

# 合作解決方案分析器(CSA)- BroadWorks元件

## 目錄

### 協同合作解決方案分析器(CSA)

Collaboration Solutions Analyzer(CSA)是一種思科合作工具，可為多種思科技術提供多種分析和故障排除。

CSA支援BroadWorks分析：

- 呼叫引擎/呼叫流分析：應用程式伺服器(AS)*XSLog*
- 軟體級別分析器(SLA):所有伺服器 ( AS、NS、MS等 ) *技術支援文件*

可通過以下URL訪問該工具：

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

可通過按一下「日誌分析」框來分析BroadWorks檔案 ( AS XSLog和技術支援 )：

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

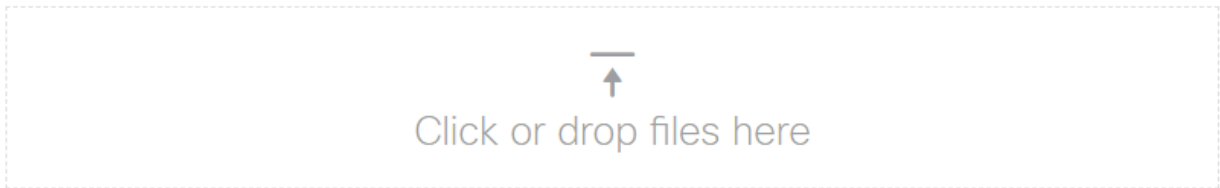
### B2B call tester

Test inbound and outbound calls to and from your deployment

這將使使用者進入檔案上傳選單，您可以在其中上傳XSLog和技術支援檔案：

## < 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.

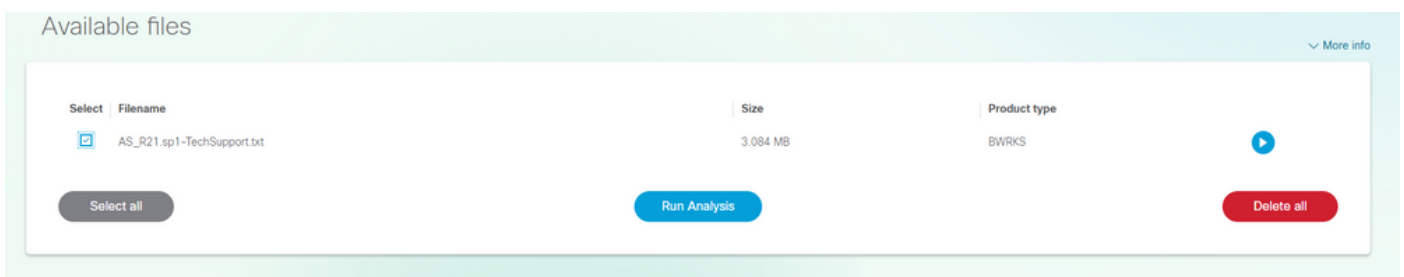
### 軟體層級顧問

CSA軟體級別顧問(SLA)功能包括：

- 技術支援分析
- 報告缺失修補程式的建立(HTML format)。 TXT格式即將推出。

CSA/SLA工具不會構建/建立修補程式包。 automatic patch installation and bundles將在本文中討論：

當CSA檢測到BroadWorks(BRWKS)檔案且該檔案被確定為技術支援時，會觸發技術源分析：



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

Select all Run Analysis Delete all

通過選擇檔案並按一下「運行分析」按鈕，CSA將處理該檔案並返回軟體級別顧問報告：

# 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

在檢視缺少的修補程式時，使用者按一下「缺少的修補程式清單」按鈕（不在此處顯示）。

### 通話引擎/通話流程分析器

CSA呼叫引擎（呼叫流分析器）是一個分析應用程式伺服器(AS)XSLog並提取XSLog內各種呼叫的工具。 可以選擇一個特定的呼叫，該呼叫將在其他事物中產生梯形圖。

當CSA檢測到BroadWorks(BRWKS)檔案並且確定該檔案是應用程式伺服器(AS)XSLog時，會觸發呼叫引擎/呼叫流分析：

Available files More info

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

通過選擇檔案並按一下「運行分析」按鈕，CSA將處理該檔案並返回檔案內包含的呼叫清單：

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-150f9ebcffa8"]	["e6acea2b-7d73-4f92-81dd-150f9ebcffa8"]	[]	[]

Showing 1 to 1 of 1 entries Previous  Next

要運行呼叫分析，請通過按一下呼叫本身來搜尋/選擇要分析的呼叫。CSA將返回此呼叫的完整分析。

### 呼叫詳細資訊：

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.JhYtgZy2NZDg0YTYyY1dmMGQ5YTBIMDBmYzk
Call leg connects	<input checked="" type="checkbox"/>

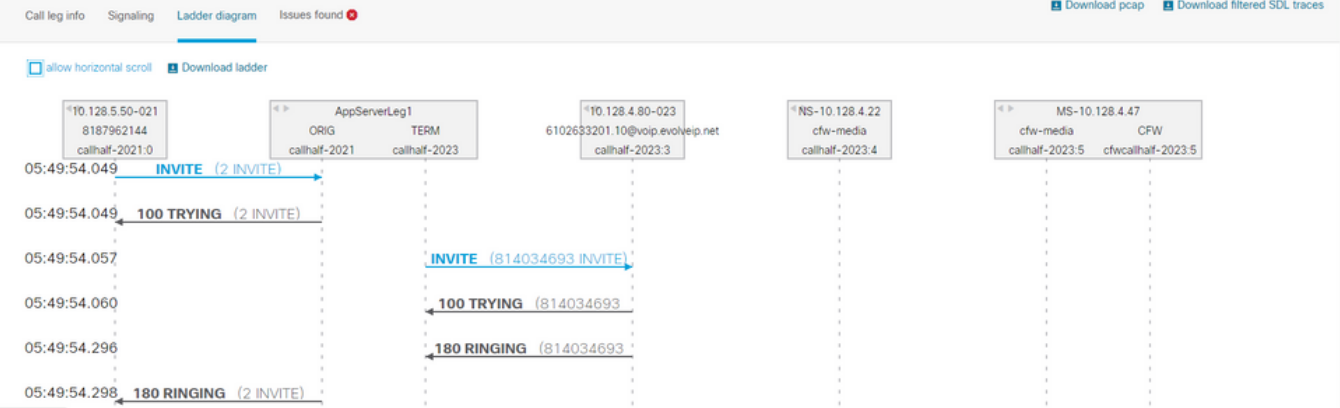
No RTP streams linked for this call leg

SIP - outgoing  Use for signaling and ladder

### 梯形圖：

## Call detail

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



診斷特徵碼查詢結果 — ( 如果有 ) :

## 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: MGM2ZDjHtYtg2Y2NIZDg0YTYyYTdmMGQ5YTBIMDBmYzk.

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