

# 协作解决方案分析器(CSA)- BroadWorks组件

## 目录

### 协作解决方案分析器(CSA)

协作解决方案分析器(CSA)是思科协作工具，为多种思科技术提供各种分析和故障排除。

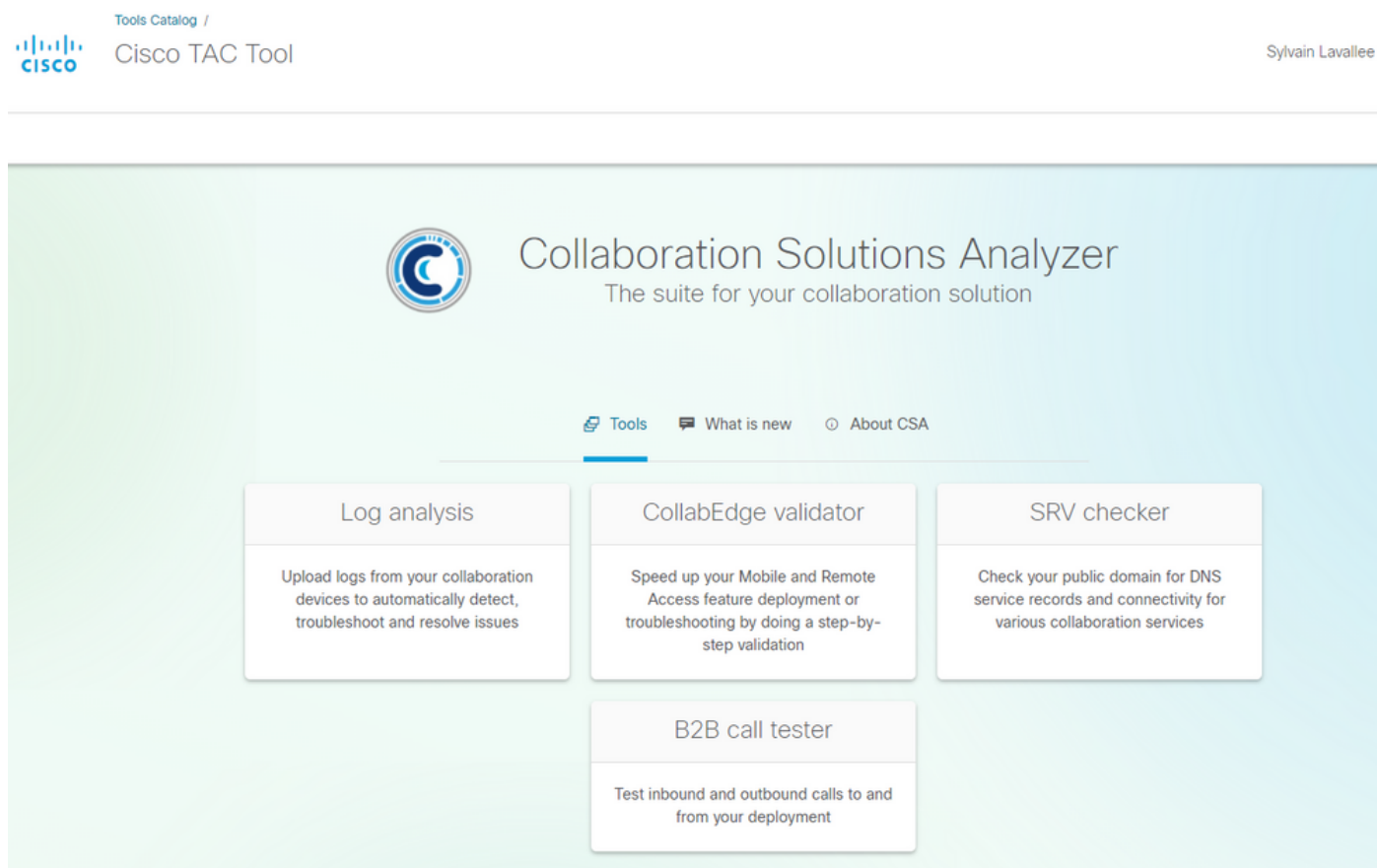
CSA支持BroadWorks Analysis:

- 呼叫引擎/呼叫流分析：应用服务器(AS)*XSLog*
- 软件级分析器(SLA):所有服务器 ( AS、NS、MS等 ) 技术支持文件

该工具可通过以下URL访问：

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

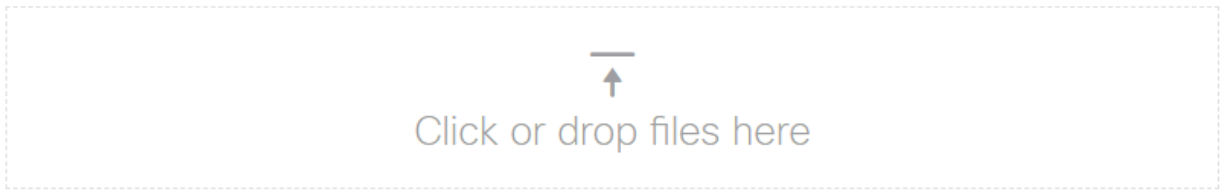
单击“日志分析”框可以分析BroadWorks文件 ( AS XSLog和技术支持 ) ：




这将使用户进入文件上传菜单，您可以在其中上传XSLog和技术支持文件：

## < 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.

### 软件级顾问

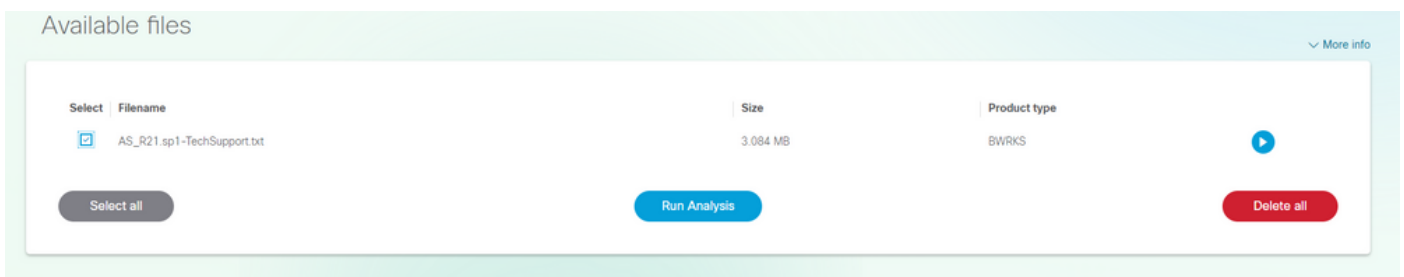
CSA软件级顾问(SLA)功能包括：

— 技术支持分析

— 报告缺少的修补程序 ( HTML格式 ) 的创建。 TXT格式即将推出。

CSA/SLA工具不构建/创建补丁捆绑包。 autainc补丁安装和捆绑包在本文中讨论：

当CSA检测到BroadWorks(BRWKS)文件且该文件被确定为技术支持时，将触发技术支持分析：



通过选择文件并点击“运行分析”按钮，CSA将处理文件并返回软件级顾问报告：

# 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Software Manager:	Outdated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

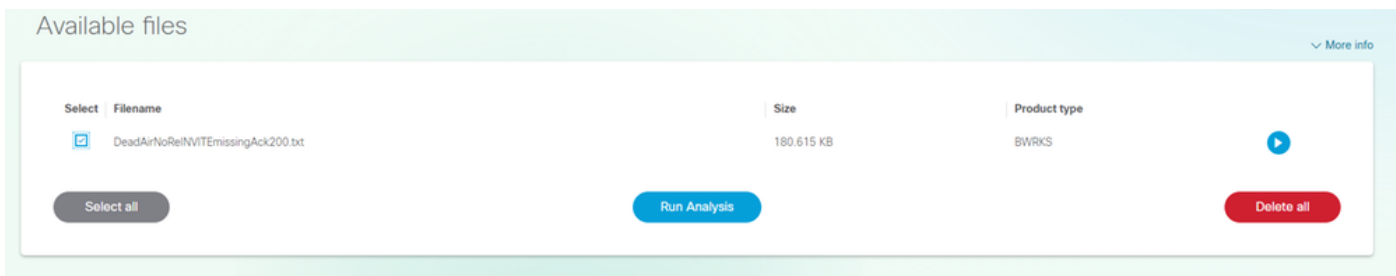
Source File:	AS_R21.sp1-TechSupport.txt
Uploaded Date:	Mon Mar 15 19:30:04 2021
Generated on Date:	Mon Sep 28 09:48:40 MDT 2020
BroadWorks Release:	Rel_21.sp1_1.551
Server Type:	AS
OS:	Linux
Latest Released Software Manager Version:	958777
Currently Installed Software Manager Version:	899664

在查看缺少的补丁时，用户点击“缺少的补丁列表”按钮（此处不显示）。

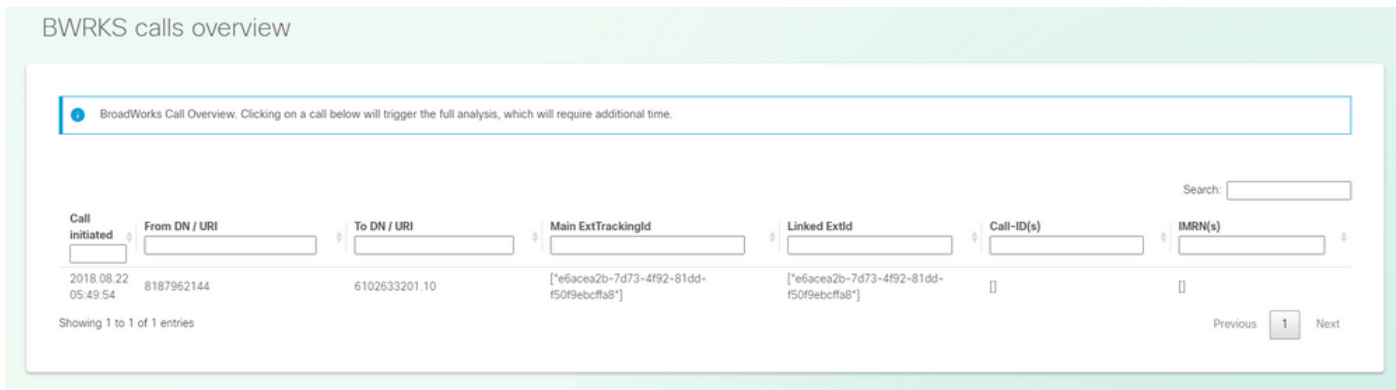
### 呼叫引擎/呼叫流分析器

CSA呼叫引擎（呼叫流分析器）是解析应用程序服务器(AS)XSLog并提取XSLog中各种呼叫的工具。可以选择特定呼叫，该呼叫将生成梯形图的其他部分。

当CSA检测到BroadWorks(BRWKS)文件且该文件被确定为应用服务器(AS)XSLog时，将触发呼叫引擎/呼叫流分析：

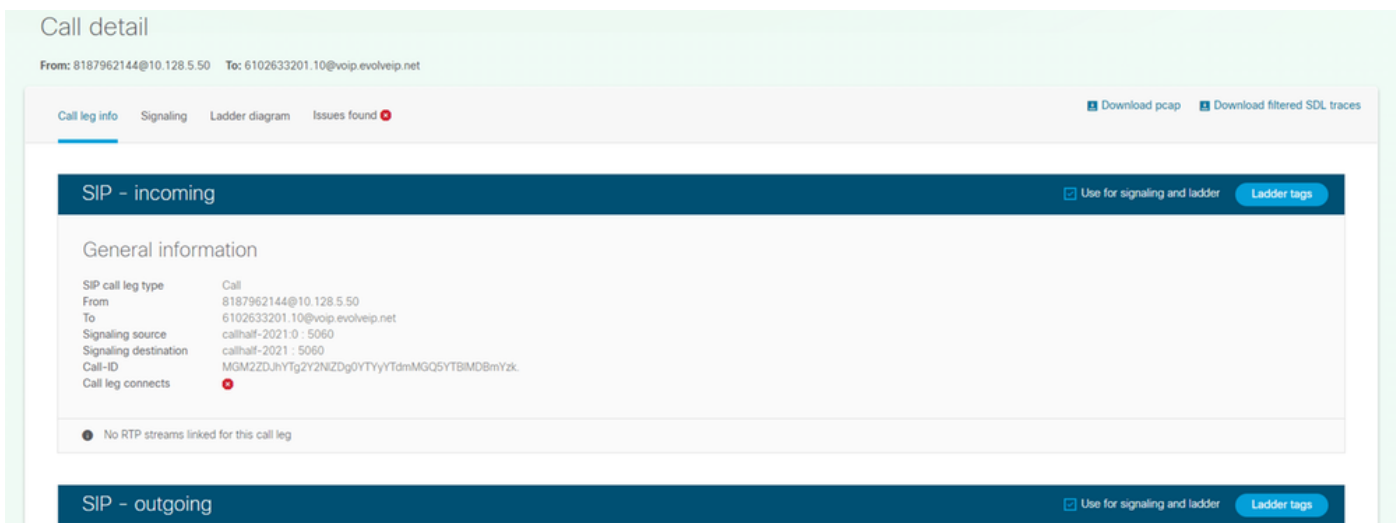


通过选择文件并点击“运行分析”(Run analysis)按钮，CSA将处理文件并返回文件中包含的呼叫列表：



要运行呼叫分析，请通过单击呼叫本身搜索/选择要分析的呼叫。CSA将返回此呼叫的完整分析。

**呼叫详细信息：**



**梯形图：**

## Call detail

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

Call leg info

Signaling

Ladder diagram

Issues found

Download pcap

Download filtered SDL traces

allow horizontal scroll Download ladder



诊断签名查找结果 — (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: MGM2ZDjHtYg2Y2NIZDg0YTYyYTdmMGQ5YTBIMDBmYzk.

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