example, when you enter **test**, it lists all the users whose first name, last name, or username includes the string test.

Step 3 Click the User 360 View launch anchor against the username.

Access the following tabs in this view:

- Endpoints—Displays the managed endpoints associated with the end user. This endpoint includes,

  - Last Call Quality—Categorized as good, accepted, or poor; this field describes the call quality of the most recently ended call. Cross launches to **CMR Report**-for endpoints registered to CUCM or **Alarms** page-for endpoints registered to TMS is available.

  - Calls (24 Hours)—Number of calls the endpoint was involved in the last 24 hours. This field has cross launches to the **CDR Report**-for endpoints registered to Unified CM and **All Conference Summary Report**-for endpoints registered to TMS.

  - Registration Status—Displays the registration status of the end user. For a registered end user whose call is in progress, a green icon with call in progress indicator is shown. A red icon for an unregistered end user and a gray icon if the status of the end user is unknown.

  - Service—Service of the most recently ended call. (Audio only or Audio and Video)

  - Endpoint Model—Displays the endpoint model. When you click, it cross-launches to **Endpoint Diagnostics** page.

- Active Conferences—Displays the endpoints of the end user that are currently engaged in a call. The details of the device are tracked from Conference Diagnostics. This Active Conferences includes,

  - The image of the endpoint and destination number. When you click the image, it cross launches to **Endpoint Diagnostics** page.

  - Quality stats—Alarm icon that indicates the current highest severity of the call quality alarms.

  - **For Cisco Prime Collaboration Release 11.1 and earlier**

    Tools—Links you to the troubleshooting page.

- Alarms—Displays,

  - Severity

  - Source from which the alarm was received

  - Name of the alarm

  - and the Timestamp.

> **Note** For endpoints registered with Unified CM, a sync for the new users happens automatically. But for endpoints registered with TMS, manual rediscovery of TMS is necessary to sync the details of the new users.

Manage a Video Test Call

You can create point-to-point video test calls between two video endpoints in managed state, to test your network. You can see events and alarms, conference statistics, endpoint statistics. Only the CTS, C and EX series codecs are supported for this call.

Note
- This feature is not supported for E20 codec series.
- To use this feature, CLI credentials must be added for the endpoints.
- Ensure that the endpoints are registered and JTAPI is enabled for endpoints (if they are registered to Unified CM).
- The Video Test Call feature is not available if you have deployed Cisco Prime Collaboration Assurance in MSP mode.
- The "Video Test Call" feature is not supported for Endpoints registration through the Mobile and Remote Access (MRA) solution.

Table 2: Managing a Video Test call

Task	Description
• Start a video test call from **Endpoint Diagnostics** (Under **Diagnose**) • Start a video test call from **Conference Diagnostics** (Under **Diagnose**)	Select the video endpoints, and click **Video Test Call**, to create a test call between two selected endpoints. **Note** • This button gets enabled only after you have selected two video endpoints. • You cannot create a video test call by selecting more than two endpoints. or Select a particular conference on the Conference Diagnostic page, and click **Video Test Call**, to create a test call for that scheduled conference. **Note** This button gets activated only after you select a scheduled conference. To see the list of the list of scheduled conferences, filter for scheduled conferences. Remember to select a conference for a future time and date only. The Add Test Call pop up window appears, where you can click on the IP address of the endpoint to launch its application. The default option is to run the test call immediately but you can schedule the call also. For CTS endpoints select the SIP protocol only. For Ex and C Series endpoints you can choose between H.323 and SIP protocols, provided these endpoints are registered using these protocols. When you click the Add Call button, a message appears to notify you that the call has been added successfully. The scheduled call details can be seen on the Conference Diagnostics page. You can see events and alarms, conference statistics, endpoint statistics . This information is available for completed test calls also. You can stop the call immediately if it causes a problem on the network.

Task	Description
Stop a running video test call	You can stop a video test call which is in progress if it hampers your network. To stop a call, select the test call from the Conferences Diagnostic page, by setting the filter to Test Call Conferences. Hover around the conference subject to launch the 360° Conference View, and click the Stop Call icon to stop the in progress video test call. Test call lasts for around 5 minutes, after which it automatically stops.
Edit a scheduled video test call from Video Test Call Configurations page **Synthetic Tests** > **Video Test** You can also view or delete video test calls from the same page.	To edit a video test call, click **Edit**, and reschedule or run the call immediately by clicking **Save**. A message appears to notify you that the call has been modified successfully.

Manage a Video Test Call