# Cisco Prime Collaboration 9.5

## Frequently Asked Questions

## Product Overview

**Q.** What is Cisco Prime™ Collaboration?

**A.** Cisco Prime Collaboration provides simplified, unified management across voice and video networks, lowering operating expenses and helping to ensure a superior end-user quality of experience. The solution offers automated, accelerated provisioning for the entire Cisco® Unified Communications (UC) system and real-time monitoring, proactive troubleshooting, and long-term trending and analytics across Cisco Unified Communications and Cisco TelePresence® solutions - in one integrated product.

The solution may be run as a converged application, or the Provisioning and Assurance/Analytics modules may be run as stand-alone applications. When you run Cisco Prime Collaboration as a converged application, a single sign-on is available to log in and access both the Provisioning and Assurance/Analytics features. In the case of stand-alone applications, separate logins are available.

**Q.** What is Cisco Prime Collaboration Provisioning?

**A.** Cisco Prime Collaboration Provisioning provides a scalable web-based solution to manage IP communication services in an integrated IP telephony, voicemail, and unified messaging environment. The solution accelerates site rollouts, helps eliminate errors, and provides a dramatic return on investment. Rollouts occur faster with tools such as Quick Site Builder, bulk import, and templates. Business policies allow you to define specific configuration and workflow rules mapped to your business.

**Q.** What is Cisco Prime Collaboration Assurance?

**A.** Cisco Prime Collaboration Assurance helps ensure service quality and uptime with real-time monitoring of the unified communications infrastructure and network. The solution automatically discovers your entire network and builds a graphical topology of your UC and network infrastructure based on logical device relationships. The solution also notifies operators of issues through alerts and facilitates speedy resolution of problems through proactive fault detection and rapid isolation using purpose-built diagnostic tools.

For video, Cisco Prime Collaboration Assurance displays real-time visualization of in-progress video collaboration sessions and end-to-end visibility into its media path.

IT managers can easily identify poor quality calls and are able to address the underlying network issues causing the quality issue. Cisco Prime Collaboration uses Cisco Voice Transmission Quality (CVTQ) information from the phones and sensors placed in the network to collect Mean Opinion Score (MOS) data. Operators can easily define customized thresholds based on specific criteria (codec, phone type, and so on), and when the voice quality of any call drops below that threshold, reports and notifications are provided.

**Q.** What is Cisco Prime Collaboration Analytics?

**A.** Cisco Prime Collaboration Analytics provides historical reporting of key performance indicators and enables IT network managers to analyze trends for capacity planning, resource optimization, and quality of service. The application helps track collaboration technology adoption rates in the network and provides metrics to help analyze how users are actually using the collaboration endpoints daily. It also can show status and rollout progress of a collaboration network deployment. Cisco Prime Collaboration Analytics requires purchase of a separate license. It is included in the Cisco Prime Collaboration Assurance OVA and installs on the same virtual machine.

**Q.** What are the benefits of using Cisco Prime Collaboration?

**A.** Cisco Prime Collaboration offers the following benefits:

- Lower deployment and operating costs through accelerated site rollouts, reduced time to add users, delegation of changes to help desk personnel, optimization of critical collaboration infrastructure and resources, and accelerated troubleshooting to reduce mean time to repair (MTTR)
- Improved operational control and consistency with role-based access control and tracking and auditing of all activity for improved accountability and troubleshooting
- Greater end-user quality of experience through assurance management capabilities that help isolate service quality issues before affecting users and minimize system and service outages
- Increased IT staff productivity through proactive operator notification of issues and facilitation of rapid resolution of problems as well as an intuitive GUI and simplified operator task flows that promote ease of use
- Simplified long-term planning and deployment analysis through trend analysis and reporting
- Smarter technology investment decisions, capital and operating expense savings through optimization of collaboration resources, and effective capacity planning

**Q.** What is Cisco Prime?

**A.** Cisco Prime for IT is an innovative strategy and portfolio of management products that empower IT departments to more effectively manage their networks and the services they deliver. Cisco Prime is built upon a network services management foundation and a set of common attributes. It delivers an intuitive workflow-oriented user experience across Cisco architectures, technologies, and networks. Cisco Prime simplifies network management, improves operations efficiency, reduces errors, and makes the delivery of network services more predictable.

**Q.** Does Cisco Prime Collaboration support UC applications running on the Cisco UCS™?

**A.** Yes, Prime Collaboration can provision and monitor UC applications running on the Cisco UCS™ blade server.

**Q.** Does Cisco Prime Collaboration use any agents?

**A.** No, Cisco Prime Collaboration does not require any additional agent software on monitored service infrastructure devices (including Cisco TelePresence endpoints, Cisco TelePresence Manager, Cisco TelePresence Multipoint Switches, and Cisco Unified Communications Manager), network infrastructure devices (routers and switches), or the operator workstation. It uses standard interfaces to receive events and statistics and will periodically poll the devices for status information.

**Q.** Does Cisco Prime Collaboration work with non-Cisco (third-party) devices?

**A.** Yes, Cisco Prime Collaboration identifies the device model for third-party products as well as Windows and Linux servers. It monitors and alerts system and interface health status and processes the MIB-II traps and alerts on those. Additional syslogs can be monitored and alerted using the event customization feature.

**Q.** Can I disable specific events for endpoints?

**A.** Yes, you can do that by going to **Administration > Alarm and Event Configuration** and disabling the events you want. You can also set severity for events on the same page. For more information, refer to the Cisco Prime Collaboration Assurance Guide located at http://www.cisco.com/go/primecollaboration in the 'End User Guides' section.

**Q.** Can I increase/decrease the polling interval to reduce load on my devices?

**A.** Yes. Go to **Administration > System Setup > Polling and Threshold** and make the appropriate changes to polling intervals. For more information, refer to the Cisco Prime Collaboration Assurance Guide located at http://www.cisco.com/go/primecollaboration in the 'End User Guides' section.

**Q.** How is Cisco Prime Collaboration licensed?

**A.** Cisco Prime Collaboration is a licensed software product that is secured to the MAC of the host server. Licensing is ordered based on the collaboration management options required (Assurance, Provisioning or Analytics) and the endpoint type (Phone or Cisco TelePresence) and the quantity of those endpoints.
**Note:** The Analytics module requires the Assurance module, as it provides all the raw data for the Analytics module.

**Q.** Where can I see my license usage and calculate how many more license units I need?

**A.** You can calculate license usage and see your current usage from the **Administration > License Management** page. For more information on license units for codecs, refer to the Cisco Prime Collaboration Quick Start Guide located at http://www.cisco.com/go/primecollaboration.

**Q.** How do I create more restricted accounts? I do not want all administrators in my organization to use the "admin" account.

**A.** You can create accounts with different roles. Go to **Administration > User Management** and click the Add button in the User Management toolbar. You then can pick a role to assign to the new user for Provisioning, Assurance or both. The Administrator account is not restricted; the User account is the most restricted, with many administrative functions disabled.

For more information, refer to the Cisco Prime Collaboration Assurance Guide located at http://www.cisco.com/go/primecollaboration.

**Q.** Does Cisco Prime Collaboration support forwarding notifications northbound?

**A.** Yes, you can configure Cisco Prime Collaboration to forward alarms northbound either through email or through Simple Network Management Protocol (SNMP) traps.

**Q.** How do I order Cisco Prime Collaboration?

**A.** Please work with your Cisco account manager for ordering Cisco Prime Collaboration.

**Q.** I have Cisco Prime Unified Communications Managements Suite (UCMS). What will happen to UCMS?

**A.** Cisco Prime Collaboration is a new network management product that converges the voice management features from UCMS and the video management features of Cisco Prime Collaboration Manager.

There will be no new feature releases of UCMS.

**Q.** I have Cisco Prime Collaboration Manager. What will happen to Cisco Prime Collaboration Manager?

**A.** Cisco Prime Collaboration is a new network management product that converges the voice management features from UCMS and the video management features of Cisco Prime Collaboration Manager.

There will be no new feature releases of Cisco Prime Collaboration Manager.

**Q.** What should I consider before migrating to Cisco Prime Collaboration from UCMS/Cisco Prime Collaboration Manager?

**A.** For more information, refer to the Cisco Prime Collaboration Upgrade and Migration Guide located at http://www.cisco.com/go/primecollaboration in the 'Install and Upgrade Guides' section.

**Q.** Is there an evaluation or trial version of Cisco Prime Collaboration I can access?

**A.** Yes. You can download an evaluation of Cisco Prime Collaboration from the Cisco Promotional Software Store at http://www.cisco.com/go/nmsevals.

**Q.** Where can I go for additional information regarding Cisco Prime Collaboration?

**A.** Please send your questions to ask-primecollab@cisco.com.

## Assurance Module

**Q.** What devices does Cisco Prime Collaboration Assurance support?

**A.** Refer to the 'Supported Devices for Prime Collaboration Assurance' document' located at http://www.cisco.com/go/primecollaboration in the 'Compatibility Information' Section.

**Q.** Which Cisco TelePresence endpoints does Cisco Prime Collaboration support?

**A.** Cisco Prime Collaboration supports the following Cisco TelePresence System endpoints: Cisco TelePresence System 500 Series, Cisco TelePresence System 1000, Cisco TelePresence System 1100, Cisco TelePresence System 1300 Series, Cisco TelePresence System 3000 Series, Cisco TelePresence System 3200 Series, Cisco TelePresence System EX/Profile/Integrator C/Quick Set series endpoints. For personal video endpoints, Cisco Prime Collaboration supports Cius, 89xx, 99xx, and Jabber Video, E20, MXP, MX 200/300, SX20, and Polycom HDX/VSC endpoints.

For the complete list of endpoints, refer to the Cisco Prime Collaboration data sheet.

**Q.** Does Cisco Prime Collaboration work with Cisco TelePresence Manager and Cisco TelePresence Management Suite?

**A.** Yes Cisco Prime Collaboration works with both.

Cisco Prime Collaboration works with Cisco TelePresence Manager to discover Cisco TelePresence scheduled session information. Cisco Prime Collaboration also polls Cisco TelePresence Manager periodically to assess the status of Cisco TelePresence Manager CPU and memory levels, as well as essential services running on the device, and displays these statistics in dashboard views. Cisco Prime Collaboration supports Cisco TelePresence Manager running software version 1.7 or later.

Cisco Prime Collaboration also supports Cisco TelePresence Management Suite 13.1 and later. It utilizes the scheduling information from Cisco TelePresence Management Suite to deliver visualized session topologies for the operator.

The polling intervals for Cisco TelePresence Manager can be configured through administration features.

**Q.** Does Cisco Prime Collaboration work with Cisco Unified Communications Manager and Cisco TelePresence Video Communication Server (VCS)?

**A.** Yes, Cisco Prime Collaboration works with Cisco Unified Communications Manager, VCS, and VCS Express products to assess health information like CPU and memory levels of these devices as well as to retrieve call control information pertinent to sessions and calls. It also displays the statistics of these applications in the dashboard views.

Cisco Prime Collaboration also collects other details like endpoints status, cluster level information, trunk group status and utilization, WAN utilization, bandwidth utilization as well as Computer Telephony Integration (CTI) route points and voicemail information, to be displayed in the diagnostics portal under "Operate."

The polling intervals can be configured through administration features.

**Q.** How does Cisco Prime Collaboration allow customers to benefit from medianet?

**A.** In a network where Cisco's medianet capabilities are deployed, Cisco Prime Collaboration can use video performance monitoring and flow-based measurements. It helps enable service and network operators to use Cisco's unique and powerful medianet capabilities such as Mediatrace, Performance Monitor, and IP service-level agreement (IP SLA) video operations to provide enhanced path computation, statistics collection, and synthetic traffic generation for medianet-capable network devices. This allows for a richer set of end-to-end information to be available to service operators as they identify and isolate video collaboration service-related issues.

**Q.** What extra capability does Cisco Prime Collaboration deliver for Cisco medianet devices?

**A.** For Cisco medianet-capable network routers and switches, Cisco Prime Collaboration is able to provide network flow information in a media path visualization diagram so that service operators can more easily pinpoint where network traffic issues (including jitter and packet loss) are affecting video collaboration service quality.

Medianet-capable network routers and switches can also act as initiators and responders for IP SLA video operations, enabling proactive diagnostics associated with video.

With medianet voice performance monitor, Cisco Prime Collaboration can offer a snapshot view of what other traffic is occurring at network hotspots that could be affecting a particular Cisco TelePresence session.

**Q.** How do I know if a router supports Mediatrace?

**A.** Please check the Cisco medianet documents to know which Cisco IOS® Software versions and which Cisco platforms support medianet tools. Some links you may find useful are http://www.cisco.com/go/medianet and http://www.cisco.com/go/mediamonitoring.

**Q.** How do I know if a router is configured to respond to IP SLA requests?

**A.** To check the IP SLA configuration from Cisco Prime Collaboration, you can go to **Operate > Device Work Center**. Here in the last three columns, you will see Mediatrace Role, IP SLA Role, and Performance Monitor Status. If the IP SLA Role reads "Initiator or Responder," then IP SLA is configured on it; otherwise, it will show "Unsupported" or "Unknown."

**Q.** How do I know if a router supports Performance Monitor?

**A.** To check the Performance Monitor configuration from Cisco Prime Collaboration, go to **Operate > Device Work Center**. The last column shows the Performance Monitor status. It can be either "Configured" or "Unsupported" or "Unknown." To configure Performance Monitor from the command-line interface (CLI) you can refer to the Cisco Performance Monitor Configuration Guide.

**Q.** I have started an ad hoc point-to-point session but I do not see the session on my Session Diagnostics Page. Why?

**A.** Cisco Prime Collaboration receives information on the participants from call processors. It collects details, such as when a user joins the session or disconnects from it. All the endpoints need to be added as controlled devices in Cisco Unified Communications Manager for call detection to happen. Cisco Prime Collaboration polls call processors every 15 minutes by default.

The polling intervals can be configured through administration features.

**Q.** Why do I not see any devices in the drop-down list on the Proactive Troubleshooting page?

**A.** This may happen if you have no IP SLA responders configured. To check the IP SLA configuration from Cisco Prime Collaboration, go to **Operate > Device Work Center**. Here in the last three columns, you will see Mediatrace Role, IP SLA role, and Performance Monitor status. If the IP SLA status reads "Initiator or Responder" then IP SLA is configured on it; otherwise, it will show "Unsupported" or "Unknown."

**Q.** How do I know if a router is medianet-capable or has Cisco Prime Network Analysis Module (NAM) installed from the Troubleshooting page?

**A.** After troubleshooting a session, if you see a filmstrip decorator on the router in the topology, then that device is medianet enabled.

Similarly, if you see a heart pulse decorator on the router/switch in the topology, this means the device has a NAM installed.

**Q.** I have a VCS. An Oslo H.323 endpoint A is registered to the VCS, and another Oslo Session Initiation Protocol (SIP) endpoint B registered to the same/different VCS. If A calls B, will it show up in Cisco Prime Collaboration?

**A.** Yes. Such a call is called a traversal call, and Cisco Prime Collaboration will show the call in the **Operate > Session Diagnostics page.**

**Q.** I have two Cisco TelePresence System SIP endpoints (A and B) each registered to the same Cisco Unified Communications Manager cluster. Will the call from A to B show up in Cisco Prime Collaboration?

**A.** Yes. Such a call is called a native call and will show up on the **Operate > Session Diagnostics** page.

**Q.** I have two Cisco TelePresence System SIP endpoints (A and B) each registered to a different Cisco Unified Communications Manager cluster. Will the call from A to B show up in Cisco Prime Collaboration?

**A.** Yes. Cisco Prime Collaboration supports intercluster calls.

**Q.** I have two H.323 endpoints A and B registered to the same VCS server. Will the call from A to B show up in Cisco Prime Collaboration?

**A.** Yes. Such a call is called a native call, and it will show up on the **Operate > Session Diagnostics** page.

**Q.** Does Cisco Prime Collaboration show calls going through a VCS Expressway?

**A.** Yes, Cisco Prime Collaboration shows the firewall traversal calls if the calls are going through the VCS Expressway in a demilitarized zone (DMZ). However, note that if the VCS Expressway is in the DMZ, then the SNMP ports and the Secure Shell (SSH) Protocol port will be blocked, and hence it will not be manageable. So, it will show up as "Unknown." However, if you unblock the SSH and SNMP ports and put in the appropriate credentials, the VCS Expressway will be managed in Cisco Prime Collaboration.

**Q.** How is Cisco Prime Collaboration different from other products that manage Cisco UC deployments?

**A.** Cisco Prime Collaboration comes with the Cisco commitment to quality and 24-hour support and combines all of the following capabilities into a comprehensive management package:

- Extensive coverage of Cisco Unified Communications and Cisco TelePresence devices as well as the underlying transport infrastructure
- Support for the latest Cisco UC and Cisco TelePresence applications and versions
- Graphical views of the Cisco Unified Communications system, with current status information about all monitored clusters and elements

- Diagnostic tests that can replicate end-user activities, validate phone features, and proactively test dial-plan configuration by way of making phone calls, leaving voicemail, and so on
- Use of built-in agent interfaces to remotely and periodically poll devices without the need for additional network agent software or devices
- Phone and video-enabled IP phone reports with extensive information such as IP/MAC addresses, physical connectivity information, and signaling status
- IP Phone Activity Report that presents phone movement, MAC/IP address conflict, extension change, and suspicious phones on the network; an option exists to email all these reports daily
- IP Phone Audit Report that records an audit trail of IP phone add, remove, and status change operations and maintain this information for a period of up to 30 days

**Q.** What are some of the benefits of the phone-based diagnostic tests? How can they be used to monitor the availability of the network?

**A.** Cisco Prime Collaboration includes the ability to dynamically test phones and help ensure that the Cisco Unified Communications deployment is functioning smoothly. Phone testing lets network managers dynamically test the behavior and features of real IP phones deployed in the network without needing any form of physical access. This lets them rapidly troubleshoot problems experienced by real users in the network and drastically improve time to address these issues. Such phone-based diagnostic tests may be used in several scenarios, such as site-validation tests, dial-plan tests, and site-to-site call-reachability tests.

- Site-validation tests: As network managers implement solutions based on Cisco Unified Communications at new sites, there is a need to test every single phone for its registration status, dial tone, calling restrictions, and features (call hold, call transfer, call park, voicemail access, and so on) before going live at that site. The phone-based diagnostic tests let network managers do exactly that by automating the entire test plan. A simple, easy-to-read set of results is made available with the status of each of these tests, which may be further fed into reporting structures to facilitate operational and executive reporting.
- Dial-plan tests: As Cisco Unified Communications deployments grow in size and complexity, dial-plan changes and their impact on subscribers become more and more important. As applications that support the Cisco Unified Communications system (Cisco Unified Communications Manager, Cisco Unity systems, and so on) get upgraded, patched, or reconfigured to add or modify their configuration or dial plans, it becomes very important that there be no side effects for subscribers that would affect their dial-tone access, calling restrictions, or phone features. The phone-based diagnostic tests let network managers test each of these aspects by creating a test plan and scheduling its execution. A simple, easy-to-read set of results is made available with the status of each of these tests, which may be further fed into reporting structures to facilitate operational and executive reporting.
- Site-to-site reachability: As a part of ongoing monitoring and troubleshooting of Cisco Unified Communications deployments, network managers frequently need to test the ability to place and receive calls between remote sites, test for voice-quality issues, and test for basic signaling reachability. The phone-based diagnostic tests let network managers test each of these aspects by creating a test plan and scheduling its execution. Cisco Prime Collaboration displays a simple, easy-to-read result set that users may export for external reporting.

**Q.** Can Cisco Prime Collaboration be used for IP phone inventory tracking? If so, how?

**A.** Yes, Cisco Prime Collaboration can be used for IP phone tracking. It provides a set of reports that show phone status and phone status change information. The Phone Move Report captures physical movements and failovers while the Phone Audit Report captures state changes, all documented with time stamps. These reports document moves, additions, and changes and support both SIP- and Skinny Call Control Protocol (SCCP)-based IP phones.

**Q.** Does Cisco Prime Collaboration report on Mean Opinion Score for calls?

**A.** Yes, Cisco Prime Collaboration provides a reliable method of monitoring and evaluating the quality of voice in Cisco Unified Communications solutions. It continuously monitors active calls supported by the Cisco Unified Communications system and provides near real-time notification when the voice quality of a call, represented as end-user experience expressed by a MOS, fails to meet a user-defined quality threshold. It also provides a variety of reports that characterize the user experience as measured by the system and provide details on the endpoints that are most affected due to voice quality alerts. In addition to call quality analysis, Cisco Prime Collaboration can perform call classification based on dial plan for each cluster that is managed. Cisco Prime Collaboration provides system-defined call types and also allows users to create user-defined call types to correctly classify the calls. The filter-based, on-demand reports for call detail records (CDRs) provide further visibility into various call details needed for analysis or reporting.

**Q.** What are the 1040 Sensors and what are they used for?

**A.** A Cisco 1040 is a shelf-top unit that connects to the network and obtains Power over Ethernet (PoE) through a Cisco Catalyst® switch.

The Cisco Prime Collaboration application software receives voice quality information from Cisco 1040 Sensors, Cisco Prime NAM, and Cisco Unified Communications Manager 4.2 or later systems. Users can configure MOS thresholds on a per codec basis, and alerts are sent to an upstream application such as Cisco Prime Collaboration when a MOS threshold is violated.

**Q.** Where do you deploy the Cisco 1040 Sensors in the network?

**A.** The Cisco 1040 Sensor can be deployed in campus and remote locations (such as branch offices) to analyze voice-specific Real-time Transport Protocol (RTP) data streams and to calculate a MOS value for each stream. The end-user experience is captured, analyzed, and reported every 60 seconds. The Cisco 1040 Sensor uses IEEE 802.3af Power over Ethernet (PoE) and integrates with IP telephony devices such as Cisco Unified IP phones, gateways, and telephony service such as voicemail to measure voice quality. The Cisco 1040 Sensor is FCC Class B-compliant and can be installed in any office environment.

**Q.** What is call classification?

**A.** Call classification allows system administrators to understand the types of calls made by the users to provide them guidance on the usage pattern of the unified communications infrastructure. Call types, including Local, International, Conference, and so on, are useful to understand the usage patterns related to the network bandwidth used as well as to monitor the overall call activity. The system administrator uses reports containing this information to communicate the usage to management as well as to request expansion based on usage.

## Provisioning Module

**Q.** What devices does Cisco Prime Collaboration Provisioning support?

**A.** Refer to the 'Supported Devices for Cisco Prime Collaboration Provisioning' document at http://www.cisco.com/go/primecollaboration in the 'Compatibility Information' section.

**Q.** What are the major provisioning features of Cisco Prime Collaboration?

**A.** Cisco Prime Collaboration provides the following major provisioning features:

- Single view of a subscriber and the subscriber's services.
- Simplified management of subscribers and their services, for day-1 and day-2 management tasks.
- Domain-level delegation of day-2 subscriber changes and infrastructure provisioning.
- Prebuilt configurations of subscriber products.
- Quick Site Builder to speed building new groups (domains) and class of service templates (service areas) needed to define a new site, branch, or functional group of subscribers/users.
- Tracking and reporting on subscriber assets.
- Management of line numbers, phone sets (including Cisco IP Communicator and Client Services Framework [CSF]-based clients), subscribers, and related unified messaging components.
- Definition and enforcement of configurable business policies for processing of subscriber requests.
- Automated interaction with Cisco Unified Communications products for subscriber, phone, and line creations, modifications, or deletions.
- Consolidated view and management of multiple Cisco Unified Communications Management systems.
- Autopopulation and ongoing synchronization of data from Cisco Unified Communications Manager, Cisco Unity, Cisco Unified Presence, Cisco Unified Communications Manager Express, Cisco Unity Express, and Cisco Unity Connection for both system configuration and subscriber information.
- Northbound application programming interface option to allow provisioning tasks to be created by external applications. This API can be used to interface to human resources systems, Active Directory, branded customer portals, and other OSS provisioning applications.
- Template-based provisioning of infrastructure configuration components within Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, and Cisco Unity Express.
- Batch order processing for add, change, or delete of subscriber services and creation of Cisco Prime Collaboration service areas.
- Ability to import subscribers into Cisco Prime Collaboration domains from an Active Directory source, filtered by selectable criteria.
- Quick search by MAC, last name, user ID, or extension.
- Hierarchical associations shown between phones, lines, and services in the subscriber record.

**Q.** What type of access control does Cisco Prime Collaboration Provisioning support?

**A.** Cisco Prime Collaboration Provisioning permits web login access based on having a permitted user login and associated user roles within the system. User roles define access to certain functions for that user of the system and are predefined.

**Q.** Are secure protocols used to communicate with the managed applications?

**A.** Cisco Prime Collaboration Provisioning uses the following protocols to talk to its managed devices:

- Cisco Unified Communications Manager and Cisco Unity Connection are accessible through HTTP or HTTPS.
- Cisco Unified Communications Manager Express and Cisco Unity Express are accessible through Telnet or SSH.
- Cisco Unity is accessible through Java Database Connectivity (JDBC).

**Q.** Can I delegate some functions to subadministrators in my organization?

**A.** Cisco Prime Collaboration Provisioning uses the concept of IP telephony domains and service areas. Domains are groupings of subscribers. For each grouping, one or more system users can be permitted to order services for subscribers within that domain. In addition, rules or policies may be set on a domain; those rules and policies will apply to services for subscribers in that domain.

Service areas are groupings within an IP telephony domain that are used to structure and manage IP telephony and messaging services. The service area typically acts as a service offering location and provides a template mechanism that determines provisioning policies and values used during order processing. Cisco Prime Collaboration allows administrative users to configure service areas and helps ensure that service orders follow company policy and best practices for subscriber service activation.

**Q.** How are changes to Cisco Unified Communications applications tracked?

**A.** Cisco Prime Collaboration Provisioning processes changes to the underlying Cisco Unified Communications applications as service orders. An order may be for a subscriber-level change (to a phone or line, for example) or for an IP-telephony-level infrastructure change (such as provisioning a new calling search space or route pattern). All orders in the system are tracked and viewable, both across orders and by subscriber. The order records show who initiated the order, the times of various process steps, and what the order contained.

**Q.** What does provisioning policy mean?

**A.** Cisco Prime Collaboration Provisioning permits predefining various settings that will ultimately be reflected in the operational services for subscribers (how a phone or its lines are configured, for example). These predefined settings are called policies. Policies can be set against various objects within Cisco Prime Collaboration Provisioning. The following objects can have associated policies:

- Domains
- Service areas
- Subscriber types
- Orders

The policies that are set on these objects will be applied at the time of service activation and will be applied with precedence. For example, it may be desirable that all phones in a domain be permitted to be video-enabled, but one of the service areas in that domain may override that policy and not permit phones to be video-enabled.

Subscribers (people in the organization who have services) are assigned one or more subscriber roles, which determine the policy related to their end services. These roles reflect a subscriber's position or purpose within an organization and determine the services to which subscribers are entitled. Users with administration privileges in the system can add new subscriber roles for a specific customer domain. They can also associate product catalog items to a given subscriber role (defined for a specific domain), determining the products that can be ordered by users who have that subscriber role.

**Q.** What are the different subscriber roles supported and can I add new ones?

**A.** By default, Cisco Prime Collaboration Provisioning supports the following subscriber roles:

- Contractor
- Employee
- Executive
- Manager
- Operator
- Senior manager

These roles can be modified or additional roles can be created to match business requirements.

**Q.** Which objects and attributes in Cisco Unified Communications Manager are available to be set through Cisco Prime Collaboration Provisioning?

**A.** Cisco Prime Collaboration Provisioning performs both day-1 and day-2 provisioning.

Day-1 provisioning is typically related to implementing new devices, applications, or locations. An example would be a new Cisco Unified Communications Manager Express deployment to a new location or activating services for a new office on an existing Cisco Unified Communications Manager cluster.

Day-2 provisioning involves making changes to individual subscriber services during the lifetime of the IP communications services.

Cisco Prime Collaboration Provisioning provides a template capability, often used in day-1 rollouts, that permits configuring IP communications infrastructure objects within Cisco Unified Communications Manager. Examples of these objects are device pools; calling search spaces; route lists, groups, and patterns; and translation patterns.

**Q.** Where can provisioning attributes be associated?

**A.** These attributes can be set and associated to domains, service areas, and subscriber types. Provisioning attributes are categorized within the following categories:

- Mobility
- Extension mobility access
- Extension mobility line
- Line
- Phone
- Unified messaging
- Voicemail
- Presence

The full list of infrastructure objects and provisioning attributes is extensive. For details, see the Cisco Prime Collaboration Provisioning Guide located at http://www.cisco.com/go/primecollaboration in the 'End User Guides' section.

**Q.** Do all the phones need to be in the same cluster?

**A.** No. Cisco Prime Collaboration Provisioning can manage up to the licensed number of phones across multiple Cisco Unified Communications Manager clusters or Cisco Communications Manager Express devices.

**Q.** Is a license required to enable the API function?

**A.** Yes.

**Q.** In a two-machine deployment, which machine is the license installed on?

**A.** In a two-machine deployment, one machine hosts the web/application server, and the other machine hosts the database. The license file is installed only on the web/application server.

**Q.** Is there a self-care portal for end users?

**A.** Yes, an optional license is available for the self-care portal through which end users can provision their speed dials, enable "do not disturb" (DND), configure call forwarding, and perform password and pin resets for their voicemail, and more.

## Analytics Module

**Q.** What is Cisco Prime Collaboration Analytics?

**A.** Cisco Prime Collaboration Analytics provides historical reporting of key performance indicators and enables IT network managers to analyze trends for capacity planning, resource optimization, and quality of service. The application helps track collaboration technology adoption rates in the network and provides metrics to help analyze how users are actually using the collaboration endpoints daily. It also can show status and rollout progress of a collaboration network deployment. Analytics is a purchased option to Cisco Prime Collaboration Assurance, is included in the PC Assurance OVA and installs on the same VM.

**Q.** Are there any pre-requisites for Cisco Prime Collaboration Analytics?

**A.** Access to Cisco Prime Collaboration Analytics requires purchase of a Prime Collaboration Analytics license. The endpoint count for Prime Collaboration Analytics must match the total endpoint count for all voice and video Prime Collaboration Assurance end points.

**Q.** What are the reports provided by Prime Collaboration Analytics?

**A.** Prime Collaboration Analytics provides a variety of reports for executive, operations, and capacity planning personnel. These reports can be viewed using the Prime Analytics Dashboards, which include the following:

- Technology Adoption
- Asset Usage
- Traffic Analysis
- Capacity Analysis
- Service Experience

**Q.** What information does the Technology Adoption Dashboard display?

**A.** The Technology Adoption dashboard displays metrics that provide a snapshot view of collaboration technology adoption in your organization. You can track audio/video endpoints deployed over time and audio/video call minutes of usage over time. The following dashlets are available:

| Dashlet | Description |
|---|---|
| **Deployment Distribution by Endpoint Model** | Shows deployment progress of configured and active endpoints. |
| **Call Distribution by Endpoint Model** | Displays the deployment distribution based on call volume per endpoint model. You can view the details for completed, attempted, dropped, and failed calls. |
| **Call Distribution by Endpoint Types** | Displays the call volume distribution based on endpoint types. |
| **Technology Usage** | Shows the trend of audio and video usage. You can view the data for each week in a graphical or tabular format. |

**Q.** What is the Asset Usage Dashboard?

**A.** This dashboard helps you to track asset usage. For example, it helps you to determine if endpoints have been effectively allocated and if usage is optimized.

The following dashlets are available from the Asset Usage dashboard:

| Dashlet | Description |
|---|---|
| **Least Used Endpoint Type** | Displays the endpoint types which are least used based on the number of calls made per week. |

**Q.** What information does the Traffic Analysis Dashboard display?

**A.** The Traffic Analysis dashboard displays the collaboration technology usage by various users, departments, or business units in an organization. It can help you to plan and allocate business costs across various organizational units or departments.

The following dashlets are available from the Traffic Analysis dashboard:

| Dashlet | Description |
|---|---|
| **Top N Callers** | Lists the top N numbers from which calls originated for the specified time period |
| **Top N Dialed Numbers** | Lists the top N dialed numbers based on destination for the specified time period. |
| **Top N Off-Net Traffic Locations** | Displays the off-net versus on-net traffic trend per site or location. |
| **Top N Call-Traffic Locations** | Helps you to identify the top N locations that have the highest number of calls based on the call count or call duration. |

**Q.** What is the Capacity Analysis Dashboard?

**A.** This dashboard displays the usage trends of key network resources and available network capacity. This information helps you to effectively plan for future capacity addition or dilution where needed.

You can view the following dashlets from the Capacity Analysis dashboard:

| Dashlet | Description |
|---|---|
| **Top N Utilized Conferencing Devices** | Helps you to identify the most utilized conferencing devices. You can also view the total number of acceptable and poor quality calls for both audio and video. |
| **Bottom N Utilized Conferencing Devices** | Helps you to identify the least utilized conferencing devices. You can also view the total number of acceptable and poor quality calls for both audio and video. |
| **Top N Location CAC Bandwidth Utilization** | Lists the top N locations with the highest bandwidth usage. The average bandwidth utilization locations are also displayed in this dashlet. |
| **Bottom N Location CAC Bandwidth Utilization** | Helps you to identify the WAN locations where bandwidth usage is minimal. The average bandwidth utilization locations are also displayed in this dashlet. |
| **Top N Utilized Trunks** | Helps you to identify which trunks or route groups are the most heavily utilized. |

| Dashlet | Description |
|---|---|
| **Bottom N Utilized Trunks** | Helps you to identify which trunks or route groups are minimally utilized. |
| **Top N Busy-Hour Utilized Trunks** | Helps you to identify the top N trunks or route groups experiencing high average bouncing busy hour (ABBH) traffic. |
| **Bottom N Busy-Hour Utilized Trunks** | Helps you to identify the trunk or route groups that have minimal ABBH traffic. |

**Q.** What is the Service Experience Dashboard?

**A.** This dashboard helps you to analyze the service quality distribution and traffic trends based on number of calls, location, or call duration.

The following dashlets are available from the Service Experience dashboard:

| Dashlet | Description |
|---|---|
| **Service Quality Distribution** | Displays the percentage distribution of calls that belong to the following predefined service categories:<br>• Good<br>• Acceptable<br>• Poor<br>• Short Calls<br>• No MOS Calls<br>• Unknown Calls |
| **Endpoints with Service Quality Issues** | Lists the top N endpoint types and models that experience service quality issues. |
| **Top N Call Failure Locations** | Displays the top N locations that have the highest number of failed calls. |

**Q.** Is there a separate license for the Analytics module?

**A.** Yes. You need to buy a separate license for the Analytics module.

**Q.** Is there a separate deployment for the Analytics module?

**A.** No. The Analytics module is part of the same OVF as the Assurance module.

**Q.** Do I need to deploy Cisco Prime Collaboration Assurance to use Cisco Prime Collaboration Analytics?

**A.** Cisco Prime Collaboration Analytics depends on data from Cisco Prime Collaboration Assurance, so, yes, Cisco Prime Collaboration Assurance must be deployed to allow devices to be discovered.

**Q.** How far back can I view the data with Prime Collaboration Analytics?

**A.** With every report, you can generate data up to 1 year back.

**Q.** Can I export reports?

**A.** Yes. You can export reports in CSV or PDF format.

**Q.** Can I schedule reports to be sent to me using email?

**A.** Scheduling of reports is not available yet.

## Packaging and System Requirements

**Q.** How is Cisco Prime Collaboration packaged?

**A.** Cisco Prime Collaboration is deployed as a virtual appliance. Two separate open virtual archive (OVA) images, one for Assurance and Analytics and the other for Provisioning will be downloaded for installation onto 2 or 3 VMware servers, depending on the options and scale. For further details, see the Quick Start Guide located at http://www.cisco.com/go/primecollaboration in the ‘Install and Upgrades’ section.

**Q.** What browsers are supported?

**A.** Supported browsers include:

- Mozilla Firefox 17.X ESR and 20, 21
- Windows Internet Explorer 8.0 (for the Provisioning and Assurance modules)
- Windows Internet Explorer 9.0 (for the Provisioning, Assurance, and Analytics modules)

Please refer to the Prime Collaboration Quick Start Guide located at http://www.cisco.com/go/primecollaboration under the 'Install and Upgrade Guides' section for additional information.

## Licensing and Ordering

**Q.** How is Cisco Prime Collaboration ordered?

**A.** The Cisco Prime Collaboration Ordering Guide is the best mechanism to see all the current ordering options for Prime Collaboration, located under "Data Sheet" and under "Partner Resources" on http://www.cisco.com/go/primecollaboration. Please use Cisco Commerce Workspace to place all orders. The Cisco legacy ordering tools will be retired in August 2013 and do not support this release.

**Q.** What are the upgrade options from Cisco Prime Collaboration Manager and Cisco Prime UCMS?

**A.** Each component is upgrade separately. There are two upgrade options here. 1) Purchase a straight upgrade which offers a set discount from the list price and looks for the old license to be present during installation. 2) Purchase an upgrade using Prime Product Assured Software Subscription. This approach will configure a subscription for 3 or 5 years, depending on the version of the current product, that will in effect provide a free license upgrade as part of the subscription service.

There is no charge to upgrade from Cisco Unified Service Statistics Manager to Prime Collaboration Analytics (for Cisco SAS holders), and Cisco Prime Unified Service Monitor is now included in the Prime Collaboration Assurance upgrade.

**Q.** Is there a version of Unified Communications Software Subscription *(*UCSS) for Prime Collaboration?

**A.** Yes, Cisco Prime Product Assured Software Subscription, it is displayed on CCW as an purchased product option for 1,2,3 or 5 years and provides for no-charge major upgrades during the contract period. ESW is required to go with the service. ESW pricing was recently reduced to 10% of list price.

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