



# Serviceability Connector

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## Serviceability Connector Overview

You can ease the collection of logs with the Webex Serviceability service. The service automates the tasks of finding, retrieving, and storing diagnostic logs and information.

This capability uses the *Serviceability Connector* deployed on your premises. Serviceability Connector runs on a dedicated host in your network ('connector host'). You can install the connector on either of these components:

- Enterprise Compute Platform (ECP)—Recommended

ECP uses Docker containers to isolate, secure, and manage its services. The host and the Serviceability Connector application install from the cloud. You don't need to manually upgrade them to stay current and secure.



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**Important** We recommend use of ECP. Our future development will focus on this platform. Some new features won't be available if you install the Serviceability Connector on an Expressway.

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- Cisco Expressway

You can use the Serviceability Connector for these purposes:

- Automated log and system information retrieval for service requests
- Log collection of your Unified CM clusters in a Cloud-Connected UC deployment

You can use the same Serviceability Connector for both use cases.

## Benefits of Using Serviceability Service

The service offers these benefits:

- Speeds up the collection of logs. TAC engineers can retrieve relevant logs as they perform the diagnosis of the problem. They can avoid the delays of requesting extra logs and waiting for their manual collection and delivery. This automation can take days off your problem resolution time.
- Works with TAC's Collaboration Solution Analyser and its database of diagnostic signatures. The system automatically analyses logs, identifies known issues, and recommends known fixes or workarounds.

## Differences to Other Hybrid Services

You deploy and manage Serviceability Connectors through Control Hub like other Expressway-based Hybrid Services, such as Hybrid Calendar Service and Hybrid Call Service. But, there are important differences.

This service doesn't have features for users. The TAC is the predominant user of this service. While it can benefit organizations that use other Hybrid Services, organizations that don't use other Hybrid Services are its common users.

If you already have your organization configured in Control Hub, you can enable the service through your existing organization administrator account.

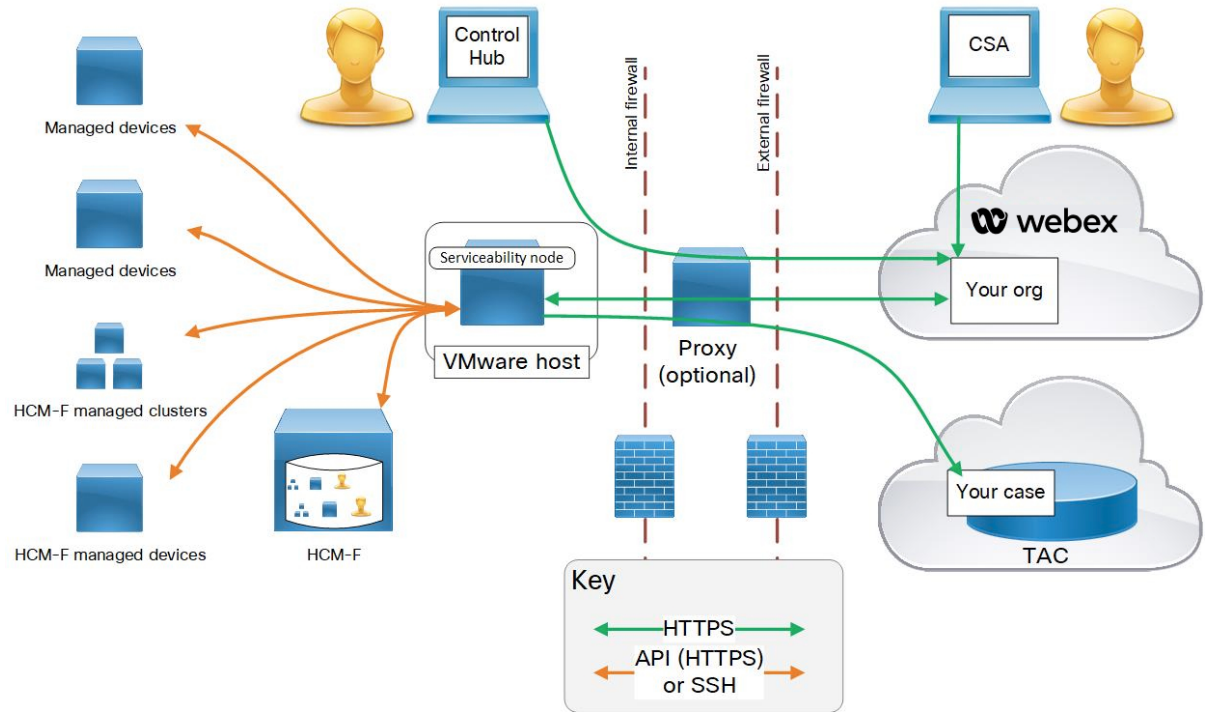
The Serviceability Connector has a different load profile from connectors that provide features directly to users. The connector is always available, so that TAC can collect data when necessary. But, it doesn't have a steady load over time. The TAC representatives manually initiate data collection. They negotiate an appropriate time for the collection to minimize the impact on other services provided by the same infrastructure.

## Short Description of How it Works

1. Your administrators work with Cisco TAC to deploy Serviceability service. See [Deployment Architecture for TAC Case, on page 3](#).
2. TAC learns of a problem with one of your Cisco devices (when you open a case).
3. TAC representative uses the Collaborations Solution Analyzer (CSA) web interface to request Serviceability Connector to collect data from relevant devices.
4. Your Serviceability Connector translates the request into API commands to collect the requested data from the managed devices.
5. Your Serviceability Connector collects, encrypts, and uploads that data over an encrypted link to Customer eXperience Drive (CXD), and associates the data with your Service Request.
6. The data is analyzed against the TAC database of more than 1000 diagnostic signatures.
7. The TAC representative reviews the results, checking the original logs if necessary.

# Deployment Architecture for TAC Case

Figure 1: Deployment with Service Connector on Expressway



Element	Description
Managed devices	<p>Includes any devices that you want to supply logs from to Serviceability Service. You can add up to 150 locally managed devices with one Serviceability connector. You can import information from HCM-F (Hosted Collaboration Mediation Fulfillment) about HCS customers' managed devices and clusters (with larger numbers of devices, see <a href="https://help.webex.com/en-us/142g9e/Limits-and-Bounds-of-Serviceability-Service">https://help.webex.com/en-us/142g9e/Limits-and-Bounds-of-Serviceability-Service</a>).</p> <p>The service currently works with the following devices:</p> <ul style="list-style-type: none"> <li>• Hosted Collaboration Mediation Fulfillment (HCM-F)</li> <li>• Cisco Unified Communications Manager</li> <li>• Cisco Unified CM IM and Presence Service</li> <li>• Cisco Expressway Series</li> <li>• Cisco TelePresence Video Communication Server (VCS)</li> <li>• Cisco Unified Contact Center Express (UCCX)</li> <li>• Cisco Unified Border Element (CUBE)</li> <li>• Cisco BroadWorks Application Server (AS)</li> <li>• Cisco BroadWorks Profile Server (PS)</li> <li>• Cisco BroadWorks Messaging Server (UMS)</li> <li>• Cisco BroadWorks Execution Server (XS)</li> <li>• Cisco Broadworks Xtended Services Platform (XSP)</li> </ul>
Your administrator	<p>Uses Control Hub to register a connector host and enable Serviceability Service. The URL is <a href="https://admin.webex.com">https://admin.webex.com</a> and you need your “organization administrator” credentials.</p>
Connector host	<p>An Enterprise Compute Platform (ECP) or Expressway that hosts the Management connector and the Serviceability Connector.</p> <ul style="list-style-type: none"> <li>• <b>Management Connector</b> (on ECP or Expressway) and the corresponding Management Service (in Webex) manage your registration. They persist the connection, update connectors when required, and report status and alarms.</li> <li>• <b>Serviceability Connector</b>—A small application that the connector host (ECP or Expressway) downloads from Webex after you enable your organization for Serviceability service.</li> </ul>
Proxy	<p>(Optional) If you change the proxy configuration after starting Serviceability Connector, then also restart the Serviceability Connector.</p>
Webex cloud	<p>Hosts Webex, Webex calling, Webex meetings, and Webex Hybrid Services.</p>

Element	Description
Technical Assistance Center	Contains: <ul style="list-style-type: none"><li data-bbox="711 338 1498 401">• TAC representative using CSA to communicate with your Serviceability Connectors through Webex cloud.</li><li data-bbox="711 422 1511 516">• TAC case management system with your case and associated logs that Serviceability Connector collected and uploaded to Customer eXperience Drive.</li></ul>

## TAC Support for Serviceability Connector

For more details on Serviceability Connector, see <https://www.cisco.com/go/serviceability> or contact your TAC representative.

