

Tools for Managing BroadWorks: NFM vs CSA

Contents

Several tools are available to help maintain/analyze the BroadWorks software level and log files.

Here are the main differences between the [NFM \(Network Function Manager\)](#) and the [CSA \(Collaboration Solutions Analyzer\)](#) tools:

Key Differentiators	NFM	CSA
XSLog – Call Flow Analysis		✓
Tech-Support – Patch Level Analysis	✓	✓
Diagnostic Signatures		✓
Software Download Support	✓	
Patch Bundle (PB) Creation	✓	
Scope	Part of the Cisco BroadWorks product	Part of the Collaboration Cisco TAC tools
Data Source(s) for the analysis	Real time data from all BW nodes through the swmanager	Manual TS or XSLog files upload
Level of support	Fully Supported (Part of M&S Support Contract)	Best Effort Support
Support Channel	SCM	Email