CHAPTER **3**

Prime Collaboration Dashboards

The Prime Collaboration dashboards provide information about the status of IP telephony and Cisco TelePresence systems.

You can view the following dashboards from the Prime Collaboration home page:

Dashboard	Description
End-Users Impact	Information about sessions and alarms.
Endpoints Utilization	Information about endpoints and their utilization.
Infrastructure	Information about conferencing devices, management devices, call and session devices, and video ports.
Provisioning	Information about pending orders, device synchronization status, and deployment status. This dashboard is available only when Assurance and Provisioning servers are converged. For more information about the Provisioning Dashboard, see the "Dashboard" section in *Cisco Prime Collaboration 9.0 Provisioning Guide*.

You can view data either as a chart or in a tabular format. By default, reports are displayed as charts that are interactive; that is, you can click on the data to launch the associated page. When you view a report in the tabular format, you can export data in the CSV format.

In the dashboard, you can view data for:

- A day—Data collected from 00:00:00 hours to current time.
- A week—Data collected during the last seven days including today, starting from 00:00:00 hours.
- Four weeks—Data collected during the last 28 days including today, starting from 00:00:00 hours.

Note On all pages, the time displayed is the Prime Collaboration server time. In the converged mode, Assurance server time will be displayed.

End-Users Impact Dashboard

The End-Users Impact dashboard helps you to identify the most impacted TelePresence endpoints, sessions with alarms, and poor call quality locations.

It contains the following dashlets:

- Top 10 Impacted TelePresence Endpoints with Alarms
- Sessions with Alarms
- Top 10 TelePresence Endpoints with Call Quality Events
- Endpoints Health Summary
- Top 5 Call Failure Locations
- Top 5 Poor Voice Call Quality Locations

Top 10 Impacted TelePresence Endpoints with Alarms

Displays the top 10 TelePresence endpoints with alarms. The alarm count includes alarm with the severity Cleared.

You can view the graph for endpoints and service infrastructure devices.

You can click on the bar chart to launch the Alarm Browser to view all endpoints and service infrastructure devices that have this specific alarm type.

Sessions with Alarms

Displays the number of in-progress sessions with alarms.

You can launch the 360° Session View from this dashlet.

Top 10 TelePresence Endpoints with Call Quality Events

Displays the top 10 endpoints with call quality events (packet loss, jitter, and latency).

You can click on the event data to launch the Events page.

Endpoints Health Summary

Provides a summary of the status of all the endpoints in the network. You can view a summary for hard endpoints, soft clients, and TelePresence endpoints.

The dashboard displays the summary as a pie chart or table. It provides information about the endpoints in the following modes:

- Unregistered—Endpoints that are not registered with Cisco Unified CM and VCS. Displayed in red. The count displayed for "Unregistered from UCM" includes the devices that are in SRST mode and Energy Save mode. You can click on the SRST mode and Energy Save mode data to launch the phone reports.

Note   If all phones with a single SRST reference are in Unregistered state with a status reason code other than "energyWisePowerSavePlus," they are classified as being in SRST mode.

- Registered—Endpoints that are registered with Cisco Unified CM and VCS. Displayed in green. The count displayed for "Registered Hard Phones" includes the TelePresence endpoints.

- Unknown—Endpoints that are in Unknown state (registration status of the endpoints is unknown). Displayed in blue.

Click on the pie chart to view the Endpoint Health Troubleshooting window, which has the links to the following pages:

- Endpoint Diagnostics

- Phone Report

- UCM Troubleshoot

- VCS Troubleshoot

The phone counts shown in the UC Topology View, Diagnostics Summary View, and Endpoint Health Summary dashlet will be in synchronized, with a maximum of 10 minutes delay. You can schedule cluster discovery to trigger this synchronization manually, if required. Cluster discovery will also resynchronize the registration status for all phones. If cluster discovery is not scheduled manually, synchronization takes place as part of nightly cluster discovery.

Top 5 Call Failure Locations

Displays the top five locations that are experienced the most call failures in the last hour. Prime Collaboration aggregates the available CDR data at fixed time intervals and displays it in this dashlet.

The top five locations are chosen taking into account all the Cisco Unified CM clusters that are added in Prime Collaboration. For example, if three Cisco Unified CM clusters are added in Prime Collaboration, and each cluster has 30 locations, then the top five locations are chosen from among these 90 locations.

If there are fewer than five locations that are experiencing call failures, only those locations are shown. If the percentage of failed calls in a location is less than 0.5, the location is ignored.

You can click the bubble in the Z axis to view the following details:

- Cluster

- Failed Calls

- Total Calls

Click **Troubleshoot** to open the Call Failure Troubleshooting page.

Top 5 Poor Voice Call Quality Locations

Provides information about the top five locations that are experienced the poorest call quality in the last hour.

The X axis shows the location. The Y axis shows the number of poor calls. The Z axis shows the percentage of poor calls, represented as bubbles. If the percentage of failed calls in a location is less than 0.5, the location is ignored.

Note   TelePresence call details are not included in this dashlet.

Click the bubble in the Z axis to view the following details:

- Cluster
- Poor calls
- Total calls

Click **Troubleshoot** to open the Call Quality Troubleshooting page. The Call Quality Trend pane shows the poor calls for the last 24 hours, per location. The Impacted Devices pane shows the devices that were involved in the call for that particular hour. Click any bar in the Impacted Devices pane to open the Call Details pane.

Note   To view the call details, phone access switch must be monitored or discovered from the phone using CDP neighbor discovery.

Endpoints Utilization Dashboard

This dashboard helps you to identify the No Show endpoints, most commonly used and least used TelePresence endpoints, and endpoint models.

It contains the following dashlets:

- Top 10 Utilized TelePresence Endpoints
- Top 10 Utilized TelePresence Endpoint Models
- Top 10 No Show TelePresence Endpoints
- Least 10 Utilized TelePresence Endpoints
- Least 10 Utilized TelePresence Endpoint Models
- Number of TelePresence Sessions

Note   Mass endpoint details are not included in the TelePresence Utilization reports. Polycom, which is a midrange TelePresence endpoint, is included in these reports.

Top 10 Utilized TelePresence Endpoints

Displays the top 10 utilized endpoints in your network.

You can view the graph either by duration or session.

- By duration—The utilization is by usage hours. For example, if the utilization is shown as 0.634 hours, it means the endpoint has been utilized for approximately 38 minutes (0.634 x 60).
- By session—The utilization is by number of sessions. Here, only *completed* sessions are considered. If the number of sessions is one, the value of the x-axis is displayed in decimals (0.2, 0.4...). If the number of sessions is more than one, the value of the x-axis is displayed in absolute numbers (1, 2, 3...).

You can click on the bar chart to launch the All Sessions Summary Report for the selected endpoint.

Top 10 Utilized TelePresence Endpoint Models

Displays the utilization, based on specific endpoint models.

You can view the data:

- For a day—The maximum utilization is ten hours. That is, if the utilization is 120 minutes for a day, the average utilization for a day is 20% ((120/[10*60])*100).

- For a week—The maximum utilization is 50 hours. That is, if the utilization is 1500 minutes for a week, the average utilization for a week is 50% ((1500/[50*60])*100).

- For four weeks—The maximum utilization is 200 hours. That is, if the utilization is 10,800 minutes for a month, the average utilization for a month is 90% ((10,800/[200*60])*100).

You can click on the bar chart to launch the Endpoint Utilization Report for the selected endpoint model.

Top 10 No Show TelePresence Endpoints

Displays the top 10 endpoints that did not participate in the scheduled sessions.

You can click on the bar chart to launch the No Show Sessions Summary Report for the selected endpoint.

Least 10 Utilized TelePresence Endpoints

Displays the least 10 utilized endpoints in your network.

You can view the graph either by duration or session.

- By duration—The utilization is by usage hours. For example, if the utilization is shown as 0.634 hours, it means, the endpoint has been utilized for approximately 38 minutes (0.634 * 60).

  If the utilization is zero, this is not shown in the bar chart. To see this data, you should launch the tabular format.

- By session—The utilization is by number of sessions. Here, only *completed* sessions are considered. If the number of sessions is one, the value of the x-axis is displayed in decimals (0.2, 0.4...). If the number of sessions is more than one, the value of the x-axis is displayed in absolute numbers (1, 2, 3...).

You can click on the bar chart to launch the All Sessions Summary Report for the selected endpoint.

Least 10 Utilized TelePresence Endpoint Models

Displays the utilization, based on specific endpoint models. If the utilization is zero, this is not shown in the bar chart. To see this data you should launch the tabular format.

You can view the data:

- For a day—The maximum utilization is ten hours. That is, if the utilization is 120 minutes for a day, the average utilization for a day is 20% ((120/[10*60])*100).

- For a week—The maximum utilization is 50 hours. That is, if the utilization is 1500 minutes for a week, the average utilization for a week is 50% ((1500/[50*60])*100).

- For four weeks—The maximum utilization is 200 hours. That is, if the utilization is 10,800 minutes for a month, the average utilization for a month is 90% ((10,800/[200*60])*100).

You can click on the bar chart to launch the Endpoint Utilization Report for the selected endpoint model.

Number of TelePresence Sessions

Displays the number of in-progress and completed sessions. Click on the chart to launch the Session Detail report for a particular session.

The session data is aggregated for every two hours. For example, on a day, assume that you had only two sessions. The first session started at 01:00 hours and ended at 03:00 hours, and the second session started from 02:20 hours and ended at 05:50 hours.

The data is displayed as:

- 0:00—Zero
- 2:00—1; an in-progress session from 01:00 to 03:00 is displayed between 0:00 and 02:00 hours.
- 4:00—2; a completed session from 01:00 to 03:00 and an in-progress session from 02:20 to 05:50 are displayed between 02:00 and 04:00 hours.
- 6:00—1; a completed session from 02:20 to 05:50 is displayed between 04:00 and 06:00 hours.
- 8:00—Zero; no sessions occurred between 06:00 and 08:00 hours.
- 10:00—Zero
- 12:00—Zero
- ...
- 24:00—Zero; no sessions occurred between 22:00 and 24:00 hours.

You can view the data as a chart or in a tabular format. You can also export the data into an Excel spreadsheet.

Infrastructure Dashboard

This dashboard provides information about management devices, conferencing devices, video ports, and call and session control devices. It also provides an infrastructure and service health summary.

It contains the following dashlets:

- Infrastructure Health Summary
- Top 10 Utilized Conferencing Devices
- Video Ports Utilization Summary
- Management Devices
- Conferencing Devices
- Call and Session Control Devices
- Top 5 WAN Traffic Locations
- Service Health Summary
- Top 10 Devices with Alarms
- Top 5 Utilized Trunks/Route Groups

Infrastructure Health Summary

Displays the number of infrastructure devices with and without alarms. In addition, you can also view the number of devices, based on the alarm severity.

You can click on the total device data to launch the Device Inventory page. You can also click on the devices with alarms data to launch the Alarms and Events page.

By default, the information is displayed in a pie chart. The pie chart is updated when the UI is refreshed. You can change this display to a table.

Top 10 Utilized Conferencing Devices

Displays the top 10 utilized conferencing devices.

You can view the average and peak usage of the ports in the conferencing device.

The utilization is shown as 100% even if the utilization is more than 100%.

All data is in percentage. You can click on any data to launch the conferencing device utilization report.

Video Ports Utilization Summary

Displays the video ports utilization of the conferencing devices.

You can view the utilization as:

- Percentage
- Actual numbers

Click on the utilization data under the column Video Ports Used to launch the Session Monitoring page.

You can view the following details:

- Name and IP Address—You can click on the device name or IP address to launch its application in a browser.

    Rest your mouse pointer over the Name column and click the quick view icon to view the:

    - Media Processing Engine, Call Control Process, Conference Manager, Security Key Exchange, and Media Switching status.
    - CPU and memory utilization.
- Device Type.
- Video Ports Used.

Management Devices

Displays the management devices in your network.

You can see the following details:

- Status—Displays whether the device is normal, suspended or contains errors. You can click on the status icon to launch the Alarm browser.

    ❌ This icon is displayed when there is a critical service infrastructure, unreachable, or inaccessible alarm.

- Name and IP Address—You can click on the device name or IP address to launch it in a browser.

  Rest your mouse pointer over the Name column and click the quick view icon to view the:

  – Database, LDAP server, Cisco Unified CM, calendar service, room phone UI, multipoint conference, and WebEx status.

  – CPU and memory utilization. For Cisco Multipoint Control Unit (MCU) systems, if the CPU utilization is less than 1%, the value is displayed as zero. For Cisco TelePresence Server (TS), these details are not displayed and you cannot launch quick view.

- Device Type

- Last Device Poll—Displays the date and time when the device statuses were last polled by Prime Collaboration.

Conferencing Devices

Displays the conferencing devices in your network.

You can see the following details:

- Status—Displays whether the device is normal, suspended or contains errors. You can click on the status icon to launch the Alarm browser.

  ⊗ This icon is displayed when there is a critical service infrastructure, unreachable, or inaccessible alarm.

- Name and IP Address—You can click on the device name or IP address to launch it in a browser.

  Rest your mouse pointer over the Name column and click the quick view icon to view the:

  – Media Processing Engine, Call Control Process, Conference Manager, Security Key Exchange, and Media Switching status (for Cisco TelePresence Multipoint Switch only).

  – Audio Load, Video Load, Media Load, Video ports in use, Battery Status, Temperature Status and Voltage status (for MCU only).

  – CPU and memory utilization.

- Last Device Poll

- Device Type

- Video Ports Used

- Audio Ports Used

- Master Conductor

Call and Session Control Devices

Displays the call and session control devices in your network.

You can see the following details of these devices:

- Status—Displays whether the device is normal, suspended or contains errors. You can click on the status icon to launch the Alarm browser.

- Name and IP Address—You can click on the device name or IP address to launch it in a browser.

Rest your mouse pointer over the Name column and click the quick view icon to view the:

 – Cisco DB, Cisco CTI Manager, or Cisco Call Manager status.

 – CPU and memory utilization.

 • Device Type

 • Last Device Poll

For VCS application in virtual environment, hardware details such as fan, temperature, and voltage will not be displayed in the quick view. Instead, the following message will be displayed:

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Data available only for Cisco VCS appliance.
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Top 5 WAN Traffic Locations

Provides information about the top five locations at which bandwidth usage is the highest.

You can view the location name, number of failed calls in the last hour, and bandwidth used (as a percentage, per location).

By default, the table is sorted based on the number of failed calls. If there are no failed calls, then the table is sorted based on bandwidth used. If two or more locations have the same number of failed calls, the sort order is based on the bandwidth used.

Data is polled every 4 minutes.

Service Health Summary

Provides the most recent data about the devices listed under the Unified Communication device group.

The X axis displays the number of applications. The Y axis displays the application type.

Green indicates applications that are active. Orange indicates applications that are down.

Click on the bar to open a popup that provides links to Detailed Device View and Event Details page.

Top 10 Devices with Alarms

Displays the top 10 devices with alarms. The alarm count includes alarms with the severity Cleared.

You can click on the bar chart to launch the Alarm Browser to view all endpoints and service infrastructure devices that have this specific alarm type.

You can launch the Device Work Center and click either on the Endpoint or Service Infrastructure links to view the device details.

Note Clusters are not treated as devices and are not shown in this dashlet.

Top 5 Utilized Trunks/Route Groups

Provides information about the top five utilized trunks and route groups in terms of channel usage.

Click the channel utilization bar to display a graph that plots trunk utilization or route group utilization against time. The data for the last hour is displayed.

You can view popups that display the usage as a percentage when you place the cursor on the X axis coordinates for each four-minute interval. To open a detailed performance graph showing trunk or route usage, click the points on the graph or the channel utilization bar that correspond to the X axis coordinates.

Prime Collaboration Dashboard Notes

Data is not displayed in the dashboard when you launch Prime Collaboration for the first time. You must complete the following tasks before viewing data in the dashboard:

- Discovering the devices
- Importing the sessions
- Polling the devices

Table 3-1 shows when the data will be populated and the license required for each dashlet.

Table 3-1   Prime Collaboration Dashboards

Dashlet Name	When the Data Is Populated	Licenses Required
Top 10 Impacted TelePresence Endpoints with Alarms	The data is displayed as soon as the discovery is complete. Alarms for the current day are displayed, by default. No data is displayed if there are no alarms triggered for that day.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Sessions with Alarms	The data is displayed as soon as a session is started. Session details for the current day are displayed, by default. If there are no sessions for that day, no data is displayed.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Top 10 TelePresence Endpoints with Call Quality Events	The data is displayed as soon as a session is completed. Data for the current day is displayed, by default. If there is no call quality events for that day, no data is displayed.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Endpoints Health Summary	The data is displayed as soon as discovery is completed.	Mass endpoint
Top 5 Call Failure Locations	The data is displayed as soon as discovery is completed. Data will not be displayed if there are no call failure events.	Mass endpoint
Top 5 Poor Phone Voice Call Quality Locations	The data is displayed as soon as discovery is completed.	Mass endpoint

Table 3-1   Prime Collaboration Dashboards (continued)

Dashlet Name	When the Data Is Populated	Licenses Required
Top 10 Utilized TelePresence Endpoints	The data is displayed as soon as a session is completed. Endpoints utilized most for the current day are displayed, by default. If there are no endpoints utilized for that day, no data is displayed.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Top 10 Utilized TelePresence Endpoint Models	The data is displayed as soon as a session is completed. Endpoint models utilized most for the current day are displayed, by default. If there are no endpoint models utilized for that day, no data is displayed.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Top 10 No Show TelePresence Endpoints	The data is displayed after a scheduled session has ended. No data is displayed if all endpoints regularly participate in the scheduled sessions and also, if there are no scheduled sessions. No show endpoints for the current day are displayed, by default.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Least 10 Utilized TelePresence Endpoints	The data is displayed as soon as discovery is completed. Endpoints utilized least for the current day are displayed, by default.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Least 10 Utilized TelePresence Endpoint Models	The data is displayed as soon as discovery is completed. Endpoint models utilized least for the current day are displayed, by default.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Infrastructure Health Summary	The data is displayed as soon as discovery is completed.	Mass endpoint
Top 10 Utilized Conferencing Devices	The data is displayed as soon as discovery is completed. Data is refreshed every hour. The top 10 utilized conferencing devices for the current day are displayed, by default. If there are no conferencing devices utilized for that day, no data is displayed.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint

Table 3-1   Prime Collaboration Dashboards (continued)

Dashlet Name	When the Data Is Populated	Licenses Required
Video Ports Utilization Summary	The data is displayed as soon as discovery is completed.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Management Devices	The data is displayed as soon as discovery is completed.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Conferencing Devices	The data is displayed as soon as discovery is completed.	• High-end, single-codec endpoint • High-end, multi-codec endpoint • Midrange endpoint
Call and Session Control Devices	The data is displayed as soon as discovery is completed.	Mass endpoint
Top 5 WAN Traffic Locations	The data is displayed as soon as discovery is completed	Mass endpoint
Service Health Summary	The data is displayed as soon as discovery is completed.	Mass endpoint
Top 10 Devices with Alarms	The data is displayed as soon as the discovery is complete. Alarms for the current day are displayed, by default. No data is displayed if there are no alarms triggered for that day.	Mass endpoint
Top 5 Utilized Trunks/Route Groups	The data is displayed as soon as discovery is completed.	Mass endpoint

Mapping Between Device Groups and Dashlets

Table 3-2 shows the mapping between the device groups and dashlets.

Table 3-2   Mapping Between Device Groups and Dashlets

Dashlets	Include devices from...
• Service Health Summary • Infrastructure Alarms Summary • Top 10 Utilized Conferencing Devices • Call and Session Control Devices • Management Devices • Conferencing Devices	Infrastructure device group
• Top 10 Devices with Alarms • Number of TelePresence Sessions • Top 10 Utilized TelePresence Endpoints • Top 10 Utilized TelePresence Endpoint Models • Least 10 Utilized TelePresence Endpoints • Least 10 Utilized TelePresence Endpoint Models • Top 10 No-show TelePresence Endpoints • Endpoint Health Summary • Top 10 Impacted TelePresence Endpoints With Alarms • Top 10 TelePresence Endpoints With Call Quality Events	Endpoints device group

Note   None of the following are included in TelePresence dashlets: Cisco IP Video Phone E20, Cisco Cius, Cisco Jabber, Cisco Unified IP Phone 8900 and 9900 Series.

Adding a Customized Dashboard

You can add customized dashboards in the home page.

You can also do the following:

- Add the existing dashlets to a different dashboard.
- Move the dashlets around under a dashboard by dragging and dropping them.

To add a new dashboard:

Step 1   Click the ⚙▾ icon on the top-right corner of the home page, and then click **Add New Dashboard**.

Step 2   Enter a name in the box provided, and click **Apply**.

Step 3   Click **Add Dashlet(s)**.

Step 4   Click **Add** adjacent to the dashlets you want to add.

Note   If your endpoints or devices are configured with a common prefix names, you can shorten the display
name using the Dashlet Label Prefix Removal setup in the General Settings page.