



Changes After Upgrade

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Changes and Limitations After Upgrade

This section provides information about the enhancements and limitations after you upgrade Cisco Prime Collaboration Assurance. For information about logging in to Cisco Prime Collaboration Assurance after upgrade, see [Log in to Cisco Prime Collaboration Assurance](#).

What's New in Cisco Prime Collaboration Assurance 11.0

Cisco Prime Collaboration Assurance provides the following new features:

- **User Interface Changes**

Cisco Prime Collaboration Assurance has a new user interface to give you a simplified user experience and includes the following:

- You can click the **Toggle Navigation** icon to view a list of dashlets and reports.
- The left pane displays vertical expandable **Navigation** tab, **Index** tab, **Favorites** tab, and **Search Menu** fields. The **Favorites** tab allows you to bookmark your preferred pages for future reference.
- You can click the pin icon at the top left to hide or display the left pane.
- Upgrade icon on the global toolbar is changed to Get Advanced icon.
- **Getting Started** popup is moved to the left pane of the menu bar.
- Navigation in user interface is changed. See [Navigation Changes in Cisco Prime Collaboration Assurance - Advanced User Interface, on page 3](#) and [Navigation Changes in Cisco Prime Collaboration Assurance - Standard User Interface, on page 8](#).

- **Dashboards**

- You can view Customer Voice Portal License Usage dashlet under License Usage dashboard to view license usage for CVP call servers.
- You can view Contact Center Enterprise License Usage dashlet under License Usage dashboard to view the list of devices, capability of the device, and the number of agents logged on to the devices.

- You can view Severely Conceal Seconds Ratio, Conceal Seconds Ratio, Conceal Seconds, and Severely Conceal Seconds values in Call Details pane of Call Quality Troubleshooting page.
- The OpsView dashlet is enhanced to display the hard and soft unregistered endpoints count as a separate entity.
- Conductor Bridge Pool Utilization dashlet is added as a tab on the Utilization Monitor page. The dashlet provides information about the cumulative utilization of the conference bridges for each conductor pool in your network..
- You can view a new set of performance counters loaded for Cisco SocialMiner devices till version 11.0.

• Reports

- Voice call quality grading is performed based on the Severely Conceal Seconds Ratio (SCSR) (%) value in the following reports:
 - CDR & CMR Reports
 - NAM & Sensor Reports
 - Voice Call Quality Event History Reports
- CDR & CMR Report is simplified to enhance the user experience. You can filter the CDR & CMR Report by using the **Display** filter panel.

• Monitoring and Diagnostics

- Session monitoring is supported for Collaboration Edge meetings and includes topology construction of MRA endpoints for Point-to-point, Multipoint, and Multisite sessions.
- Cascading of Cisco TelePresence Servers allows you to monitor TelePresence servers during ad hoc conference calls over Cisco TelePresence Conductor. .
- The following new alarm is generated - CDRNotReceived.
- The Cisco Integrated Management Controller Hardware Fault trap is generated to troubleshoot any fault in the hardware components of Cisco Integrated Management Controller device.
- The VXML Server alert trap is supported from CVP devices.
- You can cross launch to CMR report from **Last Call Quality** column under 360 User View.

• General

- Cisco Prime Collaboration Assurance licensing is simplified, and based on the number of endpoints only. The endpoint type or category does not affect the number of licenses required.
- Cisco SocialMiner and Cisco Integrated Management Controller (CIMC) devices are supported for this release.



Note Cisco Prime Collaboration supports only Cisco Integrated Management Controller (CIMC) traps for this release. You must manually add the device on the **Inventory Management** page.

- CDR Report now reports the following video codecs: H.264 and H.265.
 - Log Collection Center and Call Signaling Analyzer features are now supported in MSP mode also.
 - The Cisco Prime Collaboration ordering structure and pricing model is reduced and simplified to make ordering easier. From 11.0 release, all tiers and voice and video endpoint classification product numbers are removed. You now order Cisco Prime Collaboration 11.0 by specifying the number of endpoints managed, regardless of the type of endpoint.
 - Cisco Prime Collaboration supports Geo-Redundancy from this release.
- **Features or Devices Not Supported From This Release**

The following features or devices are not supported from 11.0 release:


- The IP SLA Video Operations test for video endpoints is not supported.



Note IP SLA Voice Test feature is still supported.

- Cisco Unity devices are not supported.
- Survivable Remote Site Telephony (SRST) Test is not supported
- The integration of Cisco Deployment Manager with Cisco Prime Collaboration Assurance is not supported.
- The convergence of Cisco Prime Collaboration Provisioning and Cisco Prime Collaboration Assurance applications is no longer supported. Hence, the attach and detach functions are not supported.
- Most Impacted Endpoints by Sensor/NAM, Most Impacted Endpoints by CDR, and Export Most Impacted Endpoints reports are not supported.
- Contacting Cisco Technical Assistance Center (TAC) by using the user interface is not supported.

Navigation Changes in Cisco Prime Collaboration Assurance - Advanced User Interface

Click the **Toggle Navigation** icon  on the **Cisco Prime Collaboration** page to view a list of dashlets and reports. You can click the pin icon at the top left to hide or display the left pane. You can also view indexes, set favorites, and use the search option in the same menu.

The navigation changes of Cisco Prime Collaboration Assurance Advanced (MSP or Enterprise) user interface after an upgrade is listed in the following table:

Table 1: User Interface Navigation in Cisco Prime Collaboration Assurance Advanced

Before upgrade	After upgrade
Home <ul style="list-style-type: none"> • OpsView • Service Experience • Alarm • Performance • Contact Center Topology 	Monitor > System View <ul style="list-style-type: none"> • OpsView • Service Experience • Alarm • Performance • Contact Center Topology
Operate > Alarms & Events	Monitor > Alarms & Events
Operate > Utilization Monitor	Monitor > Utilization Monitor
Operate > UC Cluster Status	Monitor > UC Cluster Status
Operate > Device Work Center	Device Inventory <ul style="list-style-type: none"> • Inventory Management
Operate > Diagnose	Diagnose
Operate > Diagnose <ul style="list-style-type: none"> • Endpoint Diagnostics • Session Diagnostics • Call Signaling Analyzer • IP-SLA Diagnostics • Media Path Analysis • CME Diagnostics 	Diagnose <ul style="list-style-type: none"> • Endpoint Diagnostics • Session Diagnostics • Call Signaling Analyzer • Media Path Analyzer • CME Diagnostics
Operate > Log Collection Center	Diagnose > Log Collection Center
Operate > Diagnostics Test Center	Synthetic Test Center
Operate > Diagnostics Test Center <ul style="list-style-type: none"> • Synthetic Test • Audio Phone Features Test • Node-to-Node Test • Video Test Call • Phone Status Test • Batch Test 	Synthetic Test Center <ul style="list-style-type: none"> • UC Application Synthetic Test • Audio Phone Features Test • IP SLA Voice Test • Video Test • Phone Status Test • Batch Test

Before upgrade	After upgrade
Report > Administrative Reports	Assurance Reports > Administrative Reports
Report > Communications Manager Reporting	Assurance Reports > Launch CUCM Reports
Report > Assurance Reports > Interactive Reports	Assurance Reports > Miscellaneous Reports
Report > Assurance Reports > Interactive Reports <ul style="list-style-type: none"> • UCM/CME Phone Activity Reports • Voice Call Quality Event History Reports • Miscellaneous Reports 	Assurance Reports > Miscellaneous Reports <ul style="list-style-type: none"> • UCM/CME Phone Activity Reports • Voice Call Quality Event History Reports • Other Reports
Report > Assurance Reports > Interactive Reports > Telepresence Reports > Conferencing Device Utilization Report	Assurance Reports > Miscellaneous Reports > Other Reports > Conferencing Device Utilization Report
Report > Assurance Reports > Interactive Reports > Telepresence Reports > All Session Summary Report	Assurance Reports > Session Reports > All Session Summary Report
Report > Assurance Reports > Interactive Reports > Telepresence Reports > Session Detail Report	Assurance Reports > Session Reports > Session Detail Report
Report > Assurance Reports > Interactive Reports > Telepresence Reports > Endpoint Utilization Report	Assurance Reports > Telepresence Endpoint Reports > Endpoint Utilization Report
Report > Assurance Reports > Interactive Reports > Telepresence Reports > No Show Endpoint Summary Report	Assurance Reports > Telepresence Endpoint Reports > No Show Endpoint Summary Report
Report > Assurance Reports > Interactive Reports > UCM/CME Voice Call Quality Reports > Sensor/NAM	Assurance Reports > NAM & Sensor Reports
<ul style="list-style-type: none"> • Report > Assurance Reports > Interactive Reports > Telepresence Reports > UCM/CME Voice Call Quality Reports > Endpoints • Report > Assurance Reports > Interactive Reports > Telepresence Reports > UCM/CME Voice Call Quality Reports > CDR 	Assurance Reports > CDR & CMR Reports
Report > Assurance Reports > Scheduled Reports	Assurance Reports > Scheduled Reports
Administration > Alarm & Event Setup > Event Customization	Assurance Administration > Event Customization
Administration > Alarm & Event Setup > Notification	Assurance Administration > Notification Setup

Before upgrade	After upgrade
Administration > Alarm & Event Setup > TelePresence Settings	Assurance Administration > Session Path Threshold Settings
Administration > Alarm & Event Setup > Polling Settings	Assurance Administration > Polling Settings
Administration > Backups	System Administration > Backup Settings
Administration > Single Sign-On	System Administration > Single Sign-On
Administration > Job Management	System Administration > Job Management
Administration > License Management	System Administration > License Management
Administration > User Management	System Administration > User Management
Administration > System Setup > Assurance Setup > General Settings	Assurance Administration > E-mail Setup for Alarms & Events
Administration > System Setup > Assurance Setup > General Settings > 1040 Sensors Setup	Assurance Administration > 1040 Sensors Setup
Assurance Administration > Assurance Domain Management	Assurance Administration > Domain Setup
Administration > System Setup > Assurance Setup > Cisco Prime 360 Integration	System Administration > 360 Integration
Administration > System Setup > Assurance Setup > Call Quality Data Source Management	Assurance Administration > CDR Source Settings > Manage Call Quality Data Sources
Administration > System Setup > Assurance Setup > LDAP Settings	System Administration > LDAP Settings
Administration > System Setup > Assurance Setup > Log Management	System Administration > Log Management
Administration > System Setup > Assurance Setup > SFTP Settings	Assurance Administration > CDR Source Settings > CUCM SFTP Credentials
<ul style="list-style-type: none"> • Administration > System Setup > Assurance Setup > IP Phone Inventory Collection Settings • Administration > System Setup > Assurance Setup > IP Phone XML Inventory Collection Settings 	Device Inventory > Inventory Schedule > IP Phone Inventory Schedule
Administration > System Setup > Assurance Setup > Cluster Data Discovery Settings	Device Inventory > Inventory Schedule > Cluster Data Discovery Schedule
Administration > System Setup > Assurance Setup > SNMP Query	Device Inventory > SNMP MIB Query Tool

Before upgrade	After upgrade
Administration > System Setup > Assurance Setup > Prime Collaboration Certificate Management	System Administration > Certificate Management > Prime Collaboration Certificate Management
Administration > System Setup > Assurance Setup > Device Certificate Management	System Administration > Certificate Management > Device Certificate Management
Analyze <ul style="list-style-type: none"> • Technology Adoption • Asset Usage • Traffic Analysis • Capacity Analysis • Service Experience • UC System Performance • Video Conferences • Custom Report Generator • Scheduled Reports 	Analytics <ul style="list-style-type: none"> • Technology Adoption • Asset Usage • Traffic Analysis • Capacity Analysis • Service Experience • UC System Performance • Video Conferences • License Usage • My Dashboard
Administration > License Management	System Administration > License Management
Administration > Analytics Group Management	Analytics Administration > Group Management
Administration > System Setup > Assurance Setup > CDR Trunk Utilization Settings	Analytics Administration > Trunk Traffic Max Capacity Settings
Administration > System Setup > Assurance Setup > General Settings	Analytics Administration > sFTP Settings
Analyze > Custom Report Generator	Analytics > Custom Report Generator
Analyze > Scheduled Reports	Analytics > Schedule Reports
Administration > Backups	System Administration > Backup settings



Note Assurance Administration > CDR Analysis Settings is a new menu path that contains the following tabs:

- Configure Voice Call Grade
- Set Call Category
- Gateway Code Configuration
- Dial Plan Configuration
- Dial Plan Assignment

Navigation Changes in Cisco Prime Collaboration Assurance - Standard User Interface

In Cisco Prime Collaboration Assurance Standard User Interface, the left pane displays Navigation tab, Index tab, and Search Menu field. Double-click the pin icon at the top to hide the left pane or click the Toggle Navigation icon to view the left pane as appropriate.

The navigation changes of Cisco Prime Collaboration Assurance - Standard User Interface after an upgrade is listed in the following table:

Table 2: User Interface Navigation in Cisco Prime Collaboration Assurance Standard

Before Upgrade	After Upgrade
Operate > Device Work Center	Device Inventory
Operate > Device Work Center > Current Inventory	Device Inventory > Inventory Management > Current Inventory
Administration > System Setup > Assurance Setup <ul style="list-style-type: none"> • IP Phone Inventory Collection Settings • IP Phone XML Inventory Collection Settings • Cluster Data Discovery Settings 	Device Inventory > Cluster Inventory Discovery Schedule > IP Phone Settings <ul style="list-style-type: none"> • Inventory Collection Settings • XML Inventory Collection Settings • Cluster Data Discovery Settings
Administration > System Setup > Assurance Setup > SNMP Query	Device Inventory > SNMP MIB Query Tool
Home > Performance	Monitor > System View > Performance
Operate > Alarms & Events	Monitor > Alarms & Events
Operate > UC Cluster Status	Monitor > UC Cluster Status
Operate > Diagnose > Call Signaling Analyzer	Diagnose > Call Signaling Analyzer
Operate > Log Collection Center	Diagnose > Log Collection Center
Administration > Alarm & Event Setup > Event Customization	Assurance Administration > Event Customization
Administration > Alarm & Event Setup > Notification > Assurance Notification Criteria	Assurance Administration > Notification Setup > Custom Notification
Administration > System Setup > Assurance Setup > Assurance General Settings > E- mail set up	Assurance Administration > Notification Setup > E- mail set up for Alarm & Event
Administration > System Setup > Assurance Setup > SFTP Settings	Assurance Administration > CDR Source Settings > CUCM SFTP Credentials
Administration > System Setup > Assurance Setup > Call Quality Data Source Management	Assurance Administration > CDR Source Settings > Manage Call Quality data Sources

Before Upgrade	After Upgrade
Administration > System Setup > Assurance Setup <ul style="list-style-type: none"> • Call category • Gateway Code • Dial Plan Assignment • Dial Plan Configuration 	Assurance Administration > CDR Analysis Settings <ul style="list-style-type: none"> • Configure Call Grade • Set Call category • Gateway Code Configuration • Assign Numbering Plan to a Cluster • Numbering Plan for Call Classification
Administration > User Management	System Administration > User Management
Administration > License Management	System Administration > License Management
Administration > Backup	System Administration > Backup settings
Administration > Single Sign-On	System Administration > Single Sign-On
Administration > System Setup > Assurance Setup > LDAP Settings	System Administration > LDAP Settings
Administration > System Setup > Assurance Setup > Log Management	System Administration > Log Management
Administration > job Management	System Administration > job Management
Administration > System Setup > Assurance Setup <ul style="list-style-type: none"> • Device Certificate Management • Prime Collaboration Certificate Management 	System Administration > Certificate Management <ul style="list-style-type: none"> • Certificate Authentication • Prime Collaboration Certificate Management
Administration > System Setup > Assurance Setup > Cisco Prime 360 Integration	System Administration > 360 Integration

What's New in Cisco Prime Collaboration Assurance 11.1

Cisco Prime Collaboration Assurance 11.1 supports the following new features:

- **Event Customization**

- You can add, edit, or delete any additional information about alarms or events in **Notes for Email** under **System**, **Syslog Rules**, **Threshold Rules**, and **Correlation Rules** tab.
- You can view **Exception Indicator** instead of **Custom Rules** in **Event Customization** page.

- **Notification Setup**

You will receive an e-mail notification with the subject line in the following format:
[PC-ALERT-CLUSTERNAME] DEVICE IP : EVENTNAME :SEVERITY.

- **Synthetic Test Center**

After performing an upgrade from 11.0, you must import the exported Synthetic Test from 11.0 to 11.1.

- **General**

- You can search for a device easily from the search option in Cluster or Device drop-down list under Advanced tab of **Threshold Rules** tab, **Performance** dashboard, and **UC Device Search**.
 - Update Inventory is triggered automatically after the upgrade. Logical discovery is not performed as part of this auto update inventory. Auto Update Inventory is performed only on first time, when the server restarts after the upgrade. Update Inventory jobs are created during the auto update inventory. Device rediscovery is not mandatory after the upgrade.
 - MM820 hardware platform is supported on Cisco TelePresence Server or Cisco MCU.
- **Navigation Changes in Cisco Prime Collaboration Assurance User Interface**
Monitor > UC Cluster Status is changed as **Device Inventory > UC Device Search** in Cisco Prime Collaboration Assurance User Interface .
 - **Device Support**
 Cisco Prime Collaboration Assurance 11.1 supports the following devices:
 - Cisco Jabber 11.5 (all variants)
 - Cisco IX 5000 series (8.1 and 8.2)
 - 8811,8841, and 8861 phones

What's New in Cisco Prime Collaboration Assurance 11.5—Advanced

What's New in Cisco Prime Collaboration Assurance 11.5—Advanced

- **Getting Started Page**

You can view the end to end work flow of the product on Getting Started page. You should perform the tasks in the sequence mentioned on this page. For more information, see [Get Started with Cisco Prime Collaboration Assurance](#).

- **Certificate Management**

- Cisco Prime Collaboration accepts only PKCS12 format certificates with .pfx or .p12 extension. When you upgrade from Cisco Prime Collaboration 11.0 or 11.1 with certificates in PKCS#7 format to 11.5, PKCS#7 exists until any new certificate in PKCS#12 format is uploaded in 11.5 server.
- You do not need to generate Certificate Signing Request (CSR) to install CA Signed Certificate.

- **Device Certificate Management**

Device Certificate Management is no longer available in Cisco Prime Collaboration Assurance.

- **User Roles and Tasks**

Report Viewer role helps you to view and export the reports only. For more information, see [User Roles and Tasks for Cisco Prime Collaboration Assurance](#).

- **Dashboard**

- UCM Troubleshoot and VCS Troubleshoot are not supported and are not available in the Endpoint Health Troubleshooting window.

- Cisco TelePresence Exchange (CTX) dashboard is no longer available in Cisco Prime Collaboration Assurance.
- Troubleshoot icon is not available in Conference Diagnostics Dashboard.

• **Discovery Methods**

Renamed Discovery Methods to Discover and re-organized the discovery methods in the Discovery drop-down list.

You can view the following discovery methods in the Discovery Methods drop-down list.

- Communications Manager (UCM) Cluster and connected devices
- Video Communications Server (VCS) / Expressway Cluster and connected devices
- Telepresence Management Suite (TMS) and connected devices
- Contact Center Customer Voice Portal (CVP) and connected devices
- VCenter and connected ESXi devices
- UCS Manager
- Network devices using CDP
- Network devices using Ping/Sweep
- Any Device

• **Manage Device Credentials**

- You do not need to add credentials for Cisco Device, Polycom, Cisco Unified Communications Manager Express (Cisco Unified CME), and UC500 Series devices on Credential Profiles page.
- You do not need to add MSI and CLI credentials on Credential Profiles page.
- Several devices are renamed on Credential Profiles page.

• **Enabling FIPS Compliance**

You can enable FIPS compliance, only if you deploy Cisco Prime Collaboration Assurance in ENT mode. For more information on FIPS, see the "Enable FIPS Compliance" chapter in [Cisco Prime Collaboration Assurance Guide - Advanced](#).

• **Backup and Restore**

You must perform backup and restore from FIPS-compliant setup to FIPS-compliant setup and non-FIPS compliant setup to non-FIPS compliant setup only. Backup and restore from non-FIPS compliant setup to FIPS-compliant setup or FIPS-compliant setup to non-FIPS compliant setup is not supported. For more information, see the "Overview of Backup and Restore" section in [Cisco Prime Collaboration Assurance Guide - Advanced](#).

• **Device Support**

- Cisco Virtualized Voice Browser (Cisco VVB), Cisco Unified Attendant Console (CUAC), and Perimeta Session Border Controller (SBC) devices are supported and managed in Cisco Prime Collaboration Assurance.

• Device Status Summary

Assurance Inventory Summary is renamed as Device Status Summary. For more information, see the "Device Status Summary" section of "Manage Inventory chapter" in [Cisco Prime Collaboration Assurance Guide - Advanced](#).

• General


- Exporting the device credentials from one Cisco Prime Collaboration server and importing it to another server is not supported.
- In the Global Search option, the Phone and TelePresence search fields are merged and renamed as Endpoint.
- The Inventory table also displays the software version.
- Modified the Inventory status reasons for better understanding of the issues.
- Session is renamed as Conference in Cisco Prime Collaboration Assurance.
- Assurance domain is renamed as Domain in Cisco Prime Collaboration Assurance.
- You can monitor the Cisco Prime Collaboration Assurance Server health using the Cisco Prime Collaboration Assurance application. You can get information on CPU, memory, disk utilization, logical storage areas, and process details. For more information on monitoring the Cisco Prime Collaboration Assurance Server, see "Monitor the Cisco Prime Collaboration Assurance Server" chapter in [Cisco Prime Collaboration Assurance Guide - Advanced](#).

• Features or Devices Not Supported From This Release

The following features or devices are not supported from 11.5 release:

- Cisco TelePresence Exchange (CTX), Cisco TelePresence Multipoint Switch (CTMS), Cisco TelePresence-Manager (CTS-MAN), Cisco Unified MeetingPlace Express, Cisco Unity, Cisco Unified Expert Advisor, and UC500 Series devices are not supported.
- AES 128 and DES are the supported Authentication Privacy Protocols to enable SNMP V3. AES Authentication Privacy Protocol is not supported.
- The Inventory table does not display Mediatrace Role, IP SLA Role, and Performance Monitor columns.
- Cross launch of Cisco Prime Infrastructure and Cisco Prime NAM Setup from 360 Integration page is not supported.
- Cross launch to device log in page from IP address link is not supported in MSP mode.
- Medianet technology is not supported.
- Troubleshooting is not supported.

Navigation Changes in Cisco Prime Collaboration Assurance - Advanced User Interface

Click the **Toggle Navigation** icon  on the **Cisco Prime Collaboration** page to view a list of dashlets and reports. You can click the pin icon at the top left to hide or display the left pane. You can also view indexes, set favorites, and use the search option in the same menu.

The navigation changes of Cisco Prime Collaboration Assurance Advanced (MSP or Enterprise) user interface after an upgrade is listed in the following table:

Table 3: User Interface Navigation in Cisco Prime Collaboration Assurance Advanced

Before upgrade	After upgrade
Monitor > System View <ul style="list-style-type: none"> • OpsView • Service Experience • Alarm • Performance • Contact Center Topology 	Home > Network Health Overview <ul style="list-style-type: none"> • OPSView • Call Quality • Alarm • Performance • Contact Center Topology
System View	Network Health Overview
Service Experience	Call Quality
Device Inventory	Inventory
Monitor > UC Cluster Status	Inventory > UC Device Search
Diagnose > Session Diagnostics	Diagnose > Conference Diagnostics
Diagnose > Call Signaling Analyzer	Diagnose > SIP Call Flow Analyzer
Diagnose > Log Collection Center	Diagnose > Device Log Collector
Synthetic Test Center <ul style="list-style-type: none"> • UC Application Synthetic Test • Audio Phone Features Test • IP SLA Voice Test • Video Test • Phone Status Test • Batch Test 	Synthetic Tests <ul style="list-style-type: none"> • UC Application Synthetic Test • Audio Phone Features Test • IP SLA Voice Test • Video Test • Phone Status Test • Batch Test

Before upgrade	After upgrade
Assurance Reports <ul style="list-style-type: none"> • Administrative Reports • Launch CUCM Reports • Miscellaneous Reports • Session Reports • Telepresence Endpoint Reports • NAM & Sensor Reports • CDR & CMR Reports • Scheduled Reports 	Reports <ul style="list-style-type: none"> • Administrative Reports • Launch CUCM Reports • Miscellaneous Reports • Conference Reports • Telepresence Endpoint Reports • NAM & Sensor Reports • CDR & CMR Reports • Scheduled Reports
Assurance Reports > Session Reports	Assurance Reports > Conference Reports
Assurance Reports > Session Reports <ul style="list-style-type: none"> • All Session Summary Report • Session Detail Report 	Assurance Reports > Conference Reports <ul style="list-style-type: none"> • Conference Summary Report • Conference Detail Report
Assurance Administration <ul style="list-style-type: none"> • Event Customization • E-mail Setup for Alarms & Events • Notification Setup • CDR Source Settings • CDR Analysis Settings • 1040 Sensors Setup • Session Path Threshold Settings • Polling Settings • Customer Management • Domain Setup 	Alarm & Report Administration <ul style="list-style-type: none"> • Event Customization • E-mail Setup for Alarms & Events • Notification Setup • CDR Source Settings • CDR Analysis Settings • 1040 Sensors Setup • Polling Settings • Customer Management
Assurance Administration > Domain Setup	System Administration > Domain Setup

Before upgrade	After upgrade
System Administration <ul style="list-style-type: none"> • License Management • User Management • LDAP Settings • Single Sign-On • Backup Settings • Log Management • Job Management • Certificate Management • 360 Integration 	System Administration <ul style="list-style-type: none"> • License Management • User Management • LDAP Settings • Single Sign-On • Backup Settings • Log Management • Job Management • Certificate Management



- Note** New menu path is listed below:
- System Administration > FIPS Setup
 - Inventory > Device Status Summary

Navigation Changes in Cisco Prime Collaboration Assurance - Standard User Interface

The navigation changes of Cisco Prime Collaboration Assurance - Standard User Interface after an upgrade is listed in the following table:

Table 4: User Interface Navigation in Cisco Prime Collaboration Assurance Standard

Before upgrade	After upgrade
Monitor > System View <ul style="list-style-type: none"> • Alarm • Performance 	Home > Network Health Overview <ul style="list-style-type: none"> • Alarm • Performance
System View	Network Health Overview
Device Inventory	Inventory
Monitor > UC Cluster Status	Inventory > UC Device Search
Diagnose > Call Signaling Analyzer	Diagnose > SIP Call Flow Analyzer
Diagnose > Log Collection Center	Diagnose > Device Log Collector

Before upgrade	After upgrade
Assurance Administration <ul style="list-style-type: none"> • Event Customization • E-mail Setup for Alarms & Events • Notification Setup 	Alarm & Report Administration <ul style="list-style-type: none"> • Event Customization • E-mail Setup for Alarms & Events • Notification Setup



Note New menu path is listed below:

- Inventory > Device Status Summary

What's New in Cisco Prime Collaboration Assurance 11.6—Advanced

What's New in Cisco Prime Collaboration Assurance 11.6—Advanced

- **Certificate Management**

To install CA signed certificate for secure data transmission, you must import a PKCS12 (.pfx or .p12) format signed certificate, and the certificate must contain primecollab alias.

- **Endpoints**

Cisco Prime Collaboration Assurance supports both DX70 and DX80 devices with Synergy image and ciscoDX70 and ciscoDX80 devices with Collaboration Endpoint (CE) image. Cisco Prime Collaboration Assurance does not support CMR records and Endpoint diagnostic features for ciscoDX70 and ciscoDX80 devices with Collaboration Endpoint (CE) image.

After you upgrade the DX70 and DX80 phones from Synergy image to Collaboration Endpoint (CE) 8.2.1, you can view the following changes in the Inventory table of user interface:

- The DX70 and DX80 device type changes from Phone to TC_CE endpoint.
- The software version of DX80 and DX70 changes from SIP to CE8.2.1.
- The DX70 and DX80 device model changes to ciscoDX70 and ciscoDX80 device model.

- **License Management**

You can view the MAC Address and DB Server IP Address information in **License Management** page instead of System Information in the **About** page.

- **NB API Support**

You can access the NB API documentation by logging in to the Cisco Prime Collaboration Assurance server and select **Assurance NB API documentation** under Settings drop-down menu at the top right corner of the user interface.

- **General**

- After you perform an upgrade from Cisco Prime Collaboration Assurance 11.1, 11.5, and 11.5 SP1 to Cisco Prime Collaboration Assurance 11.6, the system reboots automatically.

- ciscoDX70 and ciscoDX80 devices with Collaboration Endpoint (CE) image act similar to Cisco TelePresence devices.
- Cisco Prime Collaboration Assurance supports the following browsers :
Mozilla Firefox 38 ESR and 45 ESR, Windows Internet Explorer 10 and 11, Google Chrome 53 or later.

- **HTTP Download Test**

You can download a configuration file from the HTTP server using a HTTP get-file operation on the HTTP server.

- **Export Synthetic tests**

You can export the synthetic tests that you have created to a file on your Cisco Prime Collaboration server. If needed, you can use this file to import your configured synthetic tests back into Cisco Prime Collaboration, or to import the tests into another Cisco Prime Collaboration system.

- **UCM SIP Trunk**

You can view information about utilization (audio and video maximum calls, and total active calls), default value of the maximum concurrent calls, SIP trunk status and flag, running nodes, remote destination, and the associated trunk details of the SIP trunks connected to the Unified Communications Manager cluster.

UCM SIP Trunk is added as a tab on the Utilization Monitor page. **Monitor > Utilization Monitor > UCM SIP Trunk.**

- **Ops View and list view**

The OpsView dashlet is enhanced to display the details of SIP trunks that are connected to a Unified Communications Manager cluster.

- **Color Codes in the Treemap View**

The OpsView dashlet is enhanced to provide a color coded Treemap view of the devices in a cluster, their status and the severity of the alarms.

- **Leaf creation for Trunks**

The Network Health View dashlet displays the count of trunks and their status in a SIP Cluster.

- **Trunk Group Utilization**

You can graphically view channel usage of the most utilized trunks against time, their gateway IP and name, and other route group details.

What's New in Cisco Prime Collaboration Analytics 11.0

Cisco Prime Collaboration Analytics provides the following new features:

- **New User Interface**

Cisco Prime Collaboration Analytics has a new interface to give you a better user experience:

- The menu **Analyze** is renamed as **Analytics**.
- All the analytics settings page sFTP Settings, Group Management and Trunk Traffic Max Capacity Settings are grouped under the menu **Analytics Administration**

- The left pane displays **Navigation** tab, **Index** tab, **Favorites** tab, and **Search Menu** field. You can click the **pin** icon at the top to hide the left pane or click the **Toggle Navigation** icon to view the left pane as appropriate.
- You can edit and delete dashlets only in **My Dashboard** Page. The edit and delete option is not available for dashlets in other dashboards.

- **License Usage Dashboard**

This dashboard helps you to track the license usage of applications such as Unified Contact Center Enterprise (UCCE) and Cisco Voice Portal (CVP).

- **My Dashboard**

You can create custom dashboard and add the existing dashlets as required.

- **Enhancements**

The following are the enhancements:

- Service Experience Distribution dashboard displays data based on the Severely Concealed Seconds Ratio (SCSR). The predefined service categories are modified as good, acceptable, poor and grade not available.
- In the Capacity Analysis dashboard, a cross launch is introduced to SIP trunk capacity setting page and CDR trunk utilization setting page from respective dashlets.

What's New in Cisco Prime Collaboration Analytics 11.1

Cisco Prime Collaboration Analytics 11.1 supports the following new features:

- **General**

- Navigation from the detailed view of the dashlet to the respective dashboard page.
- Maximizing the Dashlet — You can now maximize the dashlet by clicking the maximize icon in the top right corner of every dashlet. When you click the maximize icon, the dashlet opens in a new tab.

What's New in Cisco Prime Collaboration Analytics 11.5

Cisco Prime Collaboration Analytics 11.5 supports the following new features:

- **Call Grade for Locations Dashlet**

You can view the call grade trends based on the location in the **Call Grade for Locations** dashlet.

- **Conductor Bridge Pool Utilization Dashlet**

You can view the cumulative utilization of the conference bridges for each conductor pool in your network using the **Conductor Bridge Pool Utilization** dashlet.

- **Customer Logo**

You can now assign logos to the customers. These logos are displayed in the downloadable reports.

- **Enhancements**

The following are the enhancements:

- In the **Trunk Utilization** dashlet, you can also view trunk type(protocol) associated with the trunk.
- An additional filter utilization percentage is included in the **Conferencing Devices Video Utilization** dashlet .

- **General**

- Cisco Prime Collaboration Analytics is supported in MSP deployment.
- Cisco Prime Collaboration Analytics 11.5 supports IPv6 address. You can view, filter, search, or sort details in the analytics dashboard using IPv6 address.
- **Role-Based Access:** You can now access and configure dashboards based on your role such as helpdesk, operator, report viewer, and administrator.

- **Dashlets and Dashboards Renamed:**

Some of the dashlets and dashboards are renamed as follows:

- Video Conferences—Video Conference Analysis
- Top N Call Failure Locations—Call Status for Location
- Deployment Distribution by Endpoint Model—Endpoints Deployment Summary
- Call Distribution by Endpoint Model—Call Volume by Endpoint Model
- Call Distribution by Endpoint Types—Call Volume by Endpoint Types
- Service Experience Distribution—Call Quality Analysis
- Endpoints with Service Quality Issues—Endpoints with Call Quality Issues
- Users with Service Quality Issues—Users with Call Quality Issues

What's New in Cisco Prime Collaboration Analytics 11.6

Cisco Prime Collaboration Analytics 11.6 supports the following new features:

- **Video Communication Server / Expressway Dashlet**

You can view the Traversal and Non-Traversal license usage for all VCS clusters, individual VCS servers in Cisco Expressway-Core, Cisco Expressway-Edge, or a Cisco VCS with Cisco Collaboration Edge or Core using the **Video Communication Server / Expressway** dashlet. You can also filter the data based on the **Utilization Type**.

- **Enhancements**

In the **Trunk Utilization** dashlet, you can hover on the Utilization column to view the utilization data for audio and video calls for CUCM-SIP trunk. You can also using the **Trunk**, **Calculation type**, **Calculation Mode**, **Custom Groups**, and **Cluster** filters.

- **NBI API Support**

NBI API support is available for the Video Communication Server / Expressway dashboard.

