



Get Started with Cisco Prime Collaboration Assurance

Cisco Prime Collaboration Assurance is available in the following modes:

- Cisco Prime Collaboration Assurance Enterprise mode
- Cisco Prime Collaboration Assurance MSP mode



Note

You *must* complete the tasks mentioned in the section *Install Prime Collaboration Assurance* in the [Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide](#) before you start the tasks mentioned in the following sections.

- [Get Started with Cisco Prime Collaboration Assurance, page 1](#)
- [Get Started with Cisco Prime Collaboration Assurance, page 7](#)

Get Started with Cisco Prime Collaboration Assurance

After you install the Cisco Prime Collaboration Assurance 11.0 and later, perform the tasks listed in the following table:

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 1	Add a new license file. This step is applicable only if you have purchased Assurance Advanced and/or Analytics license.	System Administration > License Management	For Cisco Prime Collaboration 11.0, see the <i>Add and Delete a License File</i> section of “Manage Licenses” chapter in Cisco Prime Collaboration Assurance Guide - Advanced . For Cisco Prime Collaboration 11.1, see the <i>Add and Delete a License File</i> section of “Manage Licenses” chapter in Cisco Prime Collaboration Assurance Guide - Advanced .
Step 2	Manage Users and Roles Add a new user.	System Administration > User Management	For Cisco Prime Collaboration 11.0, see the <i>Add a User</i> section of “Manage User” chapter in Cisco Prime Collaboration Assurance Guide - Advanced . For Cisco Prime Collaboration 11.1, see the <i>Add a User</i> section of “Manage User” chapter in Cisco Prime Collaboration Assurance Guide - Advanced .
Step 3	Define credentials. Enter the required device credentials to manage devices in Cisco Prime Collaboration. For more information, see Setting up Devices for Prime Collaboration .	In Advanced mode, Device Inventory > Inventory Management > Auto Discovery > Manage Credentials In Standard mode, Device Inventory > Current Inventory	For Cisco Prime Collaboration 11.0, see the <i>Manage Device Credentials</i> chapter in Cisco Prime Collaboration Assurance Guide - Advanced and <i>Device Inventory Management in Standard</i> section of “Overview of Cisco Prime Collaboration Assurance” chapter in Cisco Prime Collaboration Assurance Guide - Advanced For Cisco Prime Collaboration 11.1, see the <i>Manage Device Credentials</i> chapter in Cisco Prime Collaboration Assurance Guide - Advanced and <i>Device Inventory Management in Standard</i> section of “Overview of Cisco Prime Collaboration Assurance” chapter in Cisco Prime Collaboration Assurance Guide - Advanced .

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
	<p>In Advanced mode,</p> <ul style="list-style-type: none"> • Discover Cisco TelePresence-Manager • Discover Cisco TelePresence Management Suite • Discover Cisco Unified Communications Manager • Discover Cisco Expressway • Discover Cisco TelePresence Video Communication Server • Discover Expressway-Core • Discover Cisco Unified Customer Voice Portal Operation Console(OAMP) <p>The Cisco Unified Communications Manager, Cisco TelePresence Multipoint Switch, Cisco TelePresence System, default gateway, and switches are discovered along with Cisco TelePresence-Manager.</p> <p>The Cisco Expressway, Cisco Multipoint Control Unit, Cisco Profile and Codec, default gateway, and switches are discovered along with Cisco TelePresence Management Suite.</p>		

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
	Cisco TelePresence Conductor is not auto discovered through Cisco TelePresence Manager/TelePresence Management Suite. The Cisco TelePresence Conductor needs to be discovered separately.		
Step 5	<p>Verify Inventory</p> <p>Note This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Verify whether all discovered devices are in the Managed state.</p>	Device Inventory > Inventory Management	<p>For Cisco Prime Collaboration 11.0, see the <i>Manage Inventory</i> chapter in the Cisco Prime Collaboration Assurance Guide - Advanced .</p> <p>For Cisco Prime Collaboration 11.1, see the <i>Manage Inventory</i> chapter in the Cisco Prime Collaboration Assurance Guide - Advanced.</p>

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 6	<p>Import Sessions</p> <p>Note This step is applicable only if you have purchased Assurance Advanced and/or Analytics license.</p> <p>Import the video collaboration sessions from Cisco TelePresence-Manager, Cisco TelePresence Management Suite, and Cisco TelePresence Multipoint Switch to monitor the sessions. To periodically import sessions from Cisco TelePresence-Manager, Cisco TelePresence Management Suite, and Cisco TelePresence Multipoint Switch, define the polling interval based on your business needs, using Diagnose > Session Diagnostics > Import Session .</p>	Diagnose > Session Diagnostics	<p>For Cisco Prime Collaboration 11.0, see the <i>Session Diagnostics Dashboard</i> section of “Monitor Sessions” chapter in Cisco Prime Collaboration Assurance Guide - Advanced .</p> <p>For Cisco Prime Collaboration 11.1, see the <i>Session Diagnostics Dashboard</i> section of “Monitor Sessions” chapter in Cisco Prime Collaboration Assurance Guide - Advanced.</p>

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 7	<p>Verify Sessions</p> <p>Note This step is applicable only if you have purchased Assurance Advanced and/or Analytics license.</p> <p>Verify whether all session details have been imported from Cisco TelePresence-Manager, Cisco TelePresence Management Suite, and Cisco TelePresence Multipoint Switch.</p> <p>Cisco Prime Collaboration collects scheduled sessions data for five days (for the past one day, for the current day, and for three days ahead).</p>	Diagnose > Session Diagnostics	<p>For Cisco Prime Collaboration 11.0, see the <i>Session Diagnostics Dashboard</i> section of “Monitor Sessions” chapter in Cisco Prime Collaboration Assurance Guide - Advanced.</p> <p>For Cisco Prime Collaboration 11.1, see the <i>Session Diagnostics Dashboard</i> section of “Monitor Sessions” chapter in Cisco Prime Collaboration Assurance Guide - Advanced.</p>

Get Started with Cisco Prime Collaboration Assurance

For Cisco Prime Collaboration Release 11.5 and later

After you install the Cisco Prime Collaboration Assurance, perform the tasks listed in the following table:

Table 1: Get started with Cisco Prime Collaboration Assurance Enterprise Mode

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Add license file			
Step 1	<p>Add a new license file.</p> <p>This step is applicable only if you have purchased Assurance Advanced and/or Analytics license.</p>	System Administration > License Management	See the <i>Add and Delete a License File</i> section of “Manage Licenses” chapter in Cisco Prime Collaboration Assurance Guide - Advanced .

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Discover your Network			
Step 1	<p>Set up the Devices for Auto Discovery.</p> <p>Set up the devices in your network first, so that they are ready to get discovered by Cisco Prime Collaboration.</p>	N/A	See Configure Devices for Cisco Prime Collaboration Assurance .
Step 2	<p>Add Device Credentials.</p> <p>Add the device credentials to discover devices and collect their inventory details. Always create a different credential profile for each device type.</p>	Inventory > Inventory Management > Manage Device Credentials	See the "Add a Device Credentials Profile" section of "Manage Device Credentials" chapter in Cisco Prime Collaboration Assurance Guide - Advanced .
Step 3	<p>Discover Devices.</p> <ul style="list-style-type: none"> • Discover Cisco Unified Communications Manager (including Cisco Unified IM and Presence) 9.x and later and Cisco Unity Connection 9.x and later applications. • Discover Cisco TelePresence Management Suite • Discover Cisco Expressway <p>The Cisco Expressway, Cisco Multipoint Control Unit, Cisco Profile and Codec, default gateway, and switches are discovered along with Cisco TelePresence Management Suite.</p> <p>Cisco TelePresence Conductor is not auto discovered through TelePresence Management Suite. The Cisco TelePresence Conductor needs to be discovered separately.</p> <p>For more information on supported devices, See Supported Alarms and Events for Cisco Prime Collaboration Assurance .</p>	Inventory > Inventory Management > Auto Discovery > Device Discovery	See the "Add Devices—Auto Discovery" section of "Discover Devices" chapter in the Cisco Prime Collaboration Assurance Guide - Advanced .

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 4	Verify Inventory Note This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Verify whether all discovered devices are in the Managed state.	Inventory > Inventory Management > Manage Device Credentials	See the <i>Manage Inventory</i> chapter in the Cisco Prime Collaboration Assurance Guide - Advanced .
Step 5	Import Conferences Note This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Import the video collaboration conferences Cisco TelePresence Management Suite Switch to monitor the conferences. To periodically import conferences from Cisco TelePresence Management Suite, define the polling interval based on your business needs, using Diagnose > Conference Diagnostics > Import Conference .	Diagnose > Conference Diagnostics	See the <i>Conference Diagnostics Dashboard</i> section of “Monitor Conferences” chapter in Cisco Prime Collaboration Assurance Guide - Advanced .
Step 6	Verify Conferences Note This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Verify whether all conference details have been imported from Cisco TelePresence Management Suite. Cisco Prime Collaboration collects scheduled conferences data for five days (for the past one day, for the current day, and for three days ahead).	Diagnose > Conference Diagnostics	See the <i>Conference Diagnostics Dashboard</i> section of “Monitor Conferences ” chapter in Cisco Prime Collaboration Assurance Guide - Advanced .

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 7	<p>Configure Cisco Prime Collaboration as CDR and Syslog destination in Unified Communications Manager.</p> <p>Ignore this step if you have enabled auto-configuration of this setting during the Unified CM auto-discovery.</p> <p>Perform this step only after the Unified CM clusters are discovered and in a Managed state in Cisco Prime Collaboration. Configure Cisco Prime Collaboration as a CDR and Syslog destination in each of the managed Unified CM clusters. This enables you to monitor the CDR and CMR metrics, and the endpoint registration details.</p>	NA	<p>See Configure Devices for Cisco Prime Collaboration Assurance.</p> <p>For information on auto-configuration, see the "Discover Devices" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.</p>
Step 8	<p>Set up the Trunk Traffic Maximum Capacity.</p> <p>Perform this step only after the Unified CMs and gateways are discovered and in a Managed state in Cisco Prime Collaboration. You must configure the trunk maximum capacity in Cisco Prime Collaboration. This enables you to determine the busy-hour trunk traffic for each gateway, connected to the Cisco Unified UCM.</p>	Analytics Administration > Trunk Traffic Max Capacity Settings	<p>See the "Configuring Maximum Capacity for a Trunk or Gateway" of the "Prime Collaboration Analytics Dashboards and Reports" chapter in Cisco Prime Collaboration Analytics Guide.</p>
Set up Alarm Notifications			
Step 1	<p>Set up the SMTP Server.</p> <p>Configure the SMTP server so that you can receive alarms by email notifications.</p>	Alarm & Report Administration > E-mail Setup for Alarms & Events	<p>See the "Configure SMTP Server" section of "Configure System Parameters" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.</p>

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 2	Set up Alarm Notifications. Create notification groups based on notification criteria of your choice, for the notifications such as SNMP trap, e-mail, and syslog.	Alarm & Report Administration > Notification Setup	See the "Add a Device Notification Group" section of "Configure Notifications" chapter in Cisco Prime Collaboration Assurance Guide - Advanced .
Set up the Cisco Prime Collaboration Server			
Step 1	Create Users and Assign Roles . Create users and provide them with role-based access control for multiple levels of authorization .	System Administration > User Management	See the <i>Add a User</i> section of "Manage Users" chapter in Cisco Prime Collaboration Assurance Guide - Advanced .
Step 2	Back up Settings. Perform or schedule periodic data backups. Data can be restored either on the same system or any other system in the event of a system failure.	System Administration > Backup settings	See the "Schedule Backup using Cisco Prime Collaboration User Interface" section of "Perform Backup and Restore" chapter in the Cisco Prime Collaboration Assurance Guide - Advanced .
Step 3	Create Domains. Create domains to group different devices and assign these domains to users	System Administration > Domain Setup	See the "Add Domains" section of "Manage Domains" chapter in Cisco Prime Collaboration Assurance Guide - Advanced .

Table 2: Get Started with Cisco Prime Collaboration Assurance Standard Mode

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Discover your Network			

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 1	Add Devices. Add your devices, including the video endpoints.	Inventory > Inventory Management > Current Inventory	For more information on supported devices, see Supported Alarms and Events for Cisco Prime Collaboration Assurance .
Set up Alarm Notifications			
Step 1	Set up the SMTP Server. Configure the SMTP server so that you can receive alarms by email notifications.	Alarm & Report Administration > E-mail Setup for Alarms & Events	See the "Configure SMTP Server" section of "Configure System Parameters" chapter in Cisco Prime Collaboration Assurance Guide - Standard .
Step 2	Set up Alarm Notifications. Create notification groups based on notification criteria of your choice, for the notifications such as SNMP trap, e-mail, and syslog.	Alarm & Report Administration > Notification Setup	See the "Configure Alarm and Event Notification" section of "Customize Monitoring Parameters" chapter in Cisco Prime Collaboration Assurance Guide - Standard .
Set up the Cisco Prime Collaboration Server			
Step 1	Create Users and Assign Roles. Create users and provide them with role-based access control for multiple levels of authorization.	System Administration > User Management	See the "Add, Edit, and Delete a User" section of "Manage Users" chapter in Cisco Prime Collaboration Assurance Guide - Standard .
Step 2	Back up Settings. Perform or schedule periodic data backups. Data can be restored either on the same system or any other system in the event of a system failure.	System Administration > Backup settings	See the "Schedule Backup using Cisco Prime Collaboration User Interface" section of "Perform Backup and Restore" chapter in Cisco Prime Collaboration Assurance Guide - Standard .

