



Configuring System Parameters

Prime Collaboration allows you to configure system parameters for both Prime Collaboration Assurance and Prime Collaboration Provisioning. The following are the system configuration parameters for Assurance. To configure Prime Collaboration Provisioning system parameters, see [Cisco Prime Collaboration 9.5 Provisioning Guide](#).

To configure the following Prime Collaboration Assurance system parameters, navigate to **Administration > System Setup > Assurance Setup**:

- Dashlet Label and SMTP Server—To configure these parameters under General Settings, see [Configuring Dashlet Label and SMTP Server, page 4-2](#).
- CDR Trunk Utilization Settings—Allows you to configure the maximum capacity for trunks and gateways. You can either configure the maximum capacity for a particular trunk or gateway, or you can use a CSV file to import trunk utilization configuration data for all clusters. To configure this parameter, see [Cisco Prime Collaboration 9.5 Assurance Guide](#).
- Call Quality Data Source Management—Prime Collaboration monitors voice-quality measurements in a VoIP network. This real-time, service-quality information is collected from Unified CM and Cisco NAM. To configure this parameter, see [Cisco Prime Collaboration 9.5 Assurance Guide](#).
- LDAP Settings—To configure this parameter, see [Configuring an LDAP Server, page 5-10](#).
- Log Settings—To configure this parameter, see [Log Levels, page 4-2](#).
- Configuring Time Zone—To configure this parameter, see [Configuring Prime Collaboration Assurance Server Time Zone, page 4-2](#).
- SFTP Settings—For Prime Collaboration to display phones in SRST mode and generate related events, you must configure SRST poll settings, identifying the SRST components for Prime Collaboration to test. To configure this parameter, see ‘Configuring SFTP Settings’ in [Cisco Prime Collaboration 9.5 Assurance Guide](#).
- IP Phone Inventory Collection Settings—You can use the Phone XML Collection to schedule the phone discovery. To configure this parameter, see [Cisco Prime Collaboration 9.5 Assurance Guide](#).
- IP Phone XML Inventory Collection Settings—To configure this parameter, see [Cisco Prime Collaboration 9.5 Assurance Guide](#).
- Cluster Data Discovery Settings—Allows Prime Collaboration to consolidate the inventory and the device registration information it collects from Unified CMs. To configure this parameter, see [Cisco Prime Collaboration 9.5 Assurance Guide](#).

Configuring Dashlet Label and SMTP Server

You can shorten the endpoint or device names displayed in the Prime Collaboration dashboard using the Dashlet Label Prefix Removal Setup parameter. This is applicable only if you have used a common prefix across endpoints and devices.

To configure this parameter, specify the prefix strings separated by a semicolon (;). All special characters are supported except for the semicolon. A prefix can contain blank spaces.

You can also 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. The value in the sender AAA E-mail address field helps you to identify the server you receive the e-mail from if there are many servers.

Log Levels

Prime Collaboration supports the following log levels:

- Debug—Helps you to debug the application.
- Error—Indicates that the application can still continue to run.
- Information—Indicates the progress of the application.
- Warning—Indicates potentially harmful situations.
- Fatal—Indicates critical logs.

You can set the log levels for the following features:

- Fault management—For fault management-related issues.
- Performance monitor—For performance statistics-related issues.
- Server diagnostics—For Prime Collaboration Assurance server-related issues.
- Discovery, session monitoring and others—For discovery, session management, and web server-related issues.

The log level settings can be changed from the Log Settings page (**Administration > System Setup > Assurance Setup > Log Settings**).

Do not change the log level settings without assistance from the Cisco Technical Assistance Center (TAC) team. The log files are also included in the backup file.

Configuring Prime Collaboration Assurance Server Time Zone

To configure the Prime Collaboration Assurance server time zone:

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- Step 1** Log into the 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:
- ```
cm/admin# show timezones
```
- Step 3** Enter the following commands to set the time zone for the Prime Collaboration Assurance server:
- ```
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:

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

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

```
cm/admin# application stop cpcm
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:

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

To configure the time zones in Prime Collaboration Provisioning, see ‘Changing Time Zone Settings’ in the [Cisco Prime Collaboration 9.5 Provisioning Guide](#).

