



Cisco Prime Collaboration Assurance Documentation Overview, 12.1

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Revised: January 2, 2018,

Cisco Prime Collaboration Assurance Documentation Overview

You can access the Cisco Prime Collaboration 12.1 end-user documentation on Cisco.com at <http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-collaboration/tsd-products-support-series-home.html>

To search within the Cisco Prime Collaboration documentation, use the Search this Category search box available at <http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-collaboration/tsd-products-support-series-home.html>



Note We sometimes update the documentation after original publication. Therefore, you should review the documentation on [Cisco.com](http://www.cisco.com) for any updates.

Documentation

The following documents are provided as part of the Cisco Prime Collaboration Assurance and Analytics product:

Documentation Title	What Is Included
Cisco Prime Collaboration Assurance and Analytics 12.1 Release Notes	New features, enhancements, limitations, and bugs in Cisco Prime Collaboration Assurance and Analytics 12.1 .
Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide, 12.x	Information on installation and upgrade procedures for Cisco Prime Collaboration Assurance and Analytics 12.x. Procedure for: <ul style="list-style-type: none">• Installation of Cisco Prime Collaboration Assurance and Analytics 12.1.• Migration of Cisco Prime Collaboration Assurance and Analytics 11.x to 12.1 using Data Migration Tool. Following versions are supported if you want to migrate from 11.x (11.5, 11.5 SP1, and 11.6) to 12.1 both in ENT/MSP mode.

Documentation Title	What Is Included
<p>Cisco Prime Collaboration Assurance - Advanced and Analytics Guide, 12.x</p>	<p>Assurance - Advanced: Information to perform the following tasks:</p> <ul style="list-style-type: none"> • Set up the Cisco Prime Collaboration Assurance with user credentials and license files. • Perform maintenance tasks such as backup and restore. • Configure log files for troubleshooting. • Add device credentials to manage devices using Cisco Prime Collaboration Assurance. • Add devices (using auto-discovery or manually). • Define polling parameters to keep the inventory database up-to-date. • Monitor inventory. • Define threshold parameters to monitor faults. • Define notification services to receive e-mail alerts on events and alarms. • Customize events that you want to monitor in your network. • Manage faults and rectify issues using other Cisco Prime Collaboration applications such as Cisco Prime Network Analysis Module or Cisco Prime Virtual Network Analysis Module. • Configure monitoring parameters, such as JTAPI credentials, for Unified CM. • Track call quality for voice and video endpoints. • Troubleshoot network-related call quality issues such as latency, jitter, and packet loss. • Test the readiness of voice endpoints using the Cisco IOS IP SLA technology. • Plan future deployments for video endpoints using the Cisco IOS IP SLA and VSA technologies. • Generate standard and interactive reports such as Call Quality and Utilization reports. <p>Analytics: Information to help you identify the traffic trend, technology adoption trend, and over/under utilized resources in your network. You can also track intermittent and recurring network issues and address service quality issues.</p>

Documentation Title	What Is Included
Cisco Prime Collaboration Assurance Serviceability Guide, 12.1	Cisco Prime Collaboration Assurance Serviceability User Interface in 12.1 is an addition to the Command Line Interface (CLI) used in 11.x Cisco Prime Collaboration Assurance.
Cisco Prime Collaboration Assurance UCOD Guide, 12.1	Unified Communication Operations Dashboard (UCOD) collects all the unified cluster information from more than one PCA node. It supports a maximum of 10 responders. UCOD collects cluster information like critical alerts etc., from different PCA servers, registered to one particular master. So, each of the PCA is a Responder which is communicating with one node called the Master.
Cisco Prime Collaboration Assurance NBI Documentation	Cisco Prime Collaboration Assurance NBI Documentation provides information on the Cisco Prime Collaboration Assurance northbound interfaces, and how to use them. This is available at the following location: <i>https://<pc-server-ip>/emsam/nbi/nbiDocumentation</i> where <pc-server-ip> is the IP address of the Cisco Prime Collaboration server.
Open Source Used in Cisco Prime Collaboration Assurance, 12.1	Lists of licenses and notices for open source software used in Cisco Prime Collaboration Assurance and Analytics 12.1.
Cisco Prime Collaboration Assurance and Analytics Documentation Overview, 12.1 (this document)	List of Cisco Prime Collaboration Assurance 12.1 user documents.

The following additional references are provided as part of the Cisco Prime Collaboration Assurance and Analytics 12.1 product:

Additional References	What Is Included
Supported Devices for Cisco Prime Collaboration Assurance	A list of devices supported by Cisco Prime Collaboration Assurance 12.1.
Supported Alarms and Events for Cisco Prime Collaboration Assurance	The details of Cisco Prime Collaboration Assurance supported alarms and events.
Performance Counters for Cisco Prime Collaboration Assurance	The details of performance counters used in Cisco Prime Collaboration Assurance.
System Capacity for Cisco Prime Collaboration Assurance	Maximum capacity of Cisco Prime Collaboration Assurance 12.1 when it is installed on a system that meets the virtual machine requirements.
Required Ports for Cisco Prime Collaboration	Ports required for Cisco Prime Collaboration Assurance servers to communicate with the devices and applications.
Supported Time zones for Cisco Prime Collaboration	Time zones supported by Cisco Prime Collaboration.

Additional References	What Is Included
Setting Up Devices for Cisco Prime Collaboration Assurance	Provides steps to configure devices on the network before you manage them in Cisco Prime Collaboration Assurance.
Configure Devices for Cisco Prime Collaboration Assurance	Information on how to configure devices on the network before you can manage them in Cisco Prime Collaboration Assurance.
Troubleshooting Cisco Prime Collaboration	Information on how to troubleshoot problems regarding installing and upgrading Cisco Prime Collaboration, Licensing, and so on.
User Roles and Tasks for Cisco Prime Collaboration Assurance	Lists the Cisco Prime Collaboration Assurance (including Analytics and Assurance Contact Center) user roles mapped to tasks for Cisco Prime Collaboration Assurance 12.1.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at

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