



## Configure System Parameters

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This section includes the following:

- [Configure System Parameters](#), page 1

## Configure System Parameters

Cisco Prime Collaboration allows you to configure system parameters for Cisco Prime Collaboration Assurance.

The following are the system configuration parameters for Cisco Prime Collaboration Assurance.

If you have deployed Cisco Prime Collaboration in MSP mode, the cluster (data) is displayed for a selected customer (selected from the global selection drop-down list).

- **SMTP Server**—To configure this parameter under **Assurance Administration > E-mail Setup for Alarms & Events**, see [Configure SMTP Server](#).

### **For Cisco Prime Collaboration Release 11.5 and later**

**SMTP Server**—To configure this parameter under **Alarm & Report Administration > E-mail Setup for Alarms & Events**, see [Configure SMTP Server](#).

- **Call Quality Data Source Management**—Cisco Prime Collaboration monitors voice-quality measurements in a VoIP network. This real-time, service-quality information is collected from Unified CM and Cisco NAM or Prime vNAM. To configure this parameter under **Assurance Administration > CDR Source Settings > Manage Call Quality Data Sources**, see [Update Data Source Credentials](#).

### **For Cisco Prime Collaboration Release 11.5 and later**

**Call Quality Data Source Management**—Cisco Prime Collaboration monitors voice-quality measurements in a VoIP network. This real-time, service-quality information is collected from Unified CM and Cisco NAM or Prime vNAM. To configure this parameter under **Alarm & Report Administration > CDR Source Settings > Manage Call Quality Data Sources**, see [Update Data Source Credentials](#).

- **LDAP Settings**—To configure this parameter under **System Administration > LDAP Settings**, see [Configure an LDAP Server](#).
- **Log Management**—To configure this parameter under **System Administration > Log Management**, see [Log Levels](#).

- SFTP Settings—To monitor calls from Unified CM, you must configure SFTP. To configure this parameter under **Assurance Administration > CDR Source Settings > CUCM SFTP Credentials**, see [Configure SFTP Settings](#).

**For Cisco Prime Collaboration Release 11.5 and later**

SFTP Settings—To monitor calls from Unified CM, you must configure SFTP. To configure this parameter under **Alarm & Report Administration > CDR Source Settings > CUCM SFTP Credentials**, see [Configure SFTP Settings](#).

- IP Phone Inventory Collection Settings—To configure this parameter under **Device Inventory > Inventory Schedule > IP Phone Inventory Schedule**, see [Update and Collect Inventory Details](#).

**For Cisco Prime Collaboration Release 11.5 and later**

IP Phone Inventory Collection Settings—To configure this parameter under **Inventory > Inventory Schedule > IP Phone Inventory Schedule**, see [Update and Collect Inventory Details](#).

- IP Phone XML Inventory Collection Settings—You can use the Phone XML Collection to schedule the phone discovery. To configure this parameter under **Device Inventory > Inventory Schedule > IP Phone Inventory Schedule**, see [Update and Collect Inventory Details](#).

**For Cisco Prime Collaboration Release 11.5 and later**

IP Phone XML Inventory Collection Settings—You can use the Phone XML Collection to schedule the phone discovery. To configure this parameter under **Inventory > Inventory Schedule > IP Phone Inventory Schedule**, see [Update and Collect Inventory Details](#).

- Cluster Data Discovery Settings—Allows Cisco Prime Collaboration to consolidate the inventory and the device registration information it collects from Unified CM. To configure this parameter under **Device Inventory > Inventory Schedule > Cluster Data Discovery Schedule**, see [Cluster Data Discovery Settings](#).

**For Cisco Prime Collaboration Release 11.5 and later**

Cluster Data Discovery Settings—Allows Cisco Prime Collaboration to consolidate the inventory and the device registration information it collects from Unified CM. To configure this parameter under **Inventory > Inventory Schedule > Cluster Data Discovery Schedule**, see [Cluster Data Discovery Settings](#).

## Global System Parameters

The changes performed on these pages are applicable to all customers (MSP mode) or domains (Enterprise mode).

**Table 1: System Parameters**

Tasks	Navigation
Configure Single Sign-On.	<b>Administration &gt; Single Sign-On</b>
Add a license file.	<b>Administration &gt; License Management</b>

<b>Tasks</b>	<b>Navigation</b>
Configure: <ul style="list-style-type: none"> <li>• SSL Certificate Authentication for Device Discovery</li> <li>• Dashlet Label Prefix</li> <li>• SMTP server</li> </ul>	<b>Administration &gt; System Setup &gt; Assurance Setup &gt; General Settings</b>
Configure LDAP server to access user details.	<b>Administration &gt; System Setup &gt; Assurance Setup &gt; LDAP Settings</b>
Change the log levels, by default it is Error.	<b>Administration &gt; System Setup &gt; Assurance Setup &gt; Log Management</b>
Configure SFTP parameters to monitor calls from Unified CM.	<b>Administration &gt; System Setup &gt; Assurance Setup &gt; SFTP Settings</b>
Configure parameters to collect information about the phones and clusters that are managed in Cisco Prime Collaboration Assurance inventory database.	<b>Administration &gt; System Setup &gt; Assurance Setup &gt; IP Phone Inventory Collection Settings</b>
Configure parameters to collect information from IP phone XML.	<b>Administration &gt; System Setup &gt; Assurance Setup &gt; IP Phone XML Inventory Collection Settings</b>
Configure parameters to consolidate the inventory and the device registration information from Unified CM.	<b>Administration &gt; System Setup &gt; Assurance Setup &gt; Cluster Data Discovery Settings</b>
Poll parameters for Cisco TelePresence monitoring settings	<b>Administration &gt; Alarm &amp; Event Setup &gt; TelePresence Settings</b>
Add a dial plan.	<b>Administration &gt; System Setup &gt; Call Classification &gt; Dial Plan Configuration</b>
Create a call category.	<b>Administration &gt; System Setup &gt; Call Classification &gt; Call Category</b>
Configure parameters to poll devices.	<b>Administration &gt; Alarm &amp; Event Setup &gt; Polling Settings</b>
Customize the syslog rules to monitor faults.	<b>Administration &gt; Alarm &amp; Event Setup &gt; Event Customization &gt; Syslog Rules</b>
Customize the correlation rules to monitor faults.	<b>Administration &gt; Alarm &amp; Event Setup &gt; Event Customization &gt; Correlation Rules</b>
Configure alarm notification (e-mail, syslog, or trap)	<b>Administration &gt; Alarm &amp; Event Setup &gt; Notification &gt; Assurance Notification Criteria</b>

Tasks	Navigation
Configure threshold parameters for network devices and Medianet Configuration.	<b>Administration &gt; Alarm &amp; Event Setup &gt; Session Path Threshold Settings &gt; TelePresence Device</b>
Configure Voice Call Grade Settings (Good, Acceptable, Poor)	<b>Administration &gt; Call Report &gt; Voice Call Grade Settings</b>
Configure report export parameters, such as file format, export file location, and notification e-mail.	<b>Interactive Reports &gt; Voice Call Quality Event History Reports &gt; Export</b>
Configure endpoint report export parameters, such as number of endpoints, schedule, file format, export file location, and notification e-mail.	<b>Interactive Reports &gt; Voice Call Quality Reports &gt; Export Most Impacted Endpoints</b>
Configure audio phones report export parameters, such as audio phone reports (IP phone audit, move, suspect IP phones), file format, export file location, and notification e-mail.	<b>Interactive Reports &gt; UCM/CME Phone Activity Reports &gt; Export Audio Phones</b>
Configure video phones report export parameters, such as video phone reports (video phone audit, move, remove video phones), file format, export file location, and notification e-mail.	<b>Interactive Reports &gt; UCM/CME Phone Activity Reports &gt; Export Video Phones</b>
Schedule regular backups.	<b>Administration &gt; Backups</b>

### For Cisco Prime Collaboration Release 11.5 and later

**Table 2: System Parameters**

Tasks	Navigation
Configure Single Sign-On.	<b>System Administration &gt; Single Sign-On</b>
Add a license file.	<b>System Administration &gt; License Management</b>
Configuring SMTP server	<b>Alarm &amp; Report Administration &gt; E-mail Setup for Alarms &amp; Events</b>
Configure SSL Certificate Authentication for Device Discovery.	<b>System Administration &gt; Certificate Management</b>
Configure LDAP server to access user details.	<b>System Administration &gt; LDAP Settings</b>
Change the log levels, the default value is "Error".	<b>System Administration &gt; Log Management</b>
Configure SFTP parameters to monitor calls from Unified CM.	<b>Alarm &amp; Report Administration &gt; CDR Source Settings &gt; CUCM SFTP Credentials</b>

Tasks	Navigation
Configure parameters to collect information about the phones and clusters that are managed in Cisco Prime Collaboration Assurance inventory database.	<b>Inventory &gt; Inventory Schedule &gt; IP Phone Inventory Schedule</b>
Configure parameters to collect information from IP phone XML.	<b>Inventory &gt; Inventory Schedule &gt; IP Phone XML Inventory Schedule</b>
Configure parameters to consolidate the inventory and the device registration information from Unified CM.	<b>Inventory &gt; Inventory Schedule &gt; Cluster Data Discovery Schedule</b>
Add a dial plan.	<b>Alarm &amp; Report Administration &gt; CDR Analysis Settings &gt; Dial Plan Configuration</b>
Create a call category.	<b>Alarm &amp; Report Administration &gt; CDR Analysis Settings &gt; Call Category Configuration</b>
Configure parameters to poll devices.	<b>Alarm &amp; Report Administration &gt; Polling Settings</b>
Customize the syslog rules to monitor faults.	<b>Alarm &amp; Report Administration &gt; Event Customization &gt; Syslog Rules</b>
Configure alarm notification (e-mail, syslog, or trap)	<b>Alarm &amp; Report Administration &gt; Notification Setup &gt; Custom Notification</b>
Configure Voice Call Grade Settings (Good, Acceptable, Poor)	<b>Alarm &amp; Report Administration &gt; CDR Analysis Settings &gt; Configure Voice Call Grade</b>
Configure audio phones report export parameters, such as audio phone reports (IP phone audit, move, suspect IP phones), file format, export file location, and notification e-mail.	<b>Reports &gt; UCM/CME Phone Activity Reports &gt; Export Audio Phones</b>
Configure video phones report export parameters, such as video phone reports (video phone audit, move, remove video phones), file format, export file location, and notification e-mail.	<b>Reports &gt; UCM/CME Phone Activity Reports &gt; Export Audio Phones</b>
Schedule regular backups.	<b>System Administration &gt; Backup Settings</b>

## Configure SMTP Server

You can configure the SMTP server to send and receive e-mail notifications for alarms by specifying the SMTP server name and the sender AAA E-mail address on the **E-mail Setup for Alarms & Events** page (**E-mail Setup for Alarms & Events**). The value in the **Sender AAA E-mail Address** field helps you to identify the server you receive the e-mail from, in case of many servers.

## Configure Cisco Prime Collaboration Assurance Server Time Zone

To configure the Cisco Prime Collaboration Assurance server time zone:

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**Step 1** Log in to the Cisco Prime Collaboration Assurance server with the account that you have created during installation. By default, it is *admin*.

**Step 2** Enter the following command to see the list of supported time zones:

**Example:**

```
cm/admin# show timezones
```

**Step 3** Enter the following commands to set the time zone for the Cisco Prime Collaboration Assurance server:

**Example:**

```
cm/admin(config)# config t
cm/admin(config)# clock timezone US/Pacific
cm/admin(config)# exit
```

**Step 4** Enter the following command to copy running-configuration to startup-configuration:

**Example:**

```
cm/admin# write memory
```

**Step 5** Enter the following command to restart the Cisco Prime Collaboration Assurance server:

**Example:**

```
cm/admin# application stop cpcm
cm/admin# show application status cpcm
cm/admin# application start cpcm
```

**Step 6** Wait for 10 minutes for the server to finish the restart process and enter the following command to check if the time zone is set to the new value:

**Example:**

```
cm/admin# show timezone
US/Pacific
```

**Note** We recommended you to keep the time zone values configured in postgres database same as that of system time zone to avoid the data mismatch issues. If you change system time zone manually, then change the `log_timezone` and `timezone` parameters in `postgres.conf` file in `/opt/postgres/9.2/data` (Analytics database) and `/opt/postgres/9.2/cpcmdata` (Assurance database, including both `cpcm` and `qovr` database) to match system time zone, and then restart the system. Root access feature is mandatory to change time zone value in postgres database, hence you should raise a TAC case to obtain root access.

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