



Cisco Prime Collaboration Documentation Overview, 11.0

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You can access the Cisco Prime Collaboration 11.0 end-user documentation on Cisco.com at http://www.cisco.com/en/US/products/ps12363/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/en/US/products/ps12363/tsd_products_support_series_home.html.



Note

We sometimes update the documentation after original publication. Therefore, you should review the documentation on Cisco.com for any updates.

The following documents are provided as part of the Cisco Prime Collaboration Provisioning product:

Documentation Title	What Is Included
Cisco Prime Collaboration Provisioning Release Notes, 11.0	Limitations and bugs in Cisco Prime Collaboration Provisioning 11.0.
Cisco Prime Collaboration Provisioning Install and Upgrade Guide, 11.0	Information on installation and upgrade procedures for Cisco Prime Collaboration Provisioning 11.0. Procedure for: <ul style="list-style-type: none">• New installation of Cisco Prime Collaboration Provisioning 11.0.• Upgrade to Cisco Prime Collaboration Provisioning 11.0 from Cisco Prime Collaboration Provisioning 10.x.

Documentation Title	What Is Included
<i>Cisco Prime Collaboration Provisioning Guide - Standard and Advanced, 11.0</i>	<p>New features in Prime Collaboration Provisioning 11.0.</p> <p>Information on the following provisioning tasks for all unified call and messaging applications:</p> <ul style="list-style-type: none"> • Set up the Prime Collaboration Provisioning server. • Add devices. • Manage domains, service areas, user roles, and service templates. • Synchronize processors, users, and domains. • Create and configure reusable templates. • Manage inventory. • Provision dashboards and reports. • Manage users. • Use Prime Collaboration self care. • Manage orders. • Maintain the server.
<i>Cisco Prime Collaboration Provisioning 11.0 Northbound Interface Guide</i>	Information on the Cisco Prime Collaboration Provisioning 11.0 northbound interfaces, and how to use them.
<i>Cisco Prime Collaboration Provisioning 11.0 Open Source</i>	Lists of licenses and notices for open source software used in Cisco Prime Collaboration Provisioning 11.0.
<i>Cisco Prime Collaboration Assurance and Analytics Release Notes, 11.0</i>	New features, limitations, and known issues in Cisco Prime Collaboration Assurance and Analytics 11.0.

Documentation Title	What Is Included
<p><i>Cisco Prime Collaboration Assurance Guide- Advanced, 11.0</i></p>	<p>Information to perform the following tasks:</p> <ul style="list-style-type: none"> • Set up the Cisco Prime Collaboration server 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. • 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 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.

Documentation Title	What Is Included
<i>Cisco Prime Collaboration Assurance Guide- Standard, 11.0</i>	<p>Information to perform the following tasks for managing and supporting Cisco Unified Communications Manager, Cisco Unity Connection, Cisco TMS, and associated devices.</p> <ul style="list-style-type: none"> • Set up the Cisco Prime Collaboration server with user credentials and license files. • Add device credentials to manage devices using Prime Collaboration. • Discover devices using various methods based on the device you want to manage. • Define polling parameters to keep the inventory database up-to-date. • Track call quality for voice and video endpoints. • 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. • Perform maintenance tasks, such as performing backup and restore. • Configure the log files for troubleshooting. • Update Standard mode to Advanced mode. • View the Supported Devices list for Standard mode.
<i>Cisco Prime Collaboration Contact Center Assurance Guide, 11.0</i>	<p>Information on the following tasks:</p> <ul style="list-style-type: none"> • End-to-end monitoring of your Unified Contact Center components such as (Cisco Unified Intelligence Center (CUIC), Cisco Voice Portal (CVP), Cisco Finesse, Cisco Unified Contact Center Enterprise (Unified CCE), and Cisco MediaSense. • Determine current operational status and connectivity view for Unified CCE components and associated Unified CM. • Manage faults for Unified Contact Center devices and configure the devices to receive notification from Cisco Prime Collaboration whenever a fault occurs. • Relate an event to an existing alarm in a casualty relationship by accessing a set of correlated rules to manage your network better.
<i>Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide, 11.0</i>	<p>Information on installation and upgrade procedures for Cisco Prime Collaboration Assurance and Analytics 11.0:</p> <p>Procedure for:</p> <ul style="list-style-type: none"> • New installation of Cisco Prime Collaboration Assurance and Analytics 11.0. • Upgrade to Cisco Prime Collaboration Assurance and Analytics 11.0 from Cisco Prime Collaboration 10.x.

Documentation Title	What Is Included
Cisco Prime Collaboration Analytics Guide, 11.0	Information to help you to 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.
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.
Cisco Prime Collaboration Assurance 11.0 Open Source	Lists of licenses and notices for open source software used in Cisco Prime Collaboration Assurance 11.0.
Cisco Prime Collaboration Documentation Overview, 11.0 (this document)	List of Cisco Prime Collaboration 11.0 user documents.

The following additional references are provided as part of the Cisco Prime Collaboration Provisioning 11.0 product:

Additional References	What Is Included
Supported Devices for Cisco Prime Collaboration Provisioning 11.0	Devices supported by Prime Collaboration Provisioning.
Supported Devices for Cisco Prime Collaboration Assurance 11.0	Devices supported by Cisco Prime Collaboration Assurance.
Supported Alarms and Events for Cisco Prime Collaboration 11.0	The details of Cisco Prime Collaboration supported alarms and events.
Cisco Prime Collaboration 11.0 Performance Counters	The details of performance counters used in Cisco Prime Collaboration.
System Capacity for Cisco Prime Collaboration 11.0	Maximum capacity of Cisco Prime Collaboration Provisioning or Cisco Prime Collaboration Assurance 11.0 when it is installed on a system that meets the virtual machine requirements.
Required Ports for Prime Collaboration	Ports required for Cisco Prime Collaboration Provisioning and Cisco Prime Collaboration Assurance servers to communicate with the devices and applications.
Supported Time zones for Prime Collaboration	Time zones supported by Cisco Prime Collaboration.
Setting Up Devices for Prime Collaboration Provisioning	Information on how to configure devices on the network before you can manage them in Cisco Prime Collaboration Provisioning.
Setting Up Devices for 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, Provisioning, Video Diagnostics, and so on.

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:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.2015

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