

Collaboration Solution Analyzer (CSA) - Componenti BroadWorks

Sommario

Collaboration Solutions Analyzer (CSA)

Collaboration Solutions Analyzer (CSA) è uno strumento di collaborazione Cisco che fornisce varie analisi e risoluzioni dei problemi per diverse tecnologie Cisco.

CSA supporta l'analisi BroadWorks per:

- Analisi del motore delle chiamate/flusso delle chiamate: **XSLog** server applicazioni (AS)
- SLA (Software Level Analyzer): File di **supporto tecnico per** tutti i server (AS, NS, MS, ecc.)

Lo strumento è disponibile al seguente URL:

<https://cway.cisco.com/csa/>

I file BroadWorks (AS XSLog e supporto tecnico) possono essere analizzati facendo clic sulla casella Analisi registro:

Tools Catalog / Cisco TAC Tool Sylvain Lavallee

Collaboration Solutions Analyzer

The suite for your collaboration solution

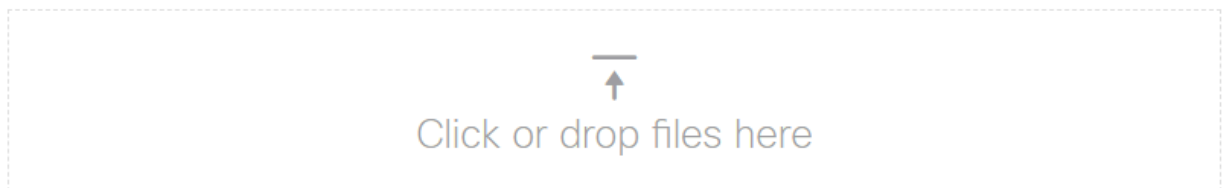
Tools What is new About CSA

- Log analysis**
Upload logs from your collaboration devices to automatically detect, troubleshoot and resolve issues
- CollabEdge validator**
Speed up your Mobile and Remote Access feature deployment or troubleshooting by doing a step-by-step validation
- SRV checker**
Check your public domain for DNS service records and connectivity for various collaboration services
- B2B call tester**
Test inbound and outbound calls to and from your deployment

In questo modo, l'utente accede al menu di caricamento dei file, dove è possibile caricare i file XSLog e Tech-Support:

< Log analysis

Upload log files



Upload files

i Files are being uploaded to the same storage used and controlled by a service request and hence meets the same security requirements. For analysis the files are fetched in a sandbox unique and only accessible by the cco id and kept there for 8 hours after which they are automatically removed.

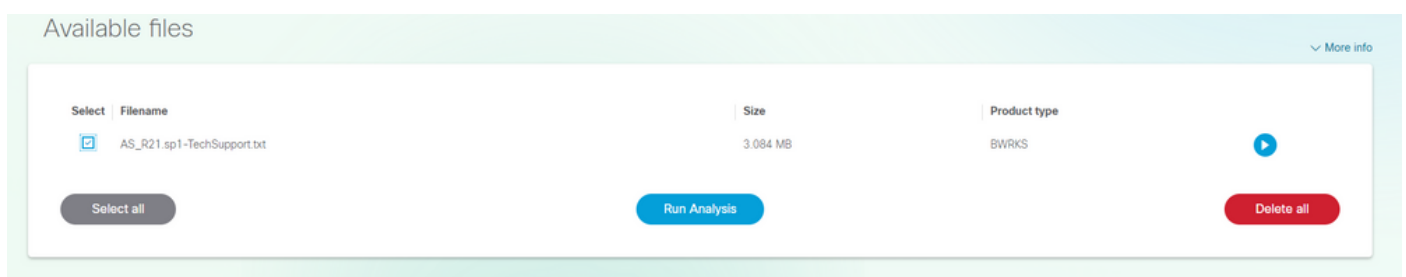
Software Level Advisor

La funzionalità CSA Software Level Advisor (SLA) è costituita da:

- *Analisi del supporto tecnico*
- *Creazione report delle patch mancanti (formato HTML). Il formato TXT sarà presto disponibile.*

Lo strumento CSA/SLA non genera/crea un bundle di patch. L'installazione automatica delle patch e i bundle sono trattati in questo articolo:

L'analisi di supporto tecnico viene attivata quando la CSA rileva un file BroadWorks (BRWKS) e tale file è considerato di supporto tecnico:



Select	Filename	Size	Product type
<input type="checkbox"/>	AS_R21.sp1-TechSupport.txt	3.084 MB	BRWKS

Select all Run Analysis Delete all

Selezionando il file e facendo clic sul pulsante "Esegui analisi", l'autorità di certificazione elaborerà il file e restituirà il report di Software Level Advisor:

System information

General information

Software Level Advisor Report

HOST CONFIGURATION

Product	AS
Version	Rel_21.sp1_1.551
Hostname	as1

System information

General information

Software Level Advisor Report

SOFTWARE LEVEL ADVISOR

List of missing patches

SUMMARY

Hostname:	as1
Missing Patches:	88
Missing System Critical Patches:	1
Software Manager:	Outdated
Deprecated Patches:	

SOURCE INFORMATION

Source File:	AS_R21.sp1-TechSupport.txt
Uploaded Date:	Mon Mar 15 19:30:04 2021
Generated on Date:	Mon Sep 28 09:48:40 MDT 2020
BroadWorks Release:	Rel_21.sp1_1.551
Server Type:	AS
OS:	Linux
Latest Released Software Manager Version:	958777
Currently Installed Software Manager Version:	899664

Per visualizzare la patch mancante, fare clic sul pulsante "List of Missing Patch" (non visualizzato qui).

Motore delle chiamate / Analizzatore flusso delle chiamate

CSA Call Engine (Call Flow Analyzer) è uno strumento che analizza l'XSLog di Application Server (AS) ed estrae le varie chiamate all'interno dell'XSLog. È possibile selezionare una chiamata specifica che genererà altri elementi in un diagramma ladder.

L'analisi Call Engine/Call Flow viene attivata quando CSA rileva un file BroadWorks (BRWKS) e tale file è determinato come XSLog di Application Server (AS):

Available files More info

Select	Filename	Size	Product type
<input checked="" type="checkbox"/>	DeadAirNoRelNVITEmissingAck200.txt	180.615 KB	BWRKS

Selezionando il file e facendo clic sul pulsante "Esegui analisi", il CSA elaborerà il file e restituirà l'elenco delle chiamate contenute all'interno dei file:

BWRKS calls overview

BroadWorks Call Overview. Clicking on a call below will trigger the full analysis, which will require additional time.

Search:

Call initiated	From DN / URI	To DN / URI	Main ExtTrackingId	Linked ExtId	Call-ID(s)	IMRN(s)
2018.08.22 05:49:54	8187962144	6102633201.10	["e6acea2b-7d73-4f92-81dd-150f9ebcf8ab"]	["e6acea2b-7d73-4f92-81dd-150f9ebcf8ab"]	[]	[]

Showing 1 to 1 of 1 entries Previous Next

Per eseguire l'analisi della chiamata, cercare/selezionare la chiamata da analizzare facendo clic sulla chiamata stessa. Il CSA restituirà l'analisi completa della chiamata.

Dettagli chiamata:

Call detail

From: 8187962144@10.128.5.50 To: 6102633201.10@voip.evolveip.net

SIP - incoming Use for signaling and ladder

General information

SIP call leg type	Call
From	8187962144@10.128.5.50
To	6102633201.10@voip.evolveip.net
Signaling source	calhalf-2021.0 : 5060
Signaling destination	calhalf-2021 : 5060
Call-ID	MGM2ZD.JhYtgZY2NzDg0YTYyTdmMGQ5YTBIMDBmYzk.
Call leg connects	<input checked="" type="checkbox"/>

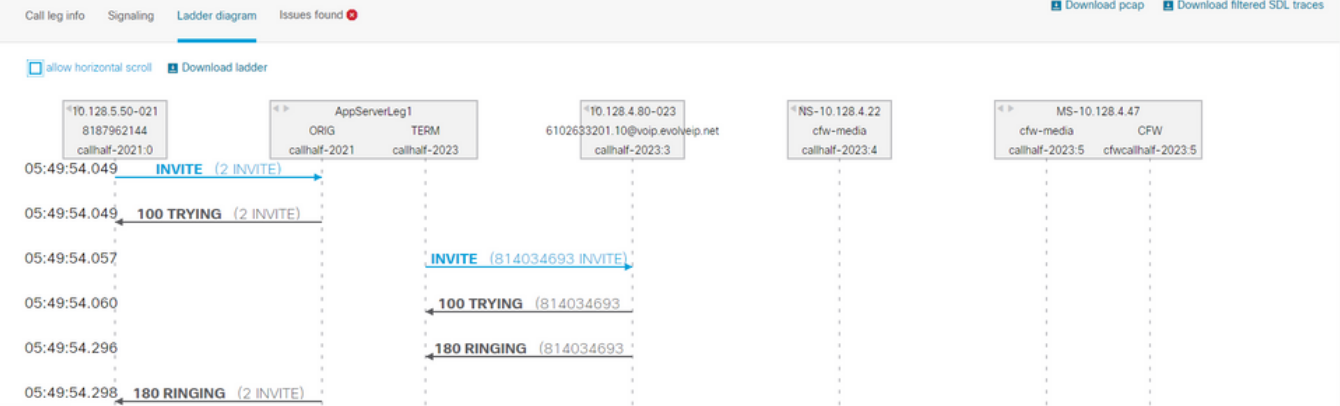
No RTP streams linked for this call leg

SIP - outgoing Use for signaling and ladder

Diagramma scala:

Call detail

From: 8187962144@10.128.5.50 To: 6102633201.10@voip.evolveip.net



Rilevamento/i della firma diagnostica - (se presente):

Call detail

From: 8187962144@10.128.5.50 To: 6102633201.10@voip.evolveip.net

Call leg info Signaling Ladder diagram Issues found

Method INVITE is missing ACK response

Description

Missing SIP message could lead to a no audio issue or incomplete dialog

Error type: Method INVITE is missing ACK response

Log file: bwkrsAnalysis/e6acea2b-7d73-4f92-81dd-f50f9ebcfa8/e6acea2b-7d73-4f92-81dd-f50f9ebcfa8parsed.txt

Line number: 14

CallHalf: callhalf-2021:0

CallID: MGM2ZDJhYTg2Y2NIZDg0YTtyYTdmMGQ5YTBIMDBmYzk.

CSeq: 2

Action

Step 1. Review the corresponding dialog and call scenario

Step 2. Verify which device is not sending message - AS server or device

Step 3. Search for known issues and missing patches.

Note: This could be ignored if you know the XSLog is incomplete or truncated.

Snippet