

# CHAPTER 12

## Monitoring the Cisco TelePresence System

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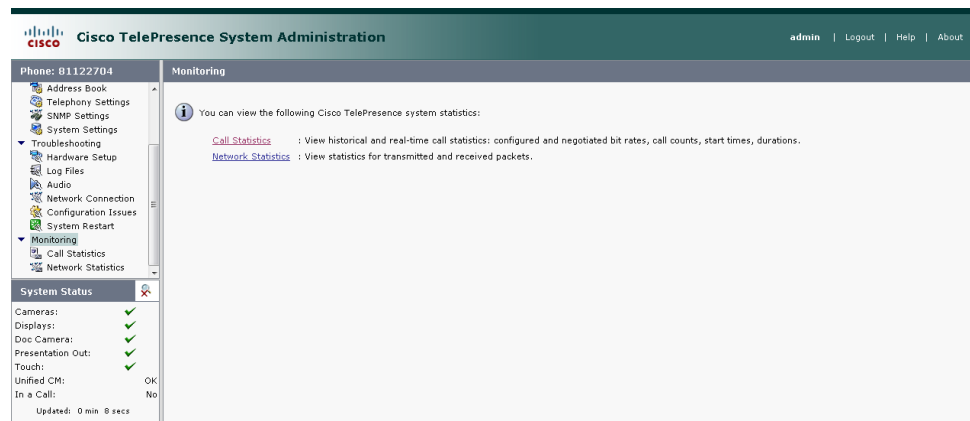
### Contents

This chapter contains the following sections:

- [Call Statistics](#), page 12-2
- [Network Statistics](#), page 12-5

Table 12-1 shows the tools that are available in the Monitoring window:

**Figure 12-1**      *Monitoring Window*



# 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.

To view call statistics:

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**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, including the following:
  - Connection status
  - Registered to Unified CM
  - Local meeting number
- **Audio/Video Call**—Lists details about the audio and video of an in-progress call, including the following:
  - Call Start Time
  - Call Duration
  - Call Type
  - Remote meeting number
  - Call State
  - Actual Bit Rate
  - Negotiated Bit Rate
- **Historical Call Statistics (not including current call, if any)**—Lists historical information about calls including the following:
  - Call Statistics Clear Time
  - Last Call Start Time
  - Last Call Duration
  - Number of Calls Since System Setup
  - Time in Calls Since System Setup (seconds)
  - Number of Calls Since Last Reboot
  - Time in Calls Since Last Reboot (seconds)
  - Registered to Cisco Unified Communications Manager
  - Configured Bit Rate

**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**

- a. Click once to select. Additional statistics fields appear.

- b. Click once to de-select. Additional fields are hidden.
- See [Figure 12-2](#).

#### Audio/Video Call: Video Stream Statistics

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

#### Audio-Only Call: Stream Statistics

- a. Click once to select. Additional statistics fields appear.
- b. 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. For example, on a CTS 3000 or CTS 3200, the labels indicate statistics from the left, center, and right codecs (and presentation codec, if installed), and from auxiliary devices (when connected).

When you select one of the choices above, additional statistics fields appear with the following status information listed, as shown in [Figure 12-2](#):

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

**Figure 12-2 Audio/Video Call: Audio Stream Statistics**

Monitoring > Call Statistics				
Last Call Start Time	Tue Feb 9 14:14:07 2010			
Last Call Duration	8 seconds			
Number of Calls Since System Setup	20			
Time in Calls Since System Setup (seconds)	41305			
Number of Calls Since Last Reboot	5			
Time in Calls Since Last Reboot (seconds)	6941			
Registered to Cisco Unified Communications Manager	Yes			
Configured Bit Rate	Highest Detail, Best Motion: 1080p			
<input checked="" type="checkbox"/> <b>Audio/Video Call: Audio Stream Statistics</b>				
Local	10.35.192.172:0			
Remote	10.22.74.168:27294			
Average Latency (Call)	0			
Average Latency (Period)	0			
	Left	Center	Right	Presentation
<b>Transmit</b>				
Is Active	0	0	0	0
Media Type	N/A	AAC-LD	N/A	N/A
Total Bytes	0	59602	0	0
Total Packets	0	359	0	0
<b>Receive</b>				
Is Active	0	0	0	0
Media Type	AAC-LD	AAC-LD	AAC-LD	AAC-LD
Total Bytes	0	52295	0	0
Total Packets	0	315	0	0
Lost Packets	0	0	0	0
Lost Packets % (Call)	0.0000	0.0000	0.0000	0.0000
Lost Packets % (Period)	0.0000	0.0000	0.0000	0.0000
Duplicate Packets	0	0	0	0
Late Packets	0	0	0	0
Failed SRTP Authentication Packets	0	0	0	0
Average Jitter (Call)	0	0	0	0
Average Jitter (Period)	0	0	0	0
<input type="checkbox"/> Audio/Video Call: Video Stream Statistics				
<input type="checkbox"/> Audio-Only Call: Stream Statistics				
Refresh page every <input type="text" value="none"/> minutes <input type="button" value="Refresh"/>				
Last Updated: 2 mins 12 secs				

Additional statistics are listed for the following, as shown in [Figure 12-3](#):

- [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 12-3 Call Statistics - Transmit and Receive**

Monitoring > Call Statistics			
<b>Transmit</b>			
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
<b>Receive</b>			
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	13609108	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.

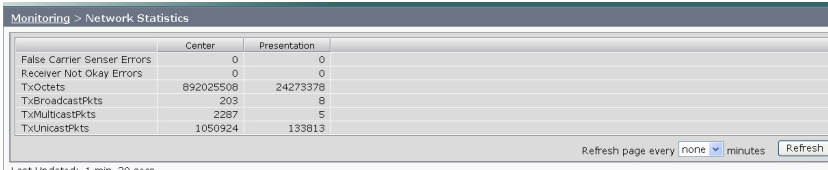
## Network Statistics

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 12-4](#).

**Figure 12-4** Network Statistics Window



	Center	Presentation
False Carrier Sensor Errors	0	0
Receiver Not Okay Errors	0	0
TxOctets	892025508	24273378
TxBroadcastPkts	203	8
TxMulticastPkts	2287	5
TxUnicastPkts	1050924	133813

Refresh page every  minutes  278162

Last Updated: 1 min 39 secs

**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.

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## 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.