



# Cisco Prime Collaboration Assurance Overview

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## About Cisco Prime Collaboration Assurance and Analytics

This document provides information on Cisco Prime Collaboration 11.0, 11.1, 11.5, and 11.6.

This document provides information on Cisco Prime Collaboration Assurance and Analytics 12.1.

Cisco Prime Collaboration Assurance and Analytics provides real-time monitoring, proactive troubleshooting, and long term trending and analytics in one integrated product.

Cisco Prime Collaboration Assurance provides integrated service assurance management through a single, consolidated view of the Cisco voice, and video collaboration environment. It includes continuous, real-time monitoring and advanced troubleshooting tools for Cisco Unified Communications and Cisco TelePresence systems including the underlying transport infrastructures. It proactively notifies operators of issues and facilitates resolution through proactive fault detection and isolation using diagnostic tools. For video, the solution allows operators to view end-to-end session paths and identify jitter and packet loss, which impacts the session quality.

Cisco Prime Collaboration Assurance is available in two modes -Standard and Advanced mode.

### **Cisco Prime Collaboration Assurance Standard**

Cisco Prime Collaboration Assurance Standard provides basic monitoring functionalities and it is a free option included in Cisco Unified Workspace Licensing and Cisco User Connect Licensing for Cisco Unified Communications 10.0 onwards.

For details on differences between the Standard and Advanced versions of Cisco Prime Collaboration Assurance, see the [Cisco Prime Collaboration- Standard and Advanced Offerings](#).

### **Cisco Prime Collaboration Assurance and Analytics Advanced**

Cisco Prime Collaboration Assurance and Analytics Advanced offers full-featured real-time monitoring and diagnostics system for voice, video, and Contact Center network assurance. The Analytics module provides historical reporting of key performance indicators (KPIs) and allows IT network managers to analyze trends for capacity planning, resource optimization, and quality of service.

In the Cisco Prime Collaboration Assurance - Advanced option, you can select either the Enterprise mode deployment or Managed Service Provider (MSP) deployment.

In the Enterprise mode, Cisco Prime Collaboration Assurance Advanced includes Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance. If you have purchased the license for Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance, you can access the Cisco Prime Collaboration Analytics and Cisco Prime Collaboration Contact Center Assurance dashboards. If you select to install in MSP mode, Cisco Prime Collaboration Analytics is available only in Cisco Prime Collaboration 11.5 and later versions.

For details on differences between the Standard and Advanced version of Cisco Prime Collaboration Assurance, see the [Cisco Prime Collaboration- Standard and Advanced Offerings](#).

### **Cisco Prime Collaboration Analytics**

Cisco Prime Collaboration Analytics helps you identify traffic trends, technology adoption trends, and over- and underutilized resources in your network. You can also track intermittent and recurring network issues and address service quality issues.

For more details on the features available in Cisco Prime Collaboration Analytics 12.x, see the "Prime Collaboration Analytics Dashboards and Reports" chapter in [Cisco Prime Collaboration Analytics Guide](#).

For more details on the features available in Cisco Prime Collaboration Analytics 11.0, see the "Prime Collaboration Analytics Dashboards and Reports" chapter in [Cisco Prime Collaboration Analytics Guide](#).

For more details on the features available in Cisco Prime Collaboration Analytics 11.1, see the "Prime Collaboration Analytics Dashboards and Reports" chapter in [Cisco Prime Collaboration Analytics Guide](#).

For more details on the features available in Cisco Prime Collaboration Analytics 11.5, see the "Prime Collaboration Analytics Dashboards and Reports" chapter in [Cisco Prime Collaboration Analytics Guide](#).

### **Cisco Prime Collaboration Contact Center Assurance**

Cisco Prime Collaboration Contact Center Assurance is a monitoring and diagnostics tool that helps you maximize the Cisco Unified Contact Center Enterprise uptime. For more details on the features available in Cisco Prime Collaboration Contact Center Assurance, see the "Overview of Cisco Prime Collaboration Contact Center Assurance" chapter in [Cisco Prime Collaboration Contact Center Assurance Guide](#).

## **Cisco Prime Collaboration Assurance and Analytics High Availability**

Cisco Prime Collaboration Assurance and Analytics supports High Availability (HA) through the VMware vSphere HA feature. You do not need an extra Cisco Prime Collaboration Assurance and Analytics license to configure HA. For details on how to configure the virtualization layer HA for Cisco Prime Collaboration Assurance and Analytics, see the [VMware vSphere HA for Cisco Prime Collaboration](#) white paper.

## **Cisco Prime Collaboration Assurance and Analytics Geo-Redundancy**

Cisco Prime Collaboration Assurance and Analytics support Geo-Redundancy through the VMware vSphere replication. You do not need an extra Cisco Prime Collaboration Assurance and Analytics license to configure

Geo-Redundancy. For more information on Geo-Redundancy, see [Geo Redundancy for Cisco Prime Collaboration Assurance and Analytics](#).

## New and Changed Information

The following table describes the information that has been added or changed since the previous release of this guide.

**Table 1: New and Changed Information**

Version	Date	Updates	Location
Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide 11.0			
11.0	September 14, 2015(First Published)	Initial Version	NA
Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide 11.1			
11.1	February 11, 2016	Updated VMware-certified hardware related information.	<a href="#">System Requirements - Server and Client Machine Requirements</a>
		Added a section Supported Upgrade Versions for 11.1.	<a href="#">Supported Upgrade Versions - Cisco Prime Collaboration Assurance 11.1</a>
		Added a section What's New in Cisco Prime Collaboration 11.1 Features.	<a href="#">What's New in Cisco Prime Collaboration Assurance 11.1</a>
	February 15, 2016	Updated the prerequisites with Synthetic Tests related information.	<a href="#">Upgrade Cisco Prime Collaboration Assurance</a>
Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide 11.5			

Version	Date	Updates	Location
11.5	June 7, 2016	Updated the information related to Cisco Prime Collaboration Assurance - Standard standalone OVA for Enterprise deployment.	<ul style="list-style-type: none"> <li>• <a href="#">Deployment Models—Standard and Advanced</a></li> <li>• <a href="#">Virtual Machine Requirements for Cisco Prime Collaboration Assurance</a></li> </ul>
		Added a section Get Started with Cisco Prime Collaboration Assurance.	<a href="#">Get Started with Cisco Prime Collaboration Assurance</a>
		Added a section Supported Upgrade Versions for 11.5.	<a href="#">Supported Upgrade Versions - Cisco Prime Collaboration Assurance 11.5</a>
		Added a section What's New in Cisco Prime Collaboration 11.5 Features.	<a href="#">What's New in Cisco Prime Collaboration Assurance 11.5—Advanced</a>
		Added a section Upgrade Cisco Prime Collaboration Assurance for Very Large Deployment.	<a href="#">Upgrade Cisco Prime Collaboration Assurance for Very Large Deployment</a>
		Updated the section Post Cisco Prime Collaboration Analytics Upgrade.	<a href="#">Post Cisco Prime Collaboration Analytics Upgrade</a>
Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide 11.6			

Version	Date	Updates	Location
11.6		Updated the section Post Cisco Prime Collaboration Analytics Upgrade.	<a href="#">Post Cisco Prime Collaboration Analytics Upgrade</a>
		Added a section What's New in Cisco Prime Collaboration Analytics 11.6 Features.	<a href="#">What's New in Cisco Prime Collaboration Analytics 11.6</a>
		Added a section Supported Upgrade Versions - Cisco Prime Collaboration Assurance 11.6	<a href="#">Supported Upgrade Versions - Cisco Prime Collaboration Assurance 11.6</a>
		Updated a note related to upgrade in MSP mode.  Updated information related to the upgrade application bundle.	<a href="#">Upgrade Cisco Prime Collaboration Assurance</a>
		Updated information related to the system reboot.	<a href="#">Perform a Cisco Prime Collaboration Assurance Upgrade (Includes Analytics)</a>
		Added a section What's New in Cisco Prime Collaboration As 11.6 Features.	<a href="#">What's New in Cisco Prime Collaboration Assurance 11.6—Advanced</a>
11.6	June 28, 2017	Added a Note about Admin privileges in the VMware Requirements section.	<a href="#">VMware Requirements</a>
11.6	June 23, 2017	VMware ESXi release support - The following versions support both VMware ESXi and VCenter: 5.0, 5.1, 5.5, and 6.0.	<a href="#">System Requirements - Server and Client Machine Requirements</a>

# What's New in Cisco Prime Collaboration

*Table 2: What's New in Cisco Prime Collaboration 11.0 Features*

Version	Feature Name	Feature Description	Where Documented
11.0	Supported Upgrade Versions	Lists the Cisco Prime Collaboration Assurance versions that are supported for upgrade.	<a href="#">Supported Upgrade Versions—Cisco Prime Collaboration Assurance (Includes Analytics)</a>
	What's New in Cisco Prime Collaboration Assurance 11.0	Changes After Upgrade	<a href="#">What's New in Cisco Prime Collaboration Assurance 11.0</a>

*Table 3: What's New in Cisco Prime Collaboration 11.1 Features*

Version	Feature Name	Feature Description	Where Documented
11.1	Supported Upgrade Versions	Lists the Cisco Prime Collaboration Assurance versions that are supported for upgrade.	<a href="#">Supported Upgrade Versions—Cisco Prime Collaboration Assurance (Includes Analytics)</a>
	What's New in Cisco Prime Collaboration Assurance 11.1	Changes After Upgrade	<a href="#">What's New in Cisco Prime Collaboration Assurance 11.1</a>

*Table 4: What's New in Cisco Prime Collaboration 11.5 Features*

Version	Feature Name	Feature Description	Where Documented
11.5	Supported Upgrade Versions	Lists the Cisco Prime Collaboration Assurance versions that are supported for upgrade.	<a href="#">Supported Upgrade Versions - Cisco Prime Collaboration Assurance 11.5</a>
	What's New in Cisco Prime Collaboration Assurance 11.5	Changes After Upgrade	<a href="#">What's New in Cisco Prime Collaboration Assurance 11.5</a>

*Table 5: What's New in Cisco Prime Collaboration 11.6 Features*

<b>Version</b>	<b>Feature Name</b>	<b>Feature Description</b>	<b>Where Documented</b>
11.6	Supported Upgrade Versions	Lists the Cisco Prime Collaboration Assurance versions that are supported for upgrade.	<a href="#">Supported Upgrade Versions - Cisco Prime Collaboration Assurance 11.6</a>
	What's New in Cisco Prime Collaboration Assurance 11.6	Changes After Upgrade	<a href="#">What's New in Cisco Prime Collaboration Assurance 11.6</a>

