



# Monitoring the System

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This chapter contains the following Monitoring page sections:

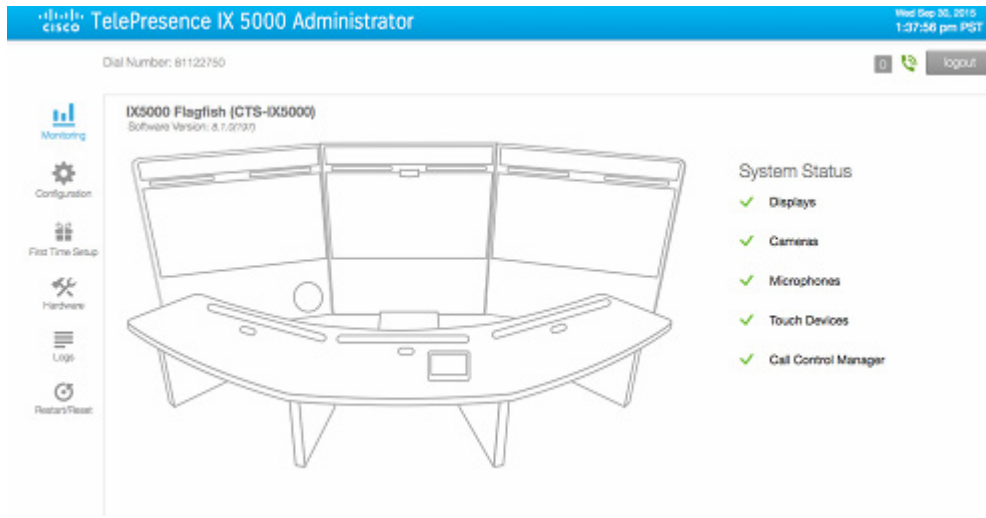
- [System Status, page 6-1](#)
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## System Status

Use the System Status section to view the current operating statuses of the IX system hardware components. Colored icons next to each component indicate whether that component is connected and functional (green checkmark) or not connected or nonfunctional (red x).

[Figure 6-1](#) shows a sample Monitoring page with the System Status section positioned on the right.

Figure 6-1 Monitoring &gt; System Status Section



## Call Statistics

Use the **Call Statistics** section to view audio and video call statistics collected by the codecs. Scroll down the **Monitoring** page to access this section.

## 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 > General**.
- For a multipoint call, view the presentation statistics under **Monitoring > Call Statistics > AV Call Video**, **AV Call Audio**, or **Audio Only**.

## Viewing Call Statistics

To view Call Statistics:

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- Step 1** Navigate to **Monitoring > Call Statistics** to view tabs for the following IX system call statistics:
- **General**—Historical information about all system calls. See the sample Data Types and Values in [Figure 6-2](#).
  - **AV Call Video**—Video stream statistics of an in-progress TelePresence call for the Right, Center, or Left display. See sample statistics in [Figure 6-3](#).
  - **AV Call Audio**—Audio stream statistics of an in-progress TelePresence call.
  - **Audio Only**—Audio add-in data for the in-progress TelePresence call.

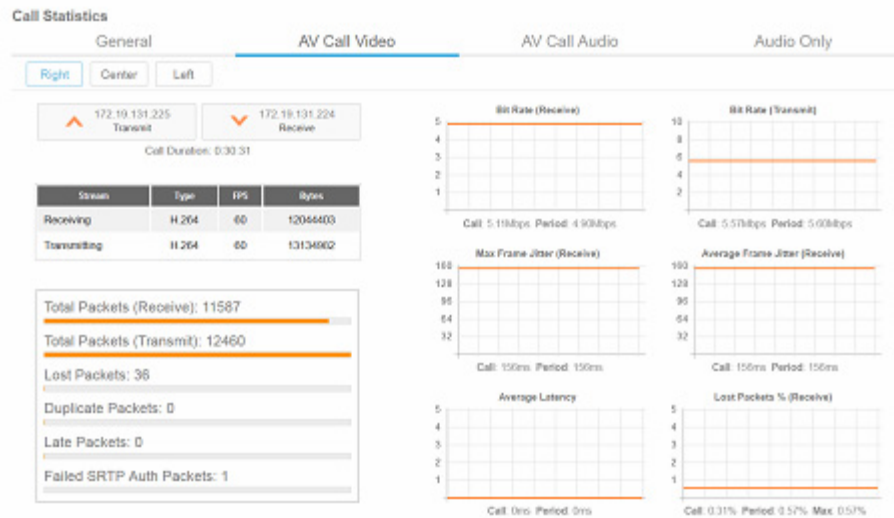
**Step 2** Click a tab for a desired statistics selection.

**Figure 6-2** General Call Statistics

Call Statistics	
General	AV Call Video
Data Type	Value
Total Calls in System Lifetime	6
Total Call Duration in System Lifetime	22:06:16
Last Call Duration	0:27:09
Total Call Duration Since Reboot	0:27:09
Last Call Start Time	Tue Sep 23 08:58:10 2014
Total Calls Since Last Reboot	1
Time Call Stats Were Last Cleared	Thu Sep 11 14:07:51 2014

Click any of the three AV stream selections to get their specific statistics as in [Figure 6-3](#).

**Figure 6-3** AV Call Video Stream Statistics



Note that in the AV Call Video tab you view statistics for either the Right, Center, or Left system displays. View either transmit or receive statistics by clicking either the Transmit or the Receive button.



**Note**

For more information about jitter and packet loss, see the [“Understanding Jitter and Defining Jitter Thresholds”](#) section on page 1-2.

Continue to scroll down the **Monitoring** page to the Network Data section to view your system’s transmission data.

## Network Data

Use the Network Data section to view packet transmission statistics collected from the network. Data is listed in columns labeled as if you were looking at the back of the system. For example, on an IX5000, the labels would indicate statistics from the left, center, and right codecs.

To monitor network statistics:

- Step 1** In the **Monitoring** page, scroll down to **Network Data**. Your network data appears as in [Figure 6-4](#).

*Figure 6-4 Network Data Section*

Network Data			
Call Control Manager: 10.22.146.31	MAC Address: 00:0b:ab:61:a8:76	Hostname: ts1	Domain Name: ts1.local
DHCP Setting: static	IP Address: 10.22.185.111	Gateway: 10.22.185.1	Subnet: 255.255.255.128
DNS Server 1: 173.36.131.10	DNS Server 2:	Operational VLAN:	

Service Status			
Admin Web UI Service	Running	Studio Service	Running
Virtual Canvas Manager Service	Stopped	Media Agent Service	Running
Media Relay Service	Running	Snapshot Stream Service	Running
SSIM Service	Running	Back-end Library service	Running
System Status Collection	Running	TBCSC Service	Running
Whiteboard Mgr Service	Running	Call Control Service	Stopped
Conference Control Service	Running	Calendar Service	Running

- Step 2** View your Network Data information.

## Using SNMP Traps to Monitor the System

Cisco provides management information base (MIB) files that monitor your system using the Simple Network Management Protocol (SNMP). For more detail, 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 (Sysops) Log messages, see the *Cisco TelePresence System Message Guide* at Cisco.com.