



CHAPTER 5

Monitoring Video Endpoints

The Endpoint Monitoring dashboard displays the details of all managed video endpoints. You can add any of the managed 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 *Cisco Prime Collaboration 9.0 Device Management Guide*.

[Table 5-1](#) describes the panes displayed in the Endpoint Monitoring dashboard.

Table 5-1 **Endpoint Monitoring Dashboard**

Pane	Description
Endpoints Summary Metrics	Provides the following details: <ul style="list-style-type: none">• 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 managed 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: <ul style="list-style-type: none">• System information• Peripherals• Scheduled sessions for next 3 days• Service and network infrastructure

Endpoints Quick View

To launch the quick view for an endpoint, rest your mouse pointer over the quick view icon, either in the Usage Status (applicable only for endpoints with “In Use” status) or Endpoint Name column in the List of Endpoints table.

The quick view launched from the Usage Status column contains session details, such as subject, scheduler, session status, troubleshooting status, session type, structure, start time, and time remaining. You can launch the Session Monitoring page for the selected endpoint from the quick view.

The quick view launched from the Endpoint Name column contains endpoints details, such as system uptime, device type, device model, software type, software version, phone number, alarm severity, and alarm message.

The following are the actions that you can perform in the endpoint quick view:

- Add to Watch list—Enables you to add a session to the watch list. This is enabled for both Not In Use and In Use endpoints.
 - For Not In Use endpoints, the troubleshooting starts as soon as the endpoint joins a session.
 - For In Use endpoints, the troubleshooting starts immediately.

You can remove an endpoint from the watch list using the Remove from Watch List link.

- See Alarms —Enables you to launch the endpoint alarm browser. The alarm browser lists all alarms for the selected endpoint.

See [360° Session View, page 6-9](#) to understand the details that are available in the quick view, launched from the Usage Status column.

**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 session statistics and session information is not supported.
