

# Analizador de soluções de colaboração (CSA) - Componentes da BroadWorks

## Contents

### Analizador de soluções de colaboração (CSA)

O Collaboration Solutions Analyzer (CSA) é uma ferramenta de colaboração da Cisco que oferece várias análises e soluções de problemas para várias tecnologias da Cisco.

O CSA oferece suporte à análise de BroadWorks para:

- Análise do mecanismo de chamada/fluxo de chamada: **XSLog** do Servidor de Aplicações (AS)
- Analisador de nível de software (SLA): Todos os servidores (AS, NS, MS, etc.) arquivo **de suporte técnico**

A ferramenta pode ser acessada no seguinte URL:

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

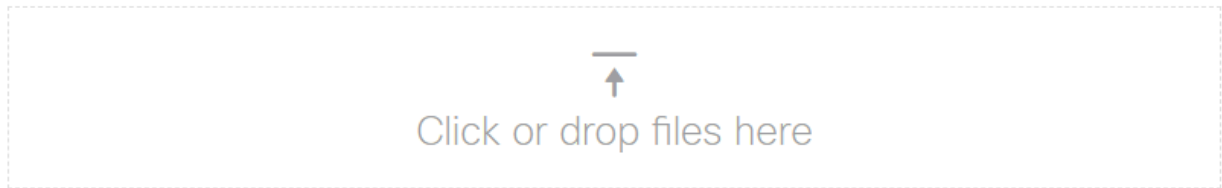
Os arquivos BroadWorks (AS XSLog e suporte técnico) podem ser analisados clicando na caixa de análise Log:

The screenshot shows the main interface of the Collaboration Solutions Analyzer. At the top left is the Cisco logo. The main heading is 'Collaboration Solutions Analyzer' with the subtitle 'The suite for your collaboration solution'. Below this is a navigation bar with 'Tools', 'What is new', and 'About CSA'. The central area contains four tool cards: '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), and 'B2B call tester' (Test inbound and outbound calls to and from your deployment).


Isso levará o usuário ao menu de upload de arquivos, onde você pode carregar arquivos XSLog e de suporte técnico:

## < Log analysis

### Upload log files



Upload files

 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.

## ***Assistente de Nível de Software***

A funcionalidade do Software Level Advisor (SLA) do CSA consiste em:

- *Análise do suporte técnico*
- *Criação de relatórios de patches ausentes (HTMLformat). O formato TXT estará disponível em breve.*

A ferramenta CSA/SLA não cria/cria um pacote de patches. a instalação e os pacotes automáticos de patches são discutidos neste artigo:

A análise Tech-Support é acionada quando o CSA detecta um arquivo BroadWorks (BRWKS) e o arquivo é considerado um suporte técnico:

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

Select all      Run Analysis      Delete all

Ao selecionar o arquivo e clicar no botão "Executar análise", o CSA processará o arquivo e

retornará o Relatório do 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

Na visualização do patch ausente, o usuário clica no botão "List of Missing Patch" (Lista de patches ausentes) (não mostrar aqui).

### ***Mecanismo de chamada/Analisador de fluxo de chamada***

O CSA Call Engine (Call Flow Analyser) é uma ferramenta que analisa o Log do Servidor de Aplicativos (AS) e extrai as várias chamadas no XSLog. Uma chamada específica pode ser selecionada, gerando, entre outras coisas, um diagrama de escada.

A análise de mecanismo de chamada/fluxo de chamada é acionada quando o CSA detecta um arquivo BroadWorks (BRWKS) e o arquivo é determinado como um XSLog do servidor de aplicativos (AS):

Available files More info

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

Ao selecionar o arquivo e clicar no botão "Executar análise", o CSA processará o arquivo e retornará a lista de chamadas contidas no(s) arquivo(s):

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-150f9ebcfaab"]	["e6acea2b-7d73-4f92-81dd-150f9ebcfaab"]	[]	[]

Showing 1 to 1 of 1 entries Previous  Next

Para executar a análise de chamada, pesquise/selecione a chamada a ser analisada clicando na própria chamada. O CSA retornará a análise completa desta chamada.

### Detalhes da chamada:

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

### Diagrama da escada:

## Call detail

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

Call leg info

Signaling

Ladder diagram

Issues found

Download pcap

Download filtered SDL traces

allow horizontal scroll

Download ladder



**Descobertas da(s) assinatura(s) de diagnóstico - (se houver):**

## 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: MGM2ZDjHtYg2Y2NIZDg0YTYyYTdmMGQ5YTBIMDBmYzk.

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