Collaboration Solution Analyser (CSA) - BroadWorks Components

Contents

Collaboration Solutions Analyzer (CSA)

The Collaboration Solutions Analyzer (CSA) is a Cisco collaboration tool that provides various analysis and troubleshooting for multiple Cisco's technologies.

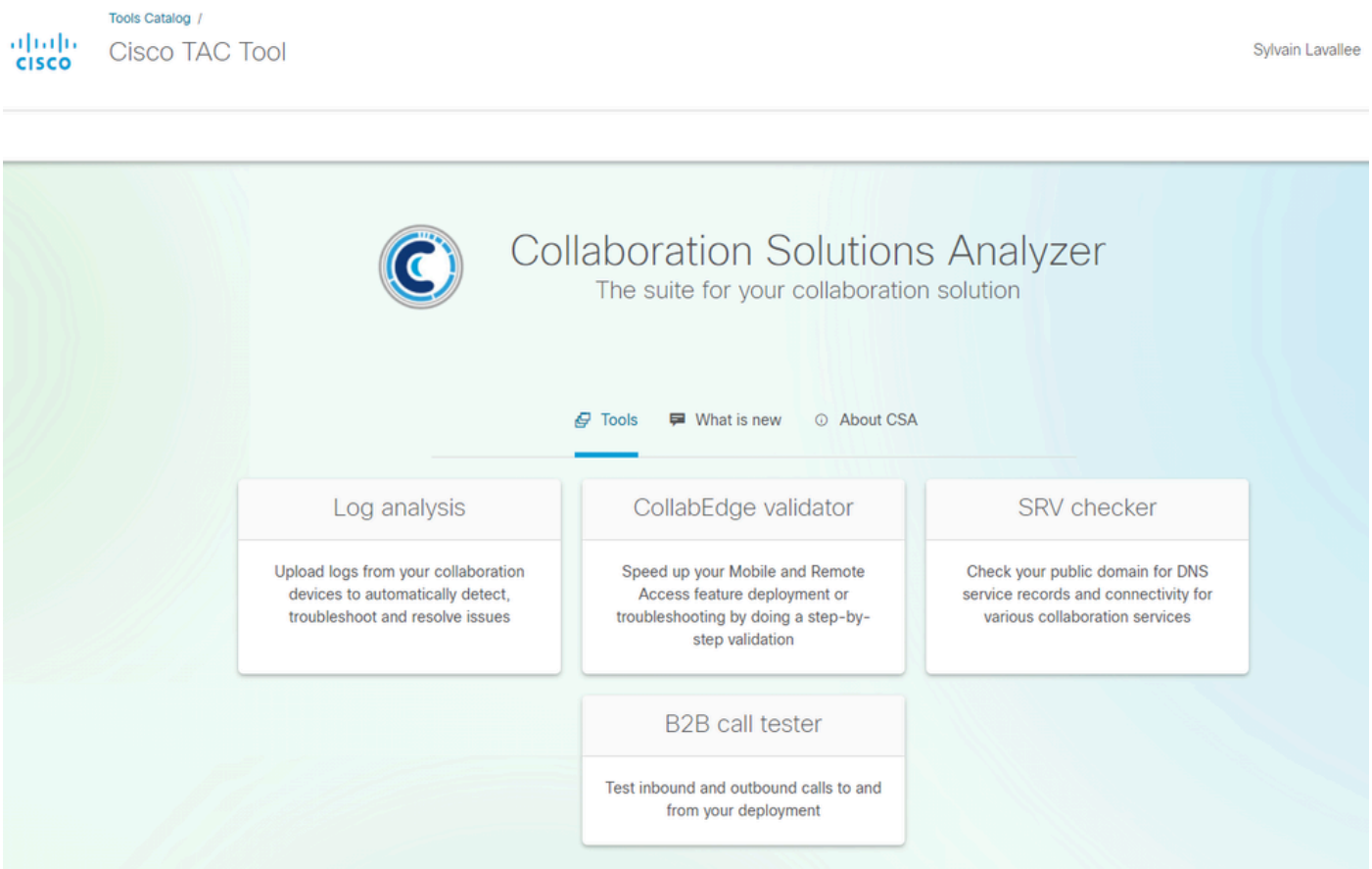
The CSA supports BroadWorks Analysis for:

- Call engine/Call Flow analysis: Application Server (AS) ***XSLog***
- Software Level Analyser (SLA): All Servers (AS, NS, MS, etc..) ***tech-support*** file

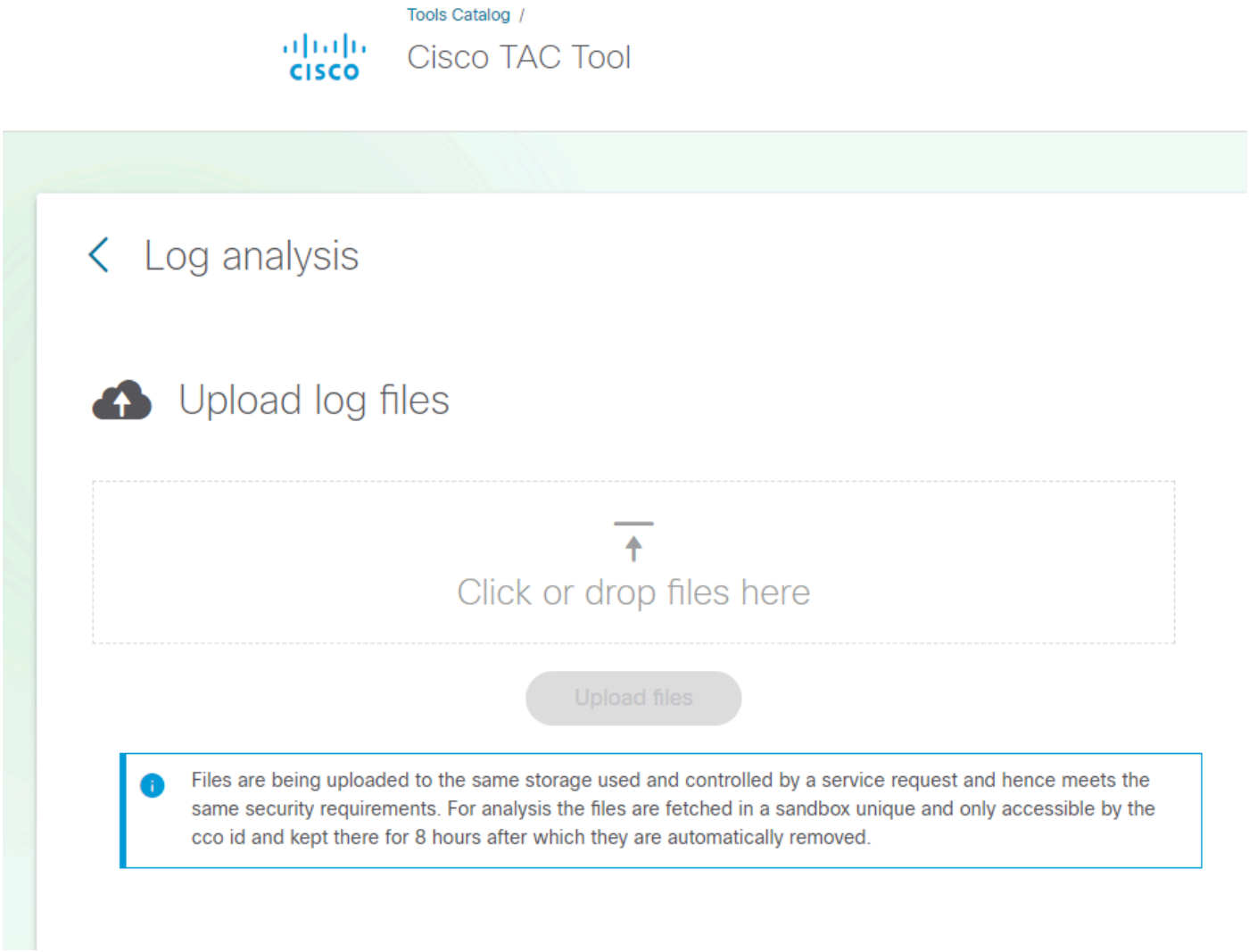
The tool can be reach at the following URL:

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

BroadWorks files (AS XSLog and tech-support) can be analysed by clicking the Log analysis box:



This will bring the user to the file upload menu where you can upload XSLog and Tech-Support files:



Software Level Advisor

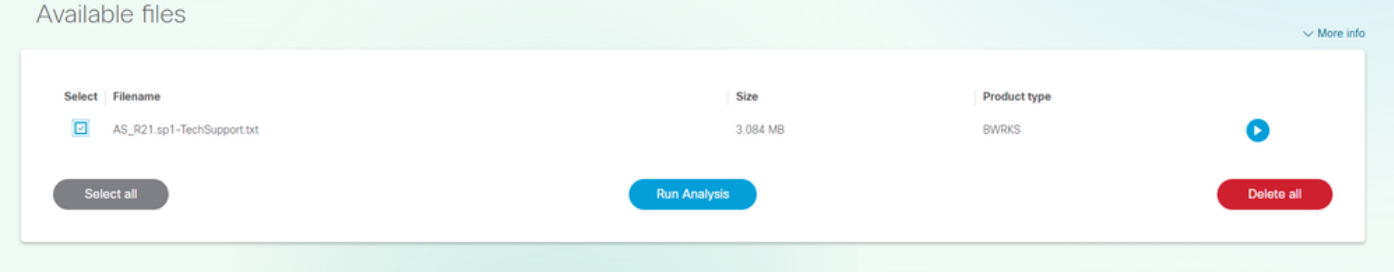
The CSA Software Level Advisor (SLA) functionality consist of:

- *Tech-support analysis*

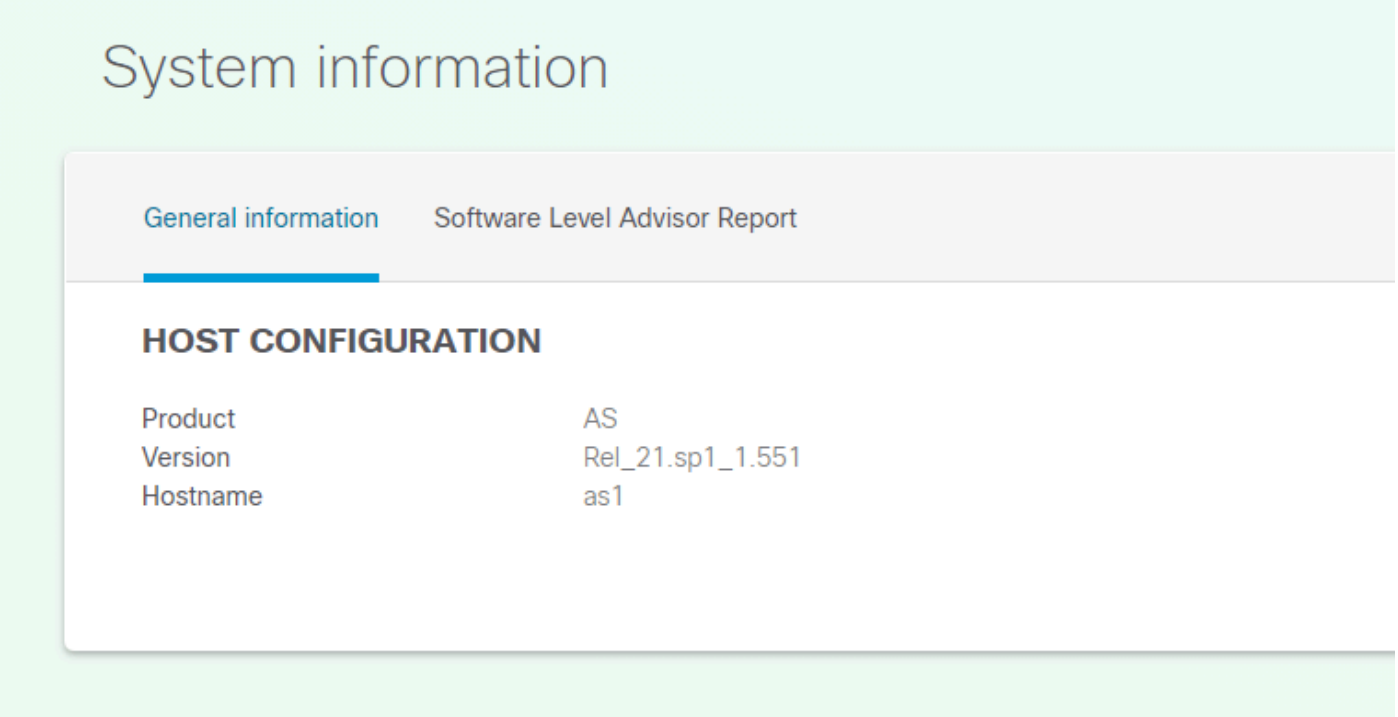
- *Report creation of missing patches (HTMLformat). TXT format will be available soon.*

The CSA/SLA tool does not build/create a patch bundle. automatinc patch installation and bundles ae discussed in this article:

The Tech-Soupprt analysis is triggered when the CSA detects a BroadWorks (BRWKS) file and that the file is determined to be a tech-support:



By selecting the file and clicking on the "Run analysis' button, the CSA will process the file and return the Software Level Advisor Report:

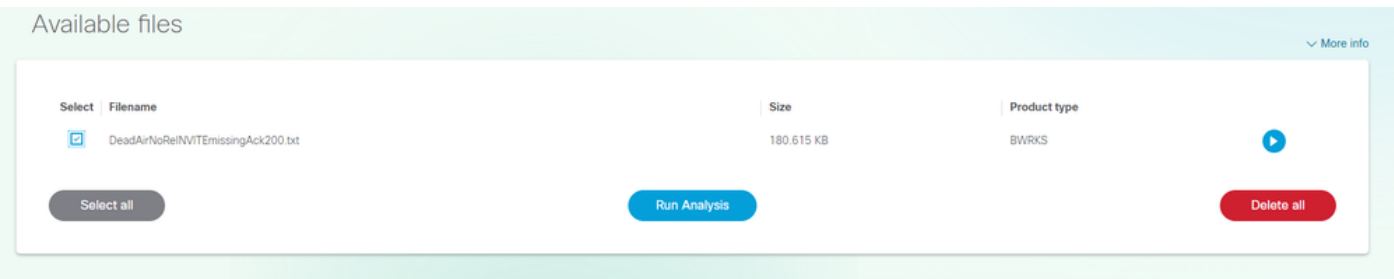


The view the missing patch, the user click on the "List of Missing Patch" button (not show here).

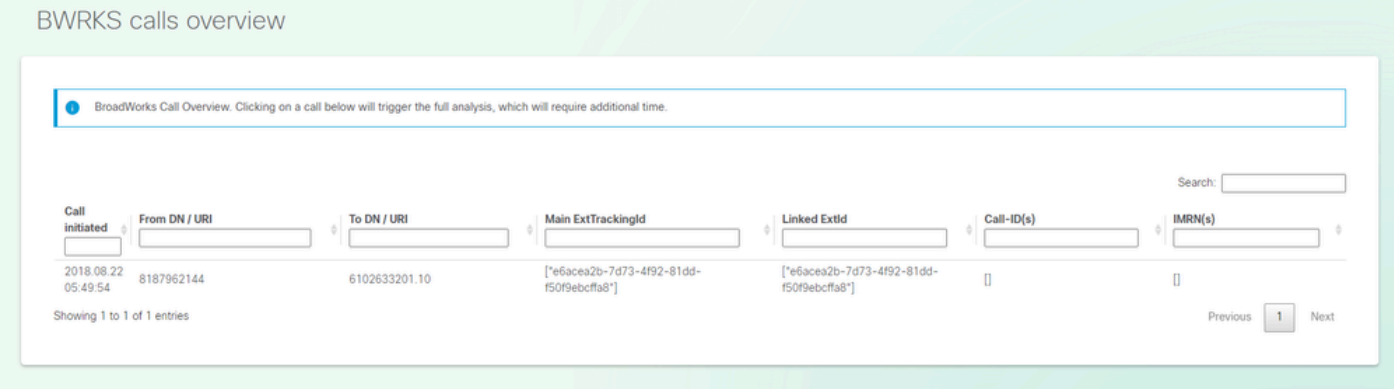
Call Engine / Call Flow Analyser

The CSA Call Engine (Call Flow Analyser) is a tool that parse the Application Server (AS) XSLog and extract the various call within the XSLog. A specific call can be selected which will generates amongs other thing a ladder diagram.

The Call Engine/Call Flow analysis is triggered when the CSA detects a BroadWorks (BRWKS) file and that the file is determined to be an Application Server (AS) XSLog:

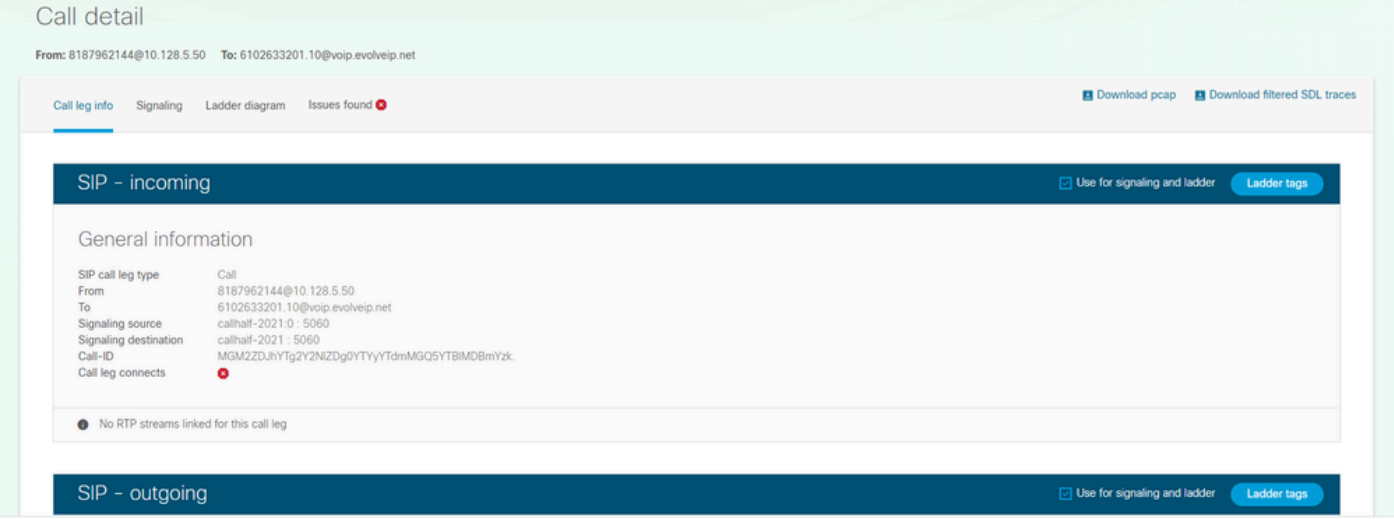


By selecting the file and clicking on the "Run analysis' button, the CSA will process the file and return the list of calls contained within the file(s):



To run the call analysis, search/select the call to be analysed by clicking the call itself. The CSA will return the complete analysis of this call.

Call detail:



Ladder diagram:



Diagnostic Signature finding(s) - (if any):

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-f50f9ebcffa8/e6acea2b-7d73-4f92-81dd-f50f9ebcffa8parsed.txt
Line number: 14
CallHalf: callhalf-2021:0
CallID: MGM2ZDJhYTg2Y2NlZDg0YTYyYTdmMGQ5YTBlMDBmYzk.
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