Troubleshooting with Prime Collaboration Assurance

Troubleshooting with Prime Collaboration Assurance

Cisco Hosted Collaboration Solution utilizes Cisco Prime Collaboration Assurance for diagnostics and troubleshooting activities. This chapter provides the tools for performing these activities.

Information on troubleshooting Prime Collaboration Assurance is maintained on a Wiki site at: Troubleshooting Cisco Prime Collaboration Assurance.

This is the central troubleshooting resource for Cisco Prime Collaboration and contains troubleshooting information for both Assurance and Provisioning (note that Provisioning is not implemented by HCS.)

Components	Description
Voice Endpoints	Identifies issues that are related to Unified Communications phone network
Phone Status Test	Monitors reachability of key phones in the network
Synthetic Test	Checks availability of voice applications
IP SLA Voice Tests	Monitors the response time and availability of multiprotocol networks on both end-to-end and hop-by-hop basis
Create a Batch Test	Verifies the health of the voice network
Phone Tests—Batch and On Demand Tests	Controls the real phones in the network and tests the various call types
Audio Phone Features Test	Displays the phone tests summary for all the Unified CM nodes
CME Diagnostics	Displays information about Cisco Unified CME devices and associated Cisco Unity Express devices

Components	Description
Video Endpoints	
Troubleshooting Workflow	Starts troubleshooting workflow for a session from the 360° Session View in the Session Diagnostics page
Troubleshoot Data Analysis	Analyzes the path between two endpoints and provides the data for troubleshoot
Export Troubleshooting Data	Enables to export the troubleshooting data
Cisco Mediatrace	Isolates and troubleshoots network degradation problems for data streams
Cisco Prime Infrastructure Cross-Launch	Performs network diagnosis using the Infrastructure applications
Collect Logs	Collects call logs to identify faults in the calls
Log Collection Center or Device Log Collector	Collects call logs from the Device Log Collector
Set the Trace Levels	Sets the trace level for each component of the devices
Log Collection Template	Collects logs of different devices and different components together
Collect Call Logs	Enables on-demand log collection
Analyze Call Signaling	Determines the call failure reason
Supported Call Flows	
Create a Call Ladder Diagram	Creates a call ladder diagram for a specific message.
Filter a Message in the Call Ladder Diagram	Filters a message in the call ladder diagram
Understand a Call Ladder Diagram	Visualizes the SIP signaling for the selected call

PCA Endpoints Showing in the Wrong Clusters

Symptoms: The endpoints don't show up in the correct clusters in the Device Inventory of PCA.

Resolution: We recommend upgrading to the following component versions:

- PCA 11.6 and above
- HCM-F 11.5(1)SU1 and above
- Unified CDM 11.5(1)