



# Release Notes for Cisco Prime Collaboration Assurance and Analytics 11.0

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**Revised Date: 14 September, 2015**

Cisco Prime Collaboration Assurance provides management for Cisco voice and video collaboration systems through a single, consolidated view. This includes continuous, real-time monitoring and advanced troubleshooting tools for Cisco Collaboration applications and endpoints, such as Cisco Unified CM, Cisco VCS, Cisco Contact Center, Cisco TelePresence and so on.

As an add-on to the Assurance module, Cisco Prime Collaboration Contact Center Assurance offers monitoring and diagnostics for the Cisco Unified Contact Center Enterprise deployment.

The Analytics provides historical reporting of Key Performance Indicators (KPIs) and helps to analyze trends for capacity planning, resource optimization, and quality of service. It also helps to track collaboration technology adoption rates in the network and provides metrics to help analyze how users are actually using the collaboration endpoints daily.

See [Cisco Prime Collaboration 11.0 Data Sheet](#) for further details.

To install or upgrade to Cisco Prime Collaboration Assurance 11.0, see the [Cisco Prime Collaboration Assurance and Analytics 11.0 Install and Upgrade Guide](#).

You can download the image from the Cisco Prime Collaboration [software download](#) site.

## Contents

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# New Features and Enhancements

Cisco Prime Collaboration Assurance supports the following new features:

- [Cisco Prime Collaboration 11.0 Assurance - Advanced](#)
- [Cisco Prime Collaboration 11.0 Assurance - Standard](#)
- [Cisco Prime Collaboration 11.0 Analytics](#)
- [Cisco Prime Collaboration 11.0 Contact Center Assurance](#)

## Cisco Prime Collaboration 11.0 Assurance - Advanced

For more information on these features, see [Cisco Prime Collaboration 11.0 Assurance Guide - Advanced](#).

Cisco Prime Collaboration Assurance Advanced provides the following:

### New User Interface

The user interface menu items are improvised to offer a simplified navigation scheme with the following new features:

- You can click the Toggle Navigation icon to view a list of dashlets and reports.
- The left pane displays 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 tool bar is changed to Get Advanced icon.
- Getting Started popup is moved to the left pane of the menu bar.

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

### Reports

- Voice call quality grading is performed based on the Severely Conceal Seconds Ratio (%) in the following reports:
  - CDR & CMR Reports

- NAM & Sensor Reports
- Voice Call Quality Event History Reports
- In CDR & CMR Reports, NAM & Sensor Reports, and Voice Call Quality Event History Reports, Severely Conceal Seconds Ratio (%) and Conceal Seconds Ratio (%) columns are displayed.
- The CDR & CMR Reports are simplified to enhance the user experience. You can filter the CDR & CMR Reports 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.
- You can cross-launch Cisco Prime Infrastructure features for devices that are managed in both Cisco Prime Infrastructure and Prime Collaboration applications to perform network diagnosis and troubleshooting for a session.
- Cascading of Cisco TelePresence Servers enables you to monitor TelePresence servers during ad hoc conference calls over Cisco TelePresence Conductor.
- The following new alarm is generated - CDRNotReceived. For more information see the Supported Alarms and Events for Cisco Prime Collaboration.
- Log Collection Center and Call Signaling Analyzer
  - These features are now supported in MSP mode also.
  - Log Collection Center and Call Signaling Analyzer pages display the details of the customer.
  - You can associate a customer to the logs when you are importing log files from the local file system.

### General

- Cisco Prime Collaboration Assurance licensing is simplified, and based on the quantity of endpoints only. The endpoint type/category does not impact the number of licenses required.
- Cisco SocialMiner and Cisco Integrated Management Controller (CIMC) devices are supported for this release. For a list of all supported devices, see [Supported Devices for Cisco Prime Collaboration Assurance](#).
- 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. See the [Cisco Prime Collaboration 11 Ordering Guide](#) for more information.
- The Cisco Prime Collaboration Assurance 11.0 Small OVA (Assurance & Analytics) requires 250 GB disk space (100 GB more than what was required for the same Small OVA in Cisco Prime Collaboration Assurance versions 10.5.1 and 10.6). Thus to upgrade to the Cisco Prime Collaboration Assurance 11.0, Small OVA (Assurance & Analytics), you must increase the disk size by adding a new vDisk of size equal to 100 GB.

**Features Not Supported**

The following features are not supported from 11.0 release:

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

**Note**


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Note IP-SLA Voice Test feature is still supported.

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

**Cisco Prime Collaboration 11.0 Assurance - Standard**

Cisco Prime Collaboration Assurance Standard provides the following new features. For more information on these features, see [Cisco Prime Collaboration 11.0 Assurance Guide - Standard](#).

**New User Interface**

Cisco Prime Collaboration Assurance has a new interface to give you a better user experience. See [New User Interface](#) for more details.

**General**

Cisco Prime Collaboration Assurance Standard 11.0 supports the following:

- Cisco Unity Connection (CUC) - 9.x and later
- Cisco TelePresence Management Suite - 9.x and later
- Cisco Unified Communications Manager - 9.x and later
- Cisco Unified Presence - 9.x
- Cisco Instant Messaging (IM) and Presence (P) - 10.x and later

**Cisco Prime Collaboration 11.0 Analytics**

Cisco Prime Collaboration Analytics provides the following new features. For more information on these features, see the [Cisco Prime Collaboration 11.0 Analytics Guide](#).

**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.
- To view the Analytics dashboards, go to Analytics > Dashboards.
- 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.

#### License Usage Dashboard

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

#### My Dashboard

- You can create a custom dashboard of your choice and add any existing dashlets to it.

#### Enhancements

The following are enhanced:

- 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.

## Cisco Prime Collaboration 11.0 Contact Center Assurance

Cisco Prime Collaboration Contact Center Assurance provides the following new features. For more information on these features, see the [Cisco Prime Collaboration 11.0 Contact Center Assurance Guide](#).

#### New User Interface

Cisco Prime Collaboration Assurance Contact Center has a new interface to give you a better user experience. See the earlier points on [New User Interface](#) for more details.

#### Dashboards

- You can view Contact Center Enterprise License Usage dashlet under the 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 Customer Voice Portal License Usage dashlet under the License Usage dashboard to view license usage for CVP call servers.

## Cisco Prime Collaboration Bugs

For more information on a specific bug or to search all bugs in a specific Cisco Prime Collaboration release, see [Using the Bug Search Tool, page 7](#).

This section contains the following information:

- [Using the Bug Search Tool, page 7](#)
- Open Bugs

The following tables list the open bugs in Cisco Prime Collaboration Assurance 11.0 and Cisco Prime Collaboration Analytics 11.0.

**Table 1**      **Open Bugs in Cisco Prime Collaboration Assurance 11.0**

<b>Bug ID</b>	<b>Description</b>
<a href="#">CSCUu67160</a>	For Cisco SocialMiner versions 10.0 and 10.5, the Performance dashboard, Events, and setting threshold features are not supported in Cisco Prime Collaboration Assurance.
<a href="#">CSCUv89154</a>	The version for Cisco Unity Connection 11.0 is not shown accurately in Device Inventory.
<a href="#">CSCUv89349</a>	Performance page below pre-canned dashlets loads slowly.
<a href="#">CSCUv68493</a>	Counters do not get loaded while creating a custom dashboard for Cisco Finesse.
<a href="#">CSCUv73406</a>	Standard Mode - Issue with 11.0 device version display.
<a href="#">CSCUu33485</a>	Modules in Cisco Unified Border Element (CUBE) running X3.15 not showing accurate information in the device 360 view.
<a href="#">CSCUu08121</a>	Cisco TelePresence IX5000 endpoint - Device 360 view does not display accurate information.
<a href="#">CSCUv99829</a>	Quick view icon pop-up for cross launch and trend graph does not appear sometimes.
<a href="#">CSCUv75736</a>	Custom dashboard shows that the entered value is not valid.
<a href="#">CSCUw02338</a>	Device 360 view and inventory issues.
<a href="#">CSCUv07081</a>	CDR Report in Microsoft Internet Explorer version 10 - Records are not loaded with scrolling.
<a href="#">CSCUv79551</a>	Custom alarms and events do not get cleared on deletion.
<a href="#">CSCUv64422</a>	The Cisco Prime Collaboration Assurance application logs out automatically in Google Chrome for some pages.
<a href="#">CSCUv94914</a>	Single Sign On (SSO) has issues in Microsoft Internet Explorer and Google Chrome
<a href="#">CSCUu65258</a>	CMR report: Search is not working as expected for location and device pool filter.

**Table 2**      **Open Bugs in Cisco Prime Collaboration Analytics 11.0**

<b>Bug ID</b>	<b>Description</b>
<a href="#">CSCUw33482</a>	Very Large Deployment - Upgrade from Cisco Prime Collaboration Assurance and Analytics, 10.5.1, and 10.6, to 11.0 fails.
<a href="#">CSCUv19891</a>	There is a count mismatch in the No show Dashlet between the Quick view and the Detailed view.
<a href="#">CSCUu08458</a>	The No check box is missing on the Scheduled Reports page when launched through the Microsoft Internet Explorer.
<a href="#">CSCUu23879</a>	There is a call count mismatch in the Top N Dialed Numbers dashlet.
<a href="#">CSCUv41532</a>	The Scheduled Reports page is not refreshed after purging.
<a href="#">CSCUu34809</a>	Issue in No Show Video Conference Details page.

**Table 2**      **Open Bugs in Cisco Prime Collaboration Analytics 11.0**

Bug ID	Description
<a href="#">CSCuu36341</a>	In detailed view Graph detail page bottom table popup fails to appear on graph points.
<a href="#">CSCuv41631</a>	Due to a Null value there is a count mismatch in the Trunk utilization dashlet details page.

## Using the Bug Search Tool

Use the Bug Search tool to search for a specific bug or to search for all bugs in a release.

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- Step 1** Go to <http://tools.cisco.com/bugsearch>.
- Step 2** At the Log In screen, enter your registered Cisco.com username and password; then, click **Log In**. The Bug Search page opens.



**Note** If you do not have a Cisco.com username and password, you can register for them at <http://tools.cisco.com/RPF/register/register.do>.

- Step 3** To search for a specific bug, enter the bug ID in the Search For field and press **Return**.
- Step 4** To search for bugs in the current release:
- In the Search For field, enter **Prime Collaboration 11.0** and press **Return**. (Leave the other fields empty.)
  - When the search results are displayed, use the filter tools to find the types of bugs you are looking for. You can search for bugs by modified date, status, severity, and so forth.



**Tip** To export the results to a spreadsheet, click the **Export All to Spreadsheet** link.

## Related Documentation

See [Cisco Prime Collaboration Documentation Overview 11.0](#) for a list of Cisco Prime Collaboration 11.0 guides.

## Accessibility Features in Cisco Prime Collaboration

All product documents are accessible except for images, graphics, and some charts. If you would like to receive the product documentation in audio format, braille, or large print, contact [accessibility@cisco.com](mailto:accessibility@cisco.com).

# 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 an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

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