

# 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:

Tools Catalog / Cisco TAC Tool Sylvain Lavallee

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## 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

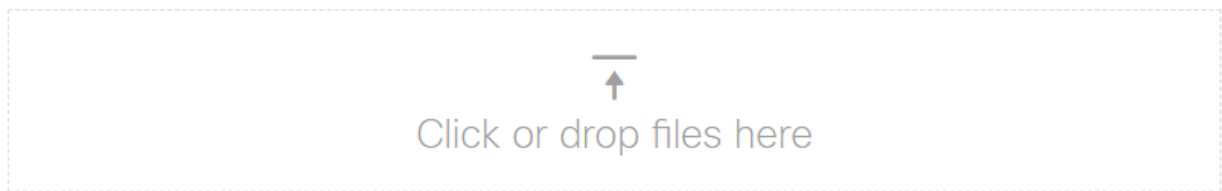
**B2B call tester**

Test inbound and outbound calls to and from your deployment


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

## < 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.

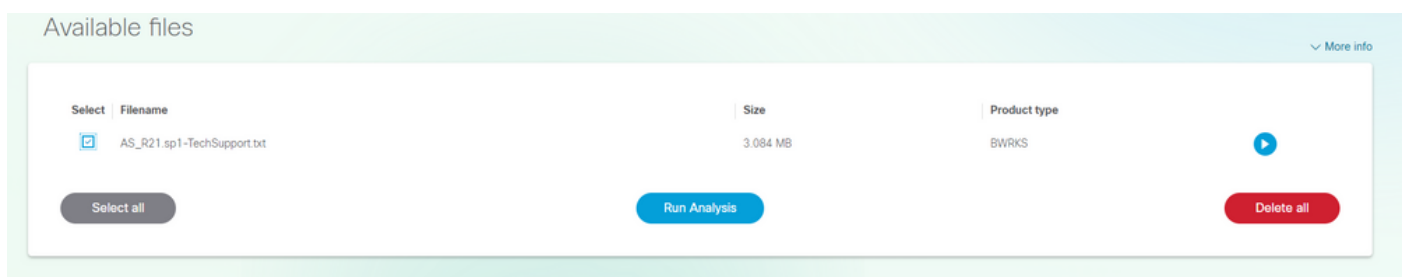
### **Software Level Advisor**

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. automatic 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:

# 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

To view the missing patch, the user clicks on the "List of Missing Patch" button (not shown here).

### ***Call Engine / Call Flow Analyser***

The CSA Call Engine (Call Flow Analyser) is a tool that parses the Application Server (AS) XSLog and extracts the various calls within the XSLog. A specific call can be selected which will generate, among other things, 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:

Available files More info

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

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):

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

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:**

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.JhYtgZY2NzDg0YTYyYtdmMGQ5YTBIMDBmYzk.
Call leg connects	<input checked="" type="checkbox"/>

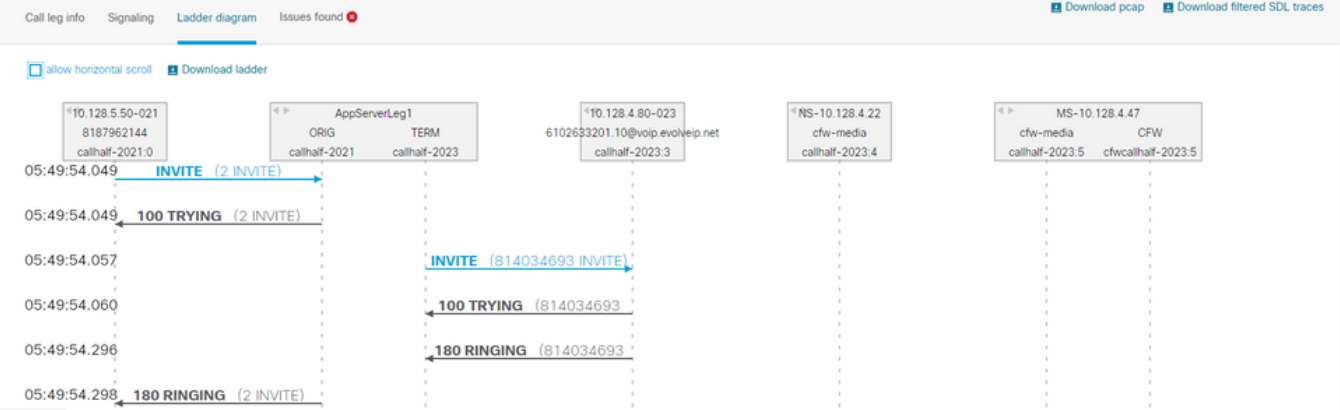
No RTP streams linked for this call leg

SIP - outgoing 
 Use for signaling and ladder

**Ladder diagram:**

## Call detail

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



### 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-f50f9ebcfa8/e6acea2b-7d73-4f92-81dd-f50f9ebcfa8parsed.txt

Line number: 14

CallHalf: callhalf-2021:0

CallID: MGM2ZDJhYTg2Y2NIZDg0YTtyYTdmMGQ5YTBIMDBmYzk.

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