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）：

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

↑

Click or drop files here
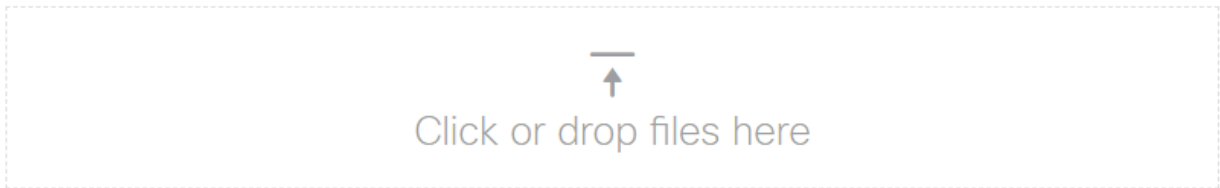
Upload files

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.
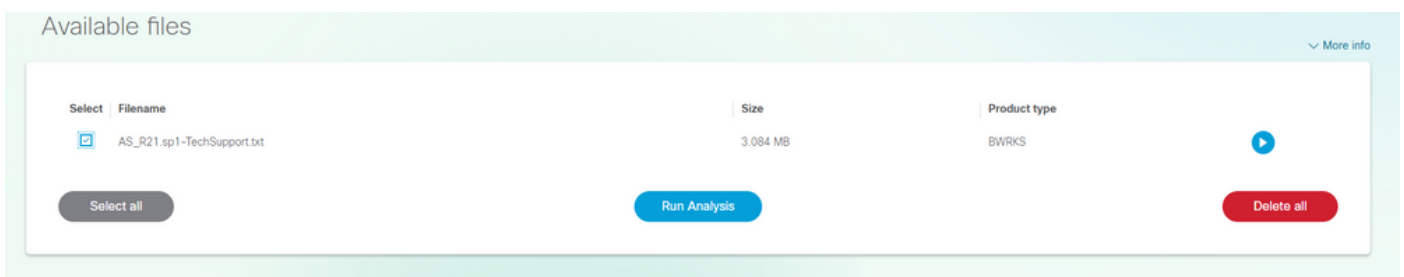
軟體層級顧問

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(HTMLformat)。 TXT格式即將推出。

CSA/SLA工具不會構建/建立修補程式包。 automatinc 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：

Available files   ∨ More info

Select	Filename	Size	Product type	
☑	AS_R21.sp1-TechSupport.txt	3.084 MB	BWRKS	▶

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

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Software Manager: Outdated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：

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：

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：

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-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