Get Started after New Installation

Log in to Cisco Prime Collaboration Assurance

You can invoke Cisco Prime Collaboration Assurance using the client browser.

Step 1 Open a browser session from your machine.

See the System Requirements - Server and Client Machine Requirements for information about supported browsers.

Step 2 Enter the `https://<IP_address_of_Prime_Collaboration_application>`

HTTPS has been enabled by default for Cisco Prime Collaboration Assurance. You may use either the IP address or the hostname of the application. If you have configured DNS, we recommend that you use the hostname.

Based on the browser you are using, you see one of the following:

- In Windows Internet Explorer, the **Certificate Error: Navigation Blocked** window.

- In Mozilla Firefox, the **Untrusted Connection** window.

These windows appear because Cisco Prime Collaboration uses a self-signed certificate. Cisco Prime Collaboration Assurance is shipped with self-signed certificate, which is valid for five years.

Step 3 Remove the SSL certificate warning. For more information on removing SSL Certificate Warning, see Remove the SSL Certificate Warning in Mozilla Firefox.

Step 4 In the login page (during the first login to PCA), log in as *globaladmin*, with default credentials. It then takes you to Cisco Prime Collaboration Assurance Serviceability User Interface which prompts you to change the password. Click on the cross launch Click here to open PC Assurance to navigate between Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Assurance Serviceability.

Note	• To launch Cisco Prime Collaboration Assurance Serviceability, the default password is *Cisco123!* . You have to change the default password during the first login after a fresh installation. For detailed steps, see **Cisco Prime Collaboration Assurance Serviceability User Guide**.
	• Ensure to configure your web browser to enable/allow pop-up blocker for Cisco Prime Collaboration Assurance IP address before launching Cisco Prime Collaboration Assurance Serviceability. The Allow pop-up window/blocker for Cisco Prime Collaboration Assurance must be configured for all the supported web browsers.

Step 5   In the login page, log in as globaladmin, using the same credentials that you specified during the configuration. The **Cisco Prime Collaboration** landing page appears along with the Getting Started popup, where you can click the links listed under System Setup and Manage Network to configure the Cisco Prime Collaboration server.

Get Started with Cisco Prime Collaboration Assurance

After you install the Cisco Prime Collaboration Assurance 11.0 and later, perform the tasks listed in the following table:

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 1	Add a new license file. This step is applicable only if you have purchased Assurance Advanced and/or Analytics license.	**System Administration** > **License Management**	For Cisco Prime Collaboration 11.0, see the *Add and Delete a License File* section of "Manage Licenses" chapter in Cisco Prime Collaboration Assurance Guide - Advanced. For Cisco Prime Collaboration 11.1, see the *Add and Delete a License File* section of "Manage Licenses" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.
Step 2	Manage Users and Roles Add a new user.	**System Administration** > **User Management**	For Cisco Prime Collaboration 11.0, see the *Add a User* section of "Manage User" chapter in Cisco Prime Collaboration Assurance Guide - Advanced . For Cisco Prime Collaboration 11.1, see the *Add a User* section of "Manage User" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 3	Define credentials. Enter the required device credentials to manage devices in Cisco Prime Collaboration. For more information, see Setting up Devices for Prime Collaboration.	In Advanced mode, **Device Inventory** > **Inventory Management** > **Auto Discovery** > **Manage Credentials** In Standard mode, **Device Inventory** > **Current Inventory**	For Cisco Prime Collaboration 11.0, see the *Manage Device Credentials* chapter in Cisco Prime Collaboration Assurance Guide - Advanced and *Device Inventory Management in Standard* section of "Overview of Cisco Prime Collaboration Assurance" chapter in Cisco Prime Collaboration Assurance Guide - Advanced For Cisco Prime Collaboration 11.1, see the *Manage Device Credentials* chapter in Cisco Prime Collaboration Assurance Guide - Advanced and *Device Inventory Management in Standard* section of "Overview of Cisco Prime Collaboration Assurance" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 4	In Standard mode, • Discover Cisco Unified Communications Manager (including Cisco Unified IM and Presence) 9.x and later and Cisco Unity Connection 9.x and later applications. • Discover Cisco TelePresence Management Suite • Discover Cisco Expressway **Note** In Standard mode, CTS-Manager discovery is not applicable. The Cisco Expressway, Cisco Multipoint Control Unit, Cisco Profile and Codec, default gateway, and switches are discovered along with Cisco TelePresence Management Suite. Cisco TelePresence Conductor is not auto discovered through TelePresence Management Suite. The Cisco TelePresence Conductor needs to be discovered separately.	In Standard mode, **Device Inventory** > **Current Inventory**	For Cisco Prime Collaboration 11.0, see the *Current Inventory* section of "Manage Devices" chapter in Cisco Prime Collaboration Assurance Guide - Standard and the *Auto Discovery* section of "Discover Devices" chapter in the Cisco Prime Collaboration Assurance Guide - Advanced. For Cisco Prime Collaboration 11.1, see the *Current Inventory* section of "Manage Devices" chapter in Cisco Prime Collaboration Assurance Guide - Standard and the *Auto Discovery* section of "Discover Devices" chapter in the Cisco Prime Collaboration Assurance Guide - Advanced.
		In Advanced mode, **Device Inventory** > **Inventory Management** > **Auto Discovery** > **Devices Discovery**	

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
	In Advanced mode, • Discover Cisco TelePresence-Manager • Discover Cisco TelePresence Management Suite • Discover Cisco Unified Communications Manager • Discover Cisco Expressway • Discover Cisco TelePresence Video Communication Server • Discover Expressway-Core • Discover Cisco Unified Customer Voice Portal Operation Console(OAMP) The Cisco Unified Communications Manager, Cisco TelePresence Multipoint Switch, Cisco TelePresence System, default gateway, and switches are discovered along with Cisco TelePresence-Manager. The Cisco Expressway, Cisco Multipoint Control Unit, Cisco Profile and Codec, default gateway, and switches are discovered along with Cisco TelePresence Management Suite.		

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
	Cisco TelePresence Conductor is not auto discovered through Cisco TelePresence Manager/TelePresence Management Suite. The Cisco TelePresence Conductor needs to be discovered separately.		
Step 5	Verify Inventory **Note** This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Verify whether all discovered devices are in the Managed state.	**Device Inventory** > **Inventory Management**	For Cisco Prime Collaboration 11.0, see the *Manage Inventory* chapter in the Cisco Prime Collaboration Assurance Guide - Advanced. For Cisco Prime Collaboration 11.1, see the *Manage Inventory* chapter in the Cisco Prime Collaboration Assurance Guide - Advanced.

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 6	Import Sessions **Note** This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Import the video collaboration sessions from Cisco TelePresence-Manager, Cisco TelePresence Management Suite, and Cisco TelePresence Multipoint Switch to monitor the sessions. To periodically import sessions from Cisco TelePresence-Manager, Cisco TelePresence Management Suite, and Cisco TelePresence Multipoint Switch, define the polling interval based on your business needs, using **Diagnose** > **Session Diagnostics** > **Import Session** .	**Diagnose** > **Session Diagnostics**	For Cisco Prime Collaboration 11.0, see the *Session Diagnostics Dashboard* section of "Monitor Sessions" chapter in Cisco Prime Collaboration Assurance Guide - Advanced . For Cisco Prime Collaboration 11.1, see the *Session Diagnostics Dashboard* section of "Monitor Sessions" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 7	Verify Sessions **Note** This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Verify whether all session details have been imported from Cisco TelePresence-Manager, Cisco TelePresence Management Suite, and Cisco TelePresence Multipoint Switch. Cisco Prime Collaboration collects scheduled sessions data for five days (for the past one day, for the current day, and for three days ahead).	**Diagnose** > **Session Diagnostics**	For Cisco Prime Collaboration 11.0, see the *Session Diagnostics Dashboard* section of "Monitor Sessions" chapter in Cisco Prime Collaboration Assurance Guide - Advanced . For Cisco Prime Collaboration 11.1, see the *Session Diagnostics Dashboard* section of "Monitor Sessions" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.

Get Started with Cisco Prime Collaboration Assurance

For Cisco Prime Collaboration Release 11.5 and later

After you install the Cisco Prime Collaboration Assurance, perform the tasks listed in the following table:

Table 1: Get started with Cisco Prime Collaboration Assurance Enterprise Mode

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Add license file			
Step 1	Add a new license file. This step is applicable only if you have purchased Assurance Advanced and/or Analytics license.	**System Administration** > **License Management**	See the *Add and Delete a License File* section of "Manage Licenses" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
		Discover your Network	
Step 1	Set up the Devices for Auto Discovery. Set up the devices in your network first, so that they are ready to get discovered by Cisco Prime Collaboration.	N/A	See Configure Devices for Cisco Prime Collaboration Assurance.
Step 2	Add Device Credentials. Add the device credentials to discover devices and collect their inventory details. Always create a different credential profile for each device type.	**Inventory** > **Inventory Management** > **Manage Device Credentials**	See the "Add a Device Credentials Profile" section of "Manage Device Credentials" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.
Step 3	Discover Devices. • Discover Cisco Unified Communications Manager (including Cisco Unified IM and Presence) 9.x and later and Cisco Unity Connection 9.x and later applications. • Discover Cisco TelePresence Management Suite • Discover Cisco Expressway The Cisco Expressway, Cisco Multipoint Control Unit, Cisco Profile and Codec, default gateway, and switches are discovered along with Cisco TelePresence Management Suite. Cisco TelePresence Conductor is not auto discovered through TelePresence Management Suite. The Cisco TelePresence Conductor needs to be discovered separately. For more information on supported devices, See Supported Alarms and Events for Cisco Prime Collaboration Assurance .	**Inventory** > **Inventory Management** > **Auto Discovery** > **Device Discovery**	See the "Add Devices— Auto Discovery" section of "Discover Devices" chapter in the Cisco Prime Collaboration Assurance Guide - Advanced.

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 4	Verify Inventory **Note** This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Verify whether all discovered devices are in the Managed state.	**Inventory** > **Inventory Management** > **Manage Device Credentials**	See the *Manage Inventory* chapter in the Cisco Prime Collaboration Assurance Guide - Advanced.
Step 5	Import Conferences **Note** This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Import the video collaboration conferences Cisco TelePresence Management Suite Switch to monitor the conferences. To periodically import conferences from Cisco TelePresence Management Suite, define the polling interval based on your business needs, using **Diagnose** > **Conference Diagnostics** > **Import Conference** .	**Diagnose** > **Conference Diagnostics**	See the *Conference Diagnostics Dashboard* section of "Monitor Conferences" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.
Step 6	Verify Conferences **Note** This step is applicable only if you have purchased Assurance Advanced and/or Analytics license. Verify whether all conference details have been imported from Cisco TelePresence Management Suite. Cisco Prime Collaboration collects scheduled conferences data for five days (for the past one day, for the current day, and for three days ahead).	**Diagnose** > **Conference Diagnostics**	See the *Conference Diagnostics Dashboard* section of "Monitor Conferences " chapter in Cisco Prime Collaboration Assurance Guide - Advanced.

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 7	Configure Cisco Prime Collaboration as CDR and Syslog destination in Unified Communications Manager. Ignore this step if you have enabled auto-configuration of this setting during the Unified CM auto-discovery. Perform this step only after the Unified CM clusters are discovered and in a Managed state in Cisco Prime Collaboration. Configure Cisco Prime Collaboration as a CDR and Syslog destination in each of the managed Unified CM clusters. This enables you to monitor the CDR and CMR metrics, and the endpoint registration details.	NA	See Configure Devices for Cisco Prime Collaboration Assurance. For information on auto-configuration, see the "Discover Devices" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.
Step 8	Set up the Trunk Traffic Maximum Capacity. Perform this step only after the Unified CMs and gateways are discovered and in a Managed state in Cisco Prime Collaboration. You must configure the trunk maximum capacity in Cisco Prime Collaboration. This enables you to determine the busy-hour trunk traffic for each gateway, connected to the Cisco Unified UCM.	**Analytics Administration** > **Trunk Traffic Max Capacity Settings**	See the "Configuring Maximum Capacity for a Trunk or Gateway" of the "Prime Collaboration Analytics Dashboards and Reports" chapter in Cisco Prime Collaboration Analytics Guide .
Set up Alarm Notifications			
Step 1	Set up the SMTP Server. Configure the SMTP server so that you can receive alarms by email notifications.	**Alarm & Report Administration** > **E-mail Setup for Alarms & Events**	See the "Configure SMTP Server" section of "Configure System Parameters" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Step 2	Set up Alarm Notifications. Create notification groups based on notification criteria of your choice, for the notifications such as SNMP trap, e-mail, and syslog.	**Alarm & Report Administration** > **Notification Setup**	See the "Add a Device Notification Group" section of "Configure Notifications" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.
Set up the Cisco Prime Collaboration Server			
Step 1	Create Users and Assign Roles . Create users and provide them with role-based access control for multiple levels of authorization .	**System Administration** > **User Management**	See the *Add a User* section of "Manage Users" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.
Step 2	Back up Settings. Perform or schedule periodic data backups. Data can be restored either on the same system or any other system in the event of a system failure.	**System Administration** > **Backup settings**	See the "Schedule Backup using Cisco Prime Collaboration User Interface" section of "Perform Backup and Restore" chapter in the Cisco Prime Collaboration Assurance Guide - Advanced.
Step 3	Create Domains. Create domains to group different devices and assign these domains to users	**System Administration** > **Domain Setup**	See the "Add Domains" section of "Manage Domains" chapter in Cisco Prime Collaboration Assurance Guide - Advanced.

Table 2: Get Started with Cisco Prime Collaboration Assurance Standard Mode

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Discover your Network			
Step 1	Add Devices. Add your devices, including the video endpoints.	**Inventory** > **Inventory Management** > **Current Inventory**	For more information on supported devices, see Supported Alarms and Events for Cisco Prime Collaboration Assurance.

Step	Task and Description	Navigation in Cisco Prime Collaboration Assurance Application	Document to be referred
Set up Alarm Notifications			
Step 1	Set up the SMTP Server. Configure the SMTP server so that you can receive alarms by email notifications.	**Alarm & Report Administration > E-mail Setup for Alarms & Events**	See the "Configure SMTP Server" section of "Configure System Parameters" chapter in Cisco Prime Collaboration Assurance Guide - Standard.
Step 2	Set up Alarm Notifications. Create notification groups based on notification criteria of your choice, for the notifications such as SNMP trap, e-mail, and syslog.	**Alarm & Report Administration > Notification Setup**	See the "Configure Alarm and Event Notification" section of "Customize Monitoring Parameters" chapter in Cisco Prime Collaboration Assurance Guide - Standard.
Set up the Cisco Prime Collaboration Server			
Step 1	Create Users and Assign Roles. Create users and provide them with role-based access control for multiple levels of authorization.	**System Administration > User Management**	See the "Add, Edit, and Delete a User" section of "Manage Users" chapter in Cisco Prime Collaboration Assurance Guide - Standard.
Step 2	Back up Settings. Perform or schedule periodic data backups. Data can be restored either on the same system or any other system in the event of a system failure.	**System Administration > Backup settings**	See the "Schedule Backup using Cisco Prime Collaboration User Interface" section of "Perform Backup and Restore" chapter in Cisco Prime Collaboration Assurance Guide - Standard.

Access the System Setup, Manage Network, and License

User Interface

The following table lists the menu items that are displayed on the Cisco Prime Collaboration Assurance user interface:

Cisco Prime Collaboration Assurance - Standard	Cisco Prime Collaboration Assurance - Advanced
Monitor	Getting Started

Cisco Prime Collaboration Assurance - Standard	Cisco Prime Collaboration Assurance - Advanced
Getting Started	Monitor
Device Inventory	Device Inventory
Diagnose	Diagnose
Assurance Administration	Synthetic Test Center
-	Assurance Reports
-	Analytics
-	Assurance Administration
-	Analytics Administration
	System Administration

Note The session times out if there is no activity for 15 minutes.

The following is a list of pages that never time out:

- **System View**
- **Customer Summary Dashboard (in MSP mode)**
- **Diagnostics Test pages (UC Application Synthetic Test, Audio Phone Features Test, Video Test, and Batch Test)**
- **Endpoint Diagnostics**
- **Performance dashboards**
- **Session Diagnostics**
- **All Topology** pages

For Cisco Prime Collaboration Release 11.5 and later

The following table lists the menu items that are displayed on the Cisco Prime Collaboration Assurance user interface:

Cisco Prime Collaboration Assurance - Standard	Cisco Prime Collaboration Assurance - Advanced
Monitor	Getting Started
Getting Started	Monitor
Inventory	Inventory
Diagnose	Diagnose
Alarm & Report Administration	Synthetic Tests

Cisco Prime Collaboration Assurance - Standard	Cisco Prime Collaboration Assurance - Advanced
-	Reports
-	Analytics
-	Alarm & Report Administration
-	Analytics Administration
	System Administration

Note	The conference times out if there is no activity for 15 minutes.

The following is a list of pages that never time out:

- **Network Health Overview**
- **Customer Summary Dashboard (in MSP mode)**
- **Diagnostics Test pages (UC Application Synthetic Test, Audio Phone Features Test, Video Test, and Batch Test)**
- **Endpoint Diagnostics**
- **Performance dashboards**
- **Conference Diagnostics**
- **All Topology** pages

Cisco Prime Collaboration Assurance - Standard	Cisco Prime Collaboration Assurance - Advanced
Monitor	Getting Started
Getting Started	Netwrok Health Overview
Inventory	Monitor
	Inventory
Diagnose	Diagnose
Alarm & Report Administration	Synthetic Tests
-	Reports
-	Analytics
-	Alarm & Report Administration
-	Analytics Administration
	System Administration

Cisco Prime Collaboration Assurance - Standard	Cisco Prime Collaboration Assurance - Advanced
	UC Operations Dashboard
	Serviceability

Note The conference times out if there is no activity for 15 minutes.

The following is a list of pages that never time out:

- **Network Health Overview**
- **Customer Summary Dashboard (in MSP mode)**
- **Diagnostics Test pages (UC Application Synthetic Test, Audio Phone Features Test, Video Test, and Batch Test)**
- **Endpoint Diagnostics**
- **Performance dashboards**
- **Conference Diagnostics**
- **All Topology** pages