



Monitoring the Cisco TelePresence System

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This chapter contains the following sections:

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

Figure 1-1 *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.

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, 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 1-2](#).

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 1-2](#):

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

Figure 1-2 Audio/Video Call: Audio Stream Statistics



Additional statistics are listed for the following, as shown in [Figure 1-3](#):

- [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 1-3 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	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.

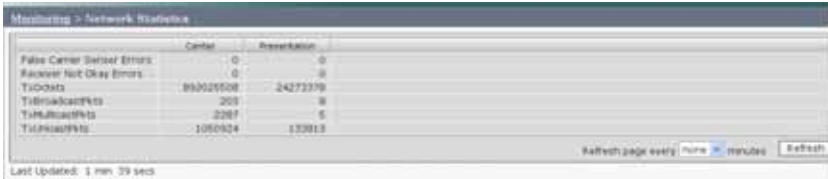
Network Statistics

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 1-4](#).

Figure 1-4 Network Statistics Window



	Center	Presentation
False Carrier Sensor Errors	0	0
Receiver Not Okay Errors	0	0
TxOctets	993029508	24273379
TxBroadcastPkts	263	8
TxMulticastPkts	2267	5
TxUnicastPkts	1050824	13813

Refresh page every: minutes

Last Updated: 1 min 39 secs

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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.

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.