

# Ferramentas para gerenciar o BroadWorks: NFM vs CSA

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Várias ferramentas estão disponíveis para ajudar a manter/analisar o nível do software BroadWorks e os arquivos de log.

Aqui estão as principais diferenças entre as ferramentas [NFM \(Network Function Manager\)](#) e [CSA \(Collaboration Solutions Analyzer\)](#):

| 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                                     |