



ECG BroadWorks Briefing

With special guest,
Scott Hoffpauir
*BroadSoft co-founder and now at
True North Advisory*



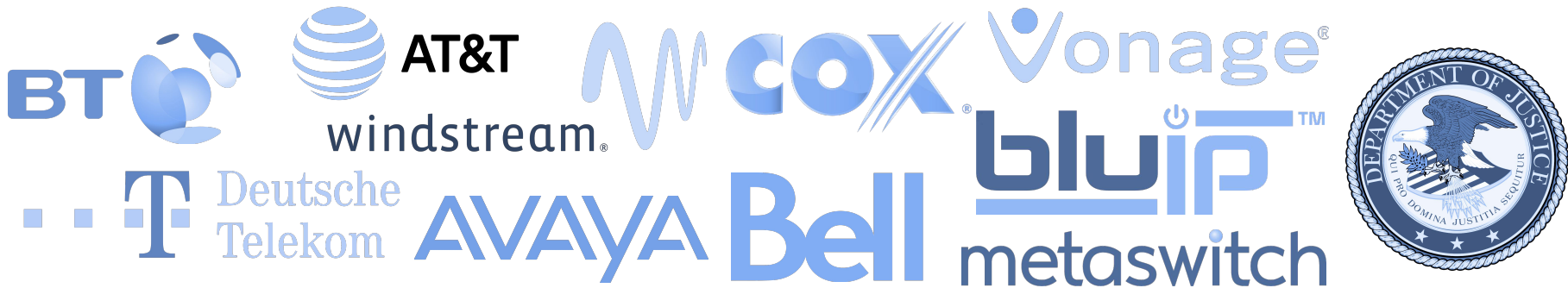
ECG Makes The Network Work.

RFI, RFP
*Selecting
software*

**Configure
software**
*Remediate
integration*

**Acceptance
Testing**
*Compliance
Certification*

**Training &
Operations**
*Voice & Data
Networks*





ECG Panelists

**Sherwin
Crown**

ECG SMTS
VP



Brian Tate

ECG SMTS
VP



**Jon
Chleboun**

ECG SMTS



**Mark
Lindsey**

ECG SMTS
VP



Special Guest

Scott Hoffpauir
True North Advisory

BroadSoft Co-Founder





Top News

in the world of BroadWorks





Top Business News: BroadWorks

- **Scott Hoffpauir** article. *More later in the webinar.*
- Nojitter reports: **AT&T Collaborate** End of Life
- Peter Radizesci: **Long-term deals signed** -- but still skeptical on BroadWorks' Future



Top Business News: BroadWorks-based services

- **Verizon One Talk** recognized by Frost & Sullivan
- **Vonage Business** Growth
- **TPx** launch of Webex for BroadWorks
- **Evolve IP** integration with Microsoft Teams
- **Cox Communications** growth
- **Fourteen IP** network expansion into Europe
- **Cloud Communication Concepts (C3)** network expansion across US



BroadWorks Integrations Announced

- **Alpaca from ECG** now includes R23 support, Bulk Provisioning, Web Self-Care, and public sector compliance features
- **Verint System** "Verba" Call Recording for Financial Sector Compliance. **Numonix** also added call recording support.
- **Uboss, Total-View, Imagicle,** and **Netaxis** new business support tools
- **Kakapo Systems** mobile app integrating BroadWorks and **Salesforce**
- **TekVizion** new automated regression testing for Webex for BroadWorks
- **Yealink** expanding support. **Snom** adds features.





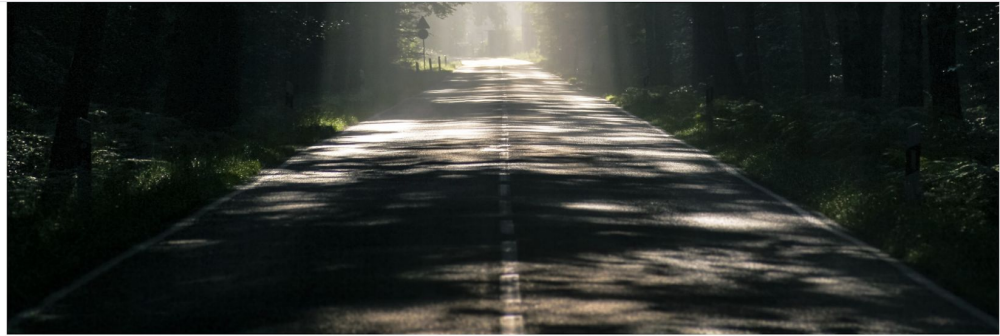
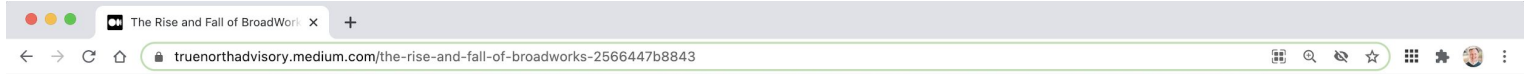
BroadWorks Feature & Support Changes

- Cisco discussing new **R25 features**
- **Application Server Subscription Management** efficiency improvements
- Subscription **Troubleshooting**
- **Voicemail** protections - favoring mobile devices



Scott Hoffpauir

"The Rise & Fall of BroadWorks"



The Rise and Fall of BroadWorks

 True North Advisory · 3 days ago · 3 min read



By Scott Hoffpaur, *Managing Partner*

A few weeks ago someone asked me to help them with replacing a BroadWorks platform. My initial reaction was — wait... what? Naturally, I thought BroadWorks would be like the Pyramids of Giza and continue to be the wonder of the unified communications world. Apparently this version of history isn't going to happen. Technology moves quickly and BroadWorks





Brian Tate

What are the *New Cisco Tools*
for BroadWorks?



The Cisco Catalog of 42 Support Tools

<p>Access List Checker</p> <p>This tool compares an SRC/DST IP+Port and checks to see if there is a matching entry in a Cisco IOS/NXOS access list.</p>	<p>Cisco UCS Advanced TCO/ROI Advisor R3</p> <p>Is a very flexible tool that includes the ability to model the transition of an existing datacenter to a new UCS...</p>	<p>MIB Locator</p> <p>A Management Information Base (MIB) is a collection of objects in a virtual database that allows Network Managers using...</p>	<p>Special File Access</p> <p>The SFA tool is used to download files that have been published with Special File Publish (SFP).</p>
<p>Bug Search Tool</p> <p>Tool for research and troubleshooting related to software bugs.</p>	<p>Collaboration Solutions Analyzer</p> <p>Suite of tools to assist you in the day to day operations of your Collaboration infrastructure. It simplifies the most...</p>	<p>My Devices</p> <p>My Devices is an application that allows users to build and manage lists of their devices – down to serial number...</p>	<p>Support Case Manager</p> <p>Support Case Manager allows you to create and manage support cases with the TAC.</p>
<p>Cisco IOS to NXOS Configuration...</p> <p>Convert a Cisco IOS config to Cisco NX-OS config.</p>	<p>Device Coverage Checker</p> <p>Check Cisco service contract coverage for a device or group of devices. Input a serial number to see results, or upload...</p>	<p>My Notifications</p> <p>My Notifications allows you to create customized notification alerts sent to you via email or RSS feed on critical...</p>	<p>Support Case Uploader</p> <p>The Support Case Uploader tool (formerly English Breakfast) is a Web Application that allows users to upload files to...</p>
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<p>Cisco Power Calculator</p> <p>Cisco Power Calculator enables you to calculate the power supply requirements for a specific Power over Ethernet (PoE)...</p>	<p>Download Software</p> <p>Get the latest updates, patches and releases of Cisco Software.</p>	<p>Product Approval Status</p> <p>The Product Approvals Database is a repository of information regarding the homologation status for given Cisco...</p>	<p>Voice Codec Bandwidth Calculator</p> <p>Provides information on how to calculate the bandwidth required for packet voice calls. Bandwidth calculation is an...</p>
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<p>Cisco Feature Navigator</p> <p>Feature Navigator allows you to quickly find the right Cisco IOS, IOS XE, IOS XR and CatOS software release for the...</p>	<p>Log Advisor</p> <p>Log Advisor takes a scenario-based approach to guide you to the relevant step-by-step action plan and available tools...</p>	<p>Software Research</p> <p>View Cisco suggested software for supported products. In addition to the new filtering capabilities you are now...</p>	





The Lesser Tools...for now

Dialed Number Analyzer for CUBE

...<https://cway.cisco.com/dna-cube/>

...simulator that is a bit like BroadWorks CLI's VTR/VTRI tools

...upload a configuration first, then either provide caller/callee or paste in the SIP message

IP Subnet Calculator (IPC)

...<https://cway.cisco.com/subnet-calculator/>

...OLD: only supports IPv4, but does support CIDR/VLSM

Voice Codec Bandwidth Calculator (VCBC)

...<https://cway.cisco.com/vc-calculator/>

...OLD: only older codecs supported, but it takes into account media (Ethernet, HDLC, etc.)

These tools have potential for the future?



Helpful General Tools

Download Software (DS)

...<https://software.cisco.com/download/home/286322586>

Did you know that the BW Software Manager, while incrementing its version number, also goes by a Release Independent (RI) designation??

Release Notes are still not found where you would expect...Documentation repository link to follow...

Collaboration Solutions Analyzer (CSA): SRV Checker

...more info: <https://cway.cisco.com/docs/tools/CollaborationSolutionsAnalyzer/csa.srvchecker.about.html>

...limited usefulness, since it does **not** yet support all records used by Webex for BroadWorks



More Helpful General Tools

Support Case Manager (SCM)

...<https://mycase.cloudapps.cisco.com/case>

<https://www.cisco.com/c/en/us/support/web/tac/tac-customer-file-uploads.html>

...the **primary** place to manage your trouble ticket (aka Support Request or SR)

Did you know that the SCU tool (Support Case Uploader) for attaching files to SRs was formerly called "English Breakfast???"

My Devices (MD)

...<https://cway.cisco.com/mydevices/devices>

<https://cway.cisco.com/mydevices/cases>

...great/**alternate** place to see all your support requests, in a different presentation than SCM

My Notifications

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

...the place to go to set-up and manage email / RSS subscriptions to any/all of the following:

- product announcements,
- field notices,
- security advisories,
- updates to software versions,
- known bug reports




My Notifications (sample)

My Notifications Alert - BroadWorks Test - 18-Mar-2021 13:38 GMT

Inbox x


☆ mynotifications@c... To: btate@e-c-group.com

3/18/21, 9:41 AM



My Notifications

Feedback | Sign In | Unsubscribe



Software Updates - BroadWorks

Product Name:	BroadWorks
Software Type:	Application Patches
Release Version:	23.0.2021.03
Alert Type:	New File
File Name:	AP.ns.23.0.1075.ap377109.Linux-x86_64.zip
File Description:	bwRestore.pl may fail because of file permissions
File Release Date:	17-Mar-2021
Alert Type:	New File
File Name:	AP.platform.23.0.1075.ap378425.Linux-x86_64.zip
File Description:	Network Server synch routing profile list paging support
File Release Date:	17-Mar-2021
Alert Type:	New File
File Name:	AP.as.23.0.1075.ap378425.Linux-x86_64.zip
File Description:	Network Server synch routing profile list paging support
File Release Date:	17-Mar-2021
Alert Type:	New File
File Name:	AP.as.23.0.1075.ap377109.Linux-x86_64.zip
File Description:	bwRestore.pl may fail because of file permissions
File Release Date:	17-Mar-2021
Alert Type:	New File
File Name:	AP.vsn.23.0.1075.ap378574.Linux-x86_64.zip

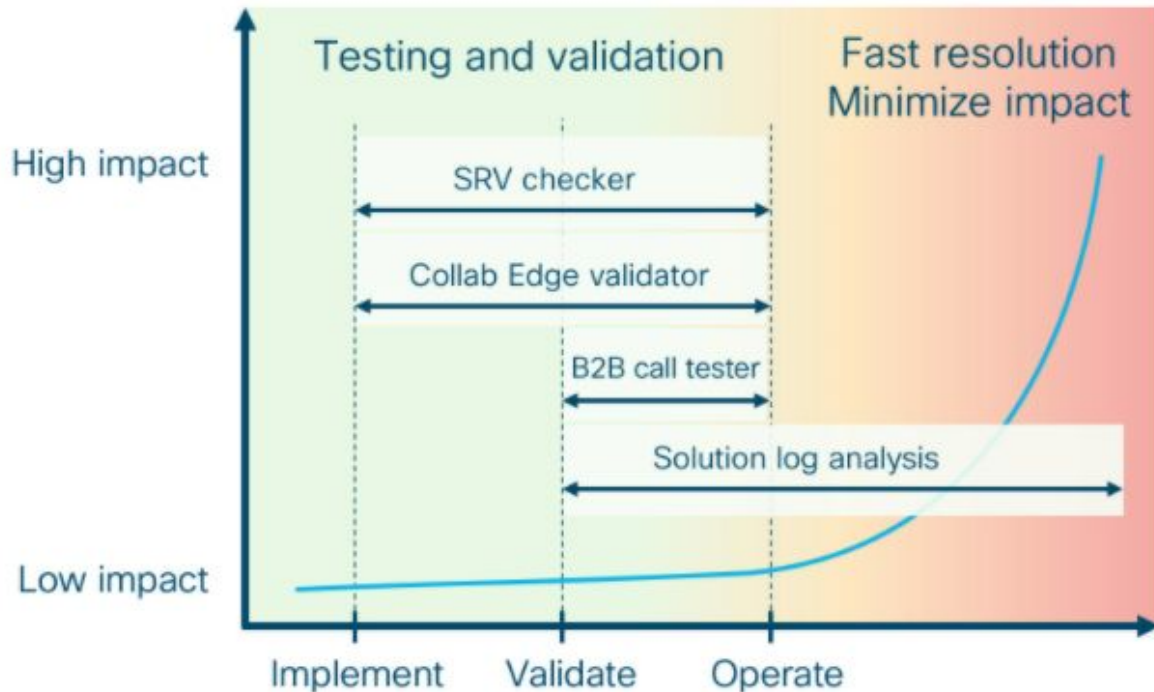


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CSA (Collaboration Solutions Analyzer)

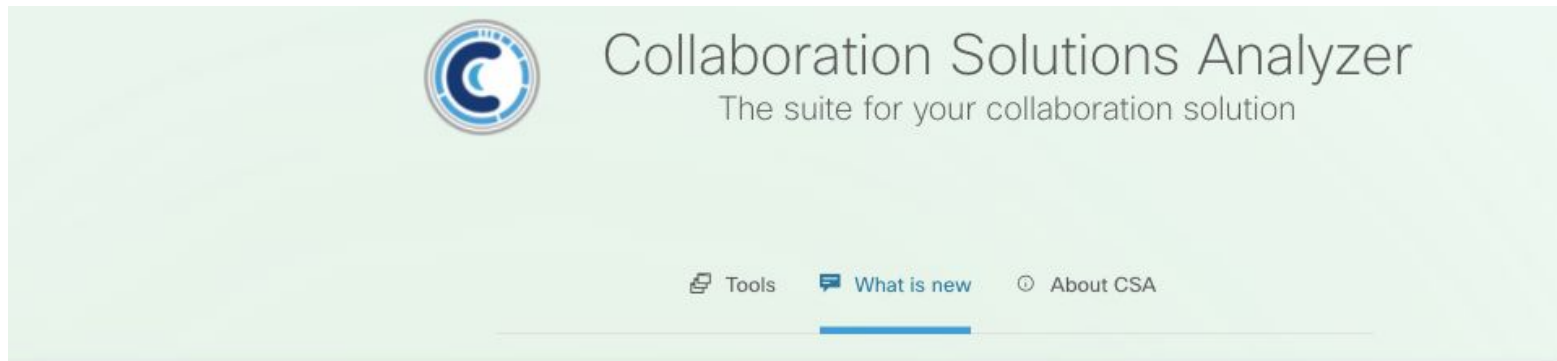


Cisco's four sub-tools:

1. SRV checker
2. CollabEdge validator
3. B2B call tester
4. **Log analysis**

*Log Visualization
Data Correlation
Automatic Issue Detection*

“Cisco’s tool suite for your collaboration solution.”



Latest features

Jan 2021

Added support for CMS 3 release, **BroadWorks**, Expressway full system snapshot

[Log analysis](#)

CSA can parse CMS 3 log bundle, BroadWorks product logs and Expressway full system snapshot.

Added ability to download ladder diagram in Log analysis


[Log analysis](#)

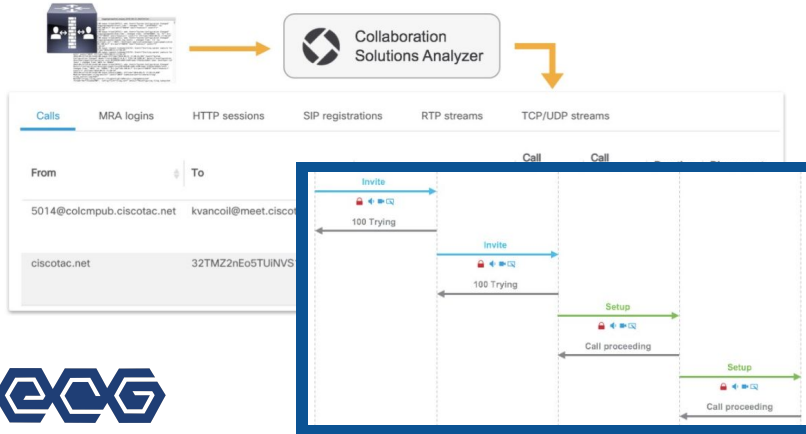
Ladder diagrams in the log analysis detailed view can be now downloaded.




CSA: Log Analysis

How to use it... **Call Analysis** Style

1. Obtain an **XSLog** file...
2. Upload it.
3. Click  or select file & Run Analysis



How to use it... **Patch Advisor** Style

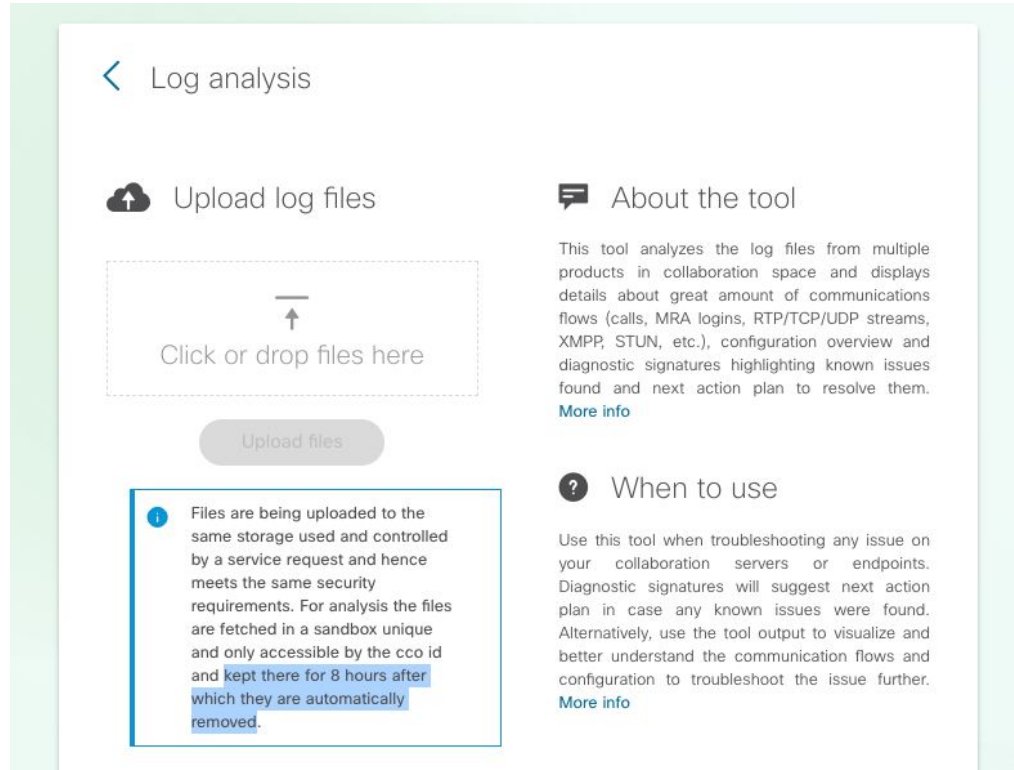
1. Obtain a **Tech-Support** output...
2. Upload it.
3. Click  or select file & Run Analysis

ONLINE BROADWORKS PATCH ADVISOR

NOTICE: This page will be retired soon

Please start using the new [Collaboration Solutions Analyzer](#) on [cisco.com](#).
Once there, click on "**Log analysis**" to reach the upload/patch advisor portion of the tool.

CSA: Log Analysis - Software Level Advisor



The screenshot shows the 'Log analysis' interface. At the top left is a back arrow and the text 'Log analysis'. Below this is the 'Upload log files' section, which includes a cloud upload icon, a dashed box with an upward arrow and the text 'Click or drop files here', and a rounded 'Upload files' button. To the right of the upload area is an 'About the tool' section with a speech bubble icon and a paragraph of text describing the tool's capabilities, followed by a 'More info' link. Below the 'About the tool' section is a 'When to use' section with a question mark icon and a paragraph of text, also followed by a 'More info' link. A blue-bordered callout box is positioned at the bottom left of the interface, containing an information icon and text that states: '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.'

Drag & Drop!

Files only accessible by your login user (CCO ID).

Only kept for 8 hours.

CSA: Log Analysis - Software Level Advisor

Available files More info

Select	Filename	Size	Product type
<input type="checkbox"/>	2021_03_18_01_12_PM-as1.lab1.bworks.internal-bwTechSupport.txt	1.482 MB	BWRKS

Select all Run Analysis Delete all

Run analysis on this file

Click  or
select file & Run Analysis

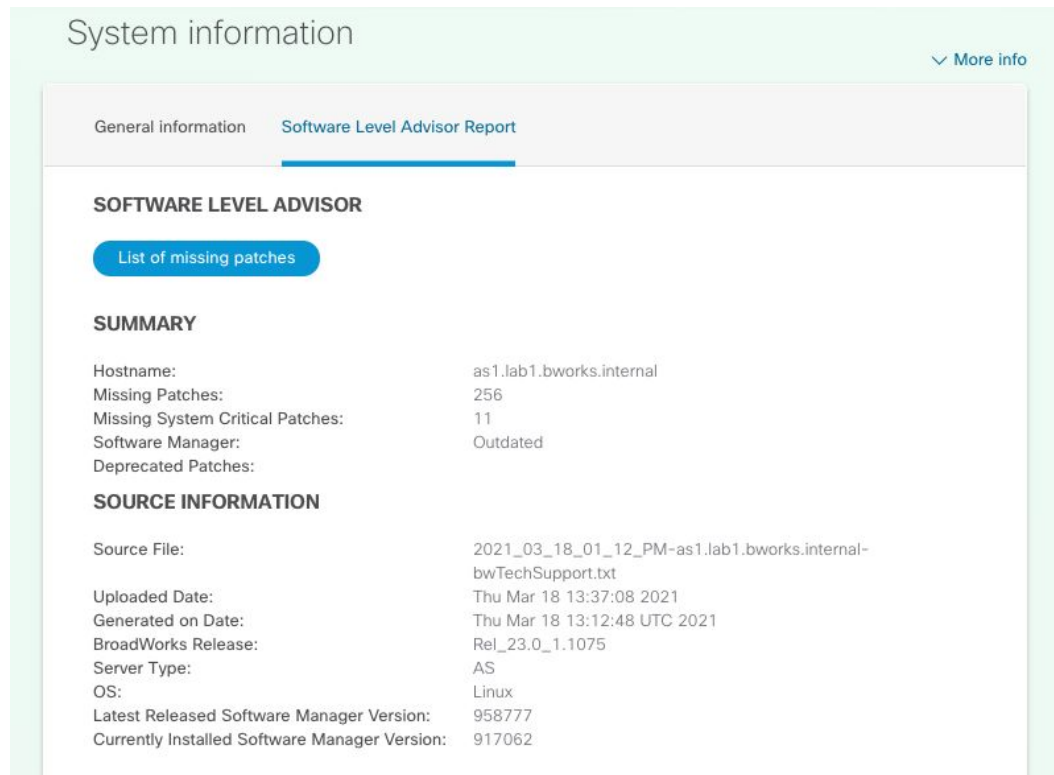
Generated files cannot be
downloaded/accessed, nor
individually deleted...

Available files More info

Select	Filename	Size	Product type
<input type="checkbox"/>	2021_03_18_01_12_PM-as1.lab1.bworks.internal-bwTechSupport.txt.result.json	302.718 KB	UNKNOWN
<input type="checkbox"/>	2021_03_18_01_12_PM-as1.lab1.bworks.internal-bwTechSupport.txt	1.482 MB	BWRKS
<input type="checkbox"/>	2021_03_18_01_12_PM-as1.lab1.bworks.internal-bwTechSupport.txt.report.html	505.873 KB	UNKNOWN



CSA: Log Analysis - Software Level Advisor



The screenshot shows a web interface for the Software Level Advisor. At the top, there is a header 'System information' with a 'More info' link. Below this, there are two tabs: 'General information' and 'Software Level Advisor Report', with the latter being selected. The main content area is titled 'SOFTWARE LEVEL ADVISOR' and contains a blue button labeled 'List of missing patches'. Below this is a 'SUMMARY' section with the following data:

Hostname:	as1.lab1.bworks.internal
Missing Patches:	256
Missing System Critical Patches:	11
Software Manager:	Outdated
Deprecated Patches:	

Below the summary is a 'SOURCE INFORMATION' section with the following data:

Source File:	2021_03_18_01_12_PM-as1.lab1.bworks.internal-bwTechSupport.txt
Uploaded Date:	Thu Mar 18 13:37:08 2021
Generated on Date:	Thu Mar 18 13:12:48 UTC 2021
BroadWorks Release:	Rel_23.0_1.1075
Server Type:	AS
OS:	Linux
Latest Released Software Manager Version:	958777
Currently Installed Software Manager Version:	917062

Missing (vs. Online Patch Advisor):

- A way to download directly software file(s).
- A way to create custom patch bundle

Click **List of missing patches** for detailed report (HTML), similar to legacy OPA.





Where are the Ladder Diagrams for BroadWorks?

CSA: Log Analysis - BWRKS calls overview

BWRKS calls overview

BroadWorks Call Overview. Clicking on a c

XSLog2021.03.18-12.48.38.txt 5.854 MB BWRKS

Select all Run Analysis Delete all

Search:

Call initiated	From DN / URI	To DN / URI	Main ExtTrackingId	Linked ExtId	Call-ID(s)	IMRN(s)
2021.03.18 14:38:22	+14703160016	2293160016	["f33d47c2-d932-403a-86d8-5719f5079428"]	["f33d47c2-d932-403a-86d8-5719f5079428"]	[]	[]
2021.03.18 14:39:29	+14703160016	2293160016	["9eb7dceb-9483-4710-818b-1cff7ef10a2c"]	["9eb7dceb-9483-4710-818b-1cff7ef10a2c"]	[]	[]
2021.03.18 14:40:31	+14703160016	2293160016	["7ebb09d0-45b6-46de-8c32-40c2d5571f64"]	["7ebb09d0-45b6-46de-8c32-40c2d5571f64"]	[]	[]



CSA: Log Analysis - BWRKS calls overview

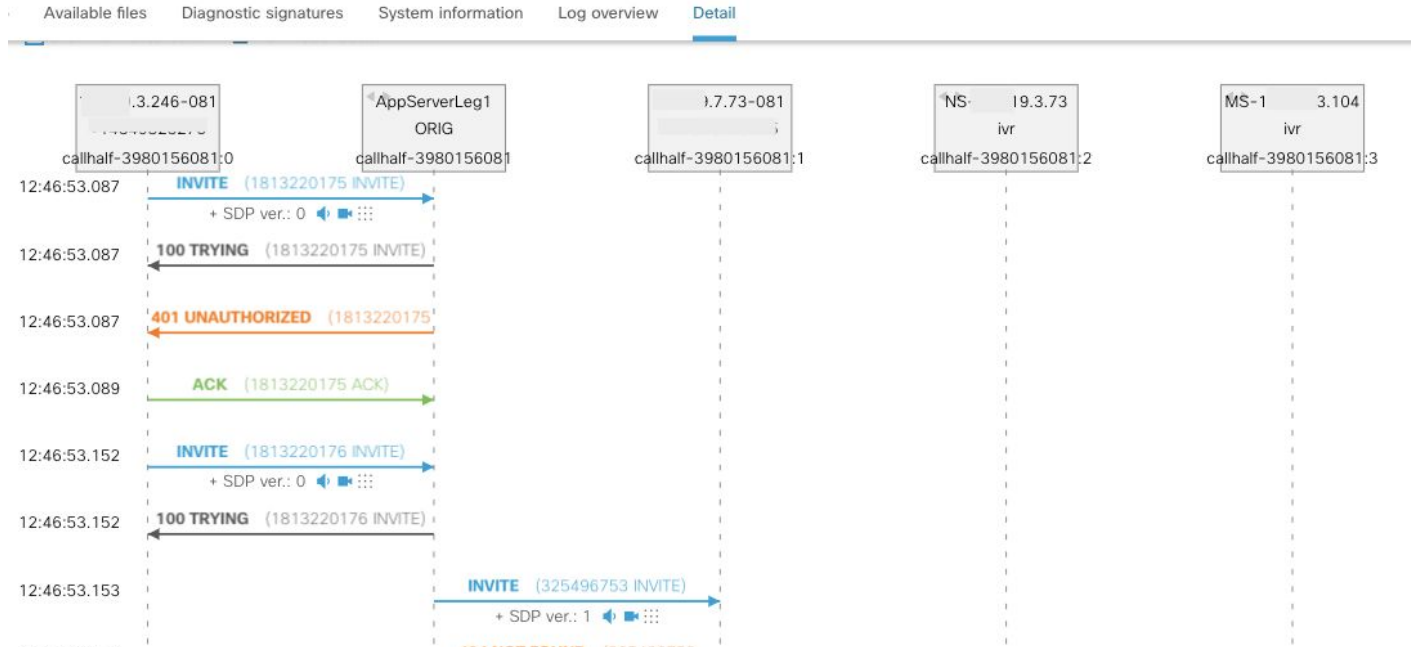
Wrong file format

XSLog2021.03.09-04.42.25.txt.gz is not a XSLog file. Please make sure that you have uploaded a proper XSLogYYYY.MM.DD-HH.MM.SS.txt file or an archive file. For more information about the tool supported features, please refer here:
https://cisco.jiveon.com/docs/DOC-1568481#jive_content_id_Expected_log_files



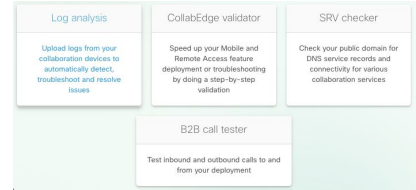
Tools Catalog /
Cisco TAC Tool

There are still some file type
& size restrictions.



Highlighted Tool: CSA

Collaboration Solutions Analyzer (CSA): Log Analysis



...<https://cway.cisco.com/csa/> Then click on Log analysis

...more info: <https://cway.cisco.com/docs/tools/CollaborationSolutionsAnalyzer/csa.callengine.about.html>

...not new--it is an existing tool, with added support for BroadWorks as of January 2021

...requires sign-in (SSO) to Cisco support account, but not contract/support number

...used by TAC (& customers) as the replacement for **Online Patch Advisor** (*via Tech-Support parsing*),
in terms of a parser for BroadWorks Tech-Support output

...not to be confused with another tool by the name **Log Advisor**

...also can analyze BroadWorks logging, create **ladder diagrams**, and export file snippets (PCAP, log)

Note: When you export a PCAP from the CSA, after it has analyzed your XSLog file, it does not populate IP address information, and it uses dummy Ethernet MAC addresses.

Note: When you export the PCAP file, it uses the .pcap format (as opposed to .pcapng or .trace).



Finally, Non-Tools (Helpful Bookmarks!)

BroadWorks Documentation

<https://www.cisco.com/c/en/us/support/unified-communications/broadworks/series.html#~tab-documents>

Cisco TAC Connect Bot

...<https://tacconnect.cisco.com>

...more info (PDF & videos): <https://www.cisco.com/c/en/us/support/services/tac-connect-bot/index.html>

...web browser interface, or also through the...

Webex Desktop Client - Bot

...<https://www.webex.com/downloads.html>

...replacement for Webex Meetings app

...notifications for subscribed articles

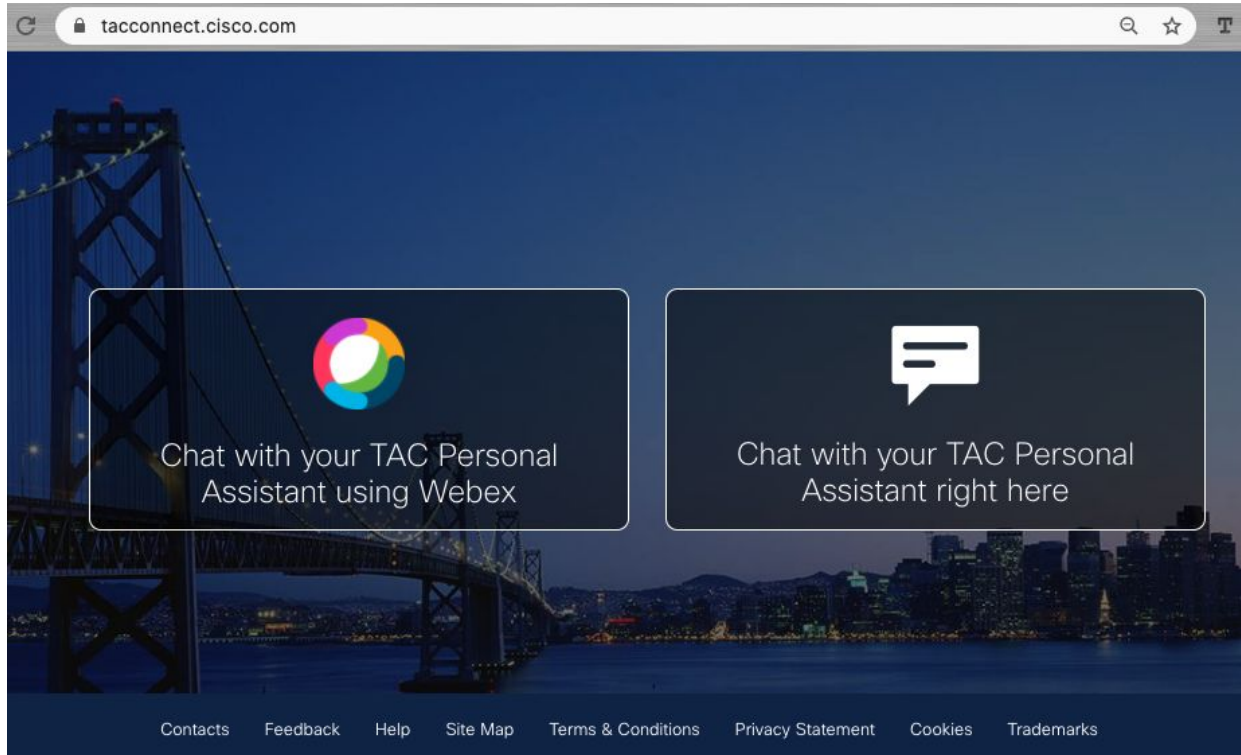
...SR/ticket updates/escalations



Webex Meetings



Bot Usage Examples - Options



Bot Usage Examples - Webex Client

Set a status + Search, meet, and call Connect to a device

All Direct Spaces Hidden

TAC Connect (bot)

Messages Profile Content Schedule Add +

You 4:14 PM
/list

TAC Connect (bot) 4:14 PM

- **/action-plan**: Sends the last note containing action plan
- **/bug**: Get list of Bugs associated with TAC case
- **/case-feedback**: Give multi-line feedback about the case in a single message
- **/clear** or **/reset**: Reset the conversation dialog
- **/close-case**: Request engineer to close case
- **/connect**: Connect to case owner of a case
- **/connect duo**: Connect to Duo support
- **/create-space**: Create an external Webex virtual space for a case
- **/customer**: Get customer information associated with TAC Case
- **/description**: Get problem description for the TAC case
- **/escalate**: Escalate a case
- **/feedback**: Give multi-line feedback about the bot in a single message
- **/last-note**: Get the last note from the TAC case
- **/link**: Get link to the case in Support Case Manager
- **/list cases**: View the prioritized list of your cases
- **/owner**: Get case owner (TAC CSE) for TAC case
- **/raise-severity**: Raise the severity of a case
- **/reopen**: Re-open a case
- **/request-update**: Request engineer to provide the latest case update
- **/requeue**: Requeue a case
- **/rma**: Get list of RMAs associated with TAC case
- **/status**: Get status of a case, bug or RMA
- **/update**: Add a note to the TAC case
- **/updatedate**: Get the date on which the TAC case was last updated, and calculate the time since last update

Seen by [Avatar]

Write a message to TAC Connect (bot)

Help

+ Search, meet, and call

TAC Connect (bot)

Messages Profile Content Schedule Add +

You 4:15 PM
/status 690816577

TAC Connect (bot) 4:15 PM
Thanks! Let me retrieve the status for case 690816577

latest R22 AMS patches break SNMP
SR: 690816577 View case details in SCM

Severity: 3 **Status:** Cisco Pending **Contract:** 203685352
Date Created: 10-Feb-2021, 03:25:13 PM UTC (Days Open: 34)
Last Updated: 12-Mar-2021, 09:27:23 PM UTC

Customer: ECG, INC.
Case Owner: Ryan Rodriguez (ryarodri@cisco.com)
Case Owner Phone: +61284462960
Case Owner Manager: Mark Carroll (marcarro@cisco.com)
Manager Phone: +61284462950

Latest Information from Case Notes:

Current Status (Last updated on 05-Mar-2021, 12:09:13 AM UTC)
Patch AP.platform.22.0.1123.ap371155 was applied and snmp agent failed to start (server patch). Server patch was not released because AMS is EoM. Applying the platform patch alone causes the snmp agent not to start.

Patch adviser tool advise to apply AP.platform.22.0.1123.ap371155.

Reported to Engineering. Feedback sent for Software_Level_Advisor_BWRKS_ColMega_ModuleModule

Action Plan (Last updated on 12-Mar-2021, 09:27:22 PM UTC)
Feedback sent for Software_Level_Advisor_BWRKS_ColMega_ModuleModule

Seen by [Avatar]

Write a message to TAC Connect (bot)

Help

TAC Connect (bot)

Messages Profile Content Schedule Add +

You 4:15 PM
/list cases

TAC Connect (bot) 4:15 PM
Thanks! Let me retrieve the cases for user ID bta...

Cisco pending cases

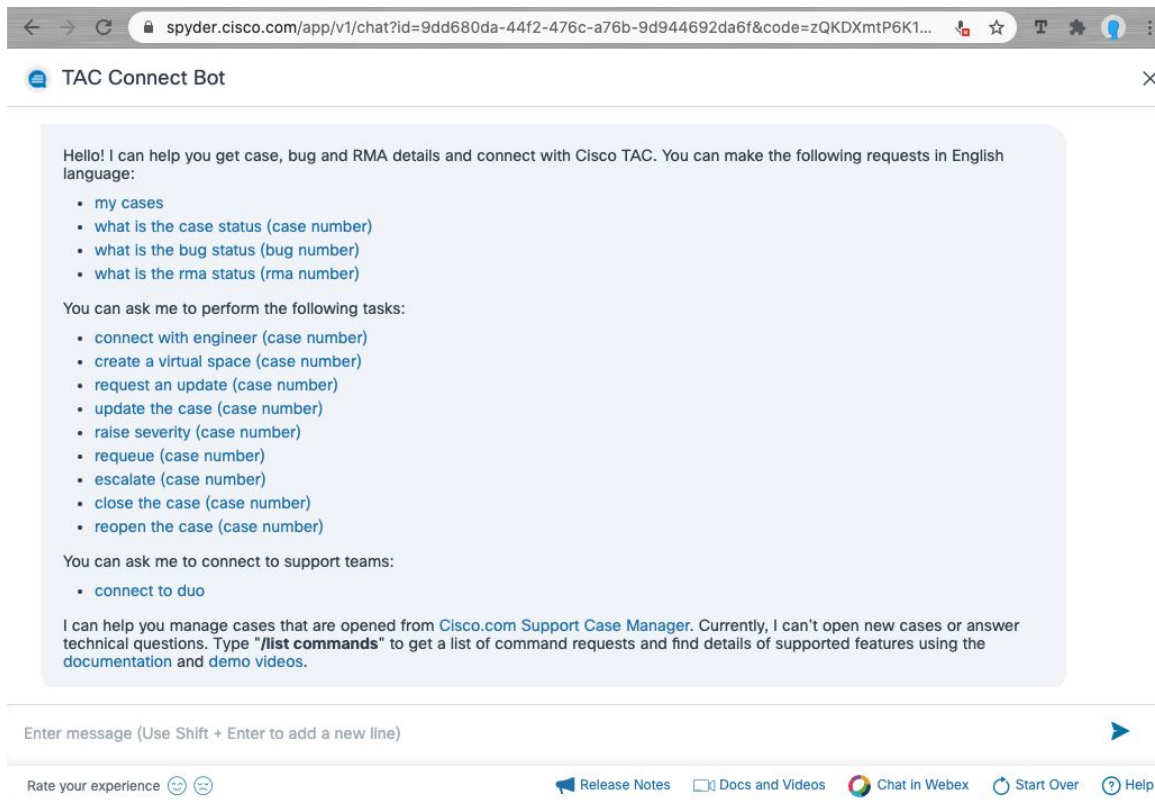
1. (S3, 03/10/2021) 691000885 - Where do I find t
2. (S3, 03/12/2021) 690816577 - latest R22 AMS p
3. (S3, 03/16/2021) 690853720 - Webex and OAC
4. (S4, 03/11/2021) 691007954 - BW Software Ma

Cases that needs my confirmation to close

1. (S3, 03/17/2021) 690954369 - Mutual TLS setu



Bot Usage Examples - Web Interface



spyder.cisco.com/app/v1/chat?id=9dd680da-44f2-476c-a76b-9d944692da6f&code=zQKDXmtP6K1...

TAC Connect Bot

Hello! I can help you get case, bug and RMA details and connect with Cisco TAC. You can make the following requests in English language:

- [my cases](#)
- [what is the case status \(case number\)](#)
- [what is the bug status \(bug number\)](#)
- [what is the rma status \(rma number\)](#)

You can ask me to perform the following tasks:

- [connect with engineer \(case number\)](#)
- [create a virtual space \(case number\)](#)
- [request an update \(case number\)](#)
- [update the case \(case number\)](#)
- [raise severity \(case number\)](#)
- [requeue \(case number\)](#)
- [escalate \(case number\)](#)
- [close the case \(case number\)](#)
- [reopen the case \(case number\)](#)

You can ask me to connect to support teams:

- [connect to duo](#)

I can help you manage cases that are opened from [Cisco.com Support Case Manager](#). Currently, I can't open new cases or answer technical questions. Type **"list commands"** to get a list of command requests and find details of supported features using the [documentation](#) and [demo videos](#).

Enter message (Use Shift + Enter to add a new line)

Rate your experience 😊 😐 😞

[Release Notes](#) [Docs and Videos](#) [Chat in Webex](#) [Start Over](#) [Help](#)





Sherwin Crown

Secure Device Onboarding Using Activation Codes

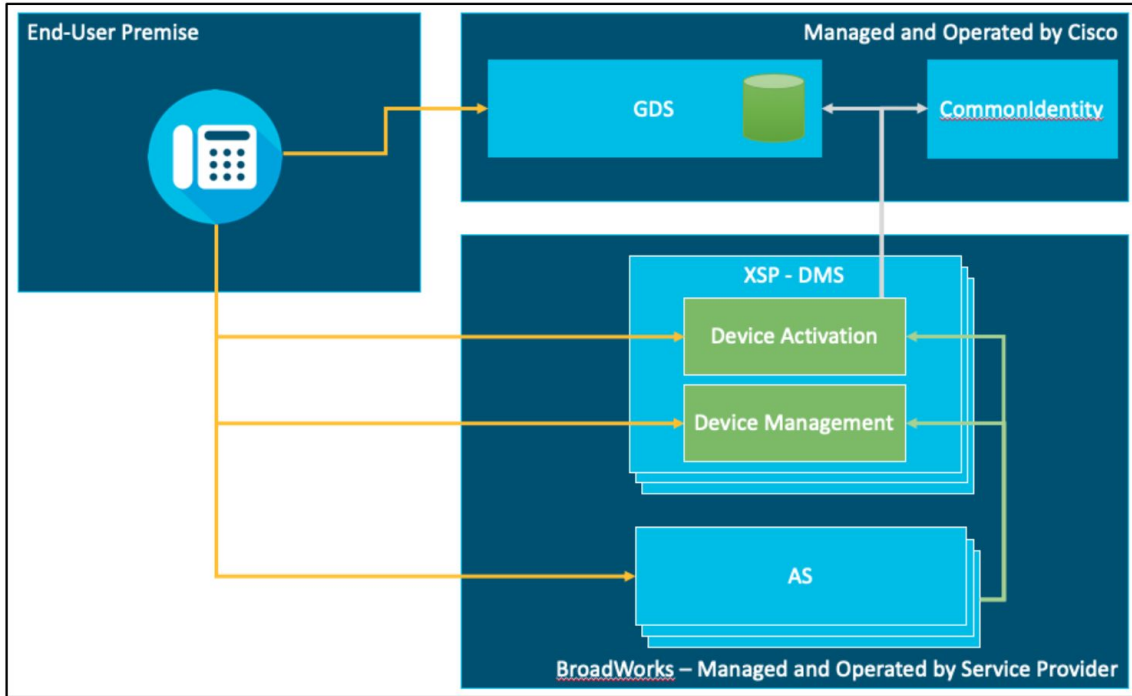


Device Activation

Cisco Document "[Cisco BroadWorks Secure Onboarding Using Activation Codes Solution Guide](#)"

- Currently only intended for the Cisco IP Multiplatform Phones (MPP)
- Feature released in R24 and patched into R22 & R23.
- The goal is to simplify the workflow of provisioning devices to Cisco BroadWorks users.
- This feature allows for a device to be associated with a user without having to provision the MAC address of the device.
- Cisco Account needed for integration.
 - ClientID, Client Secret and a Refresh Token

High Level View



Cisco Operated:

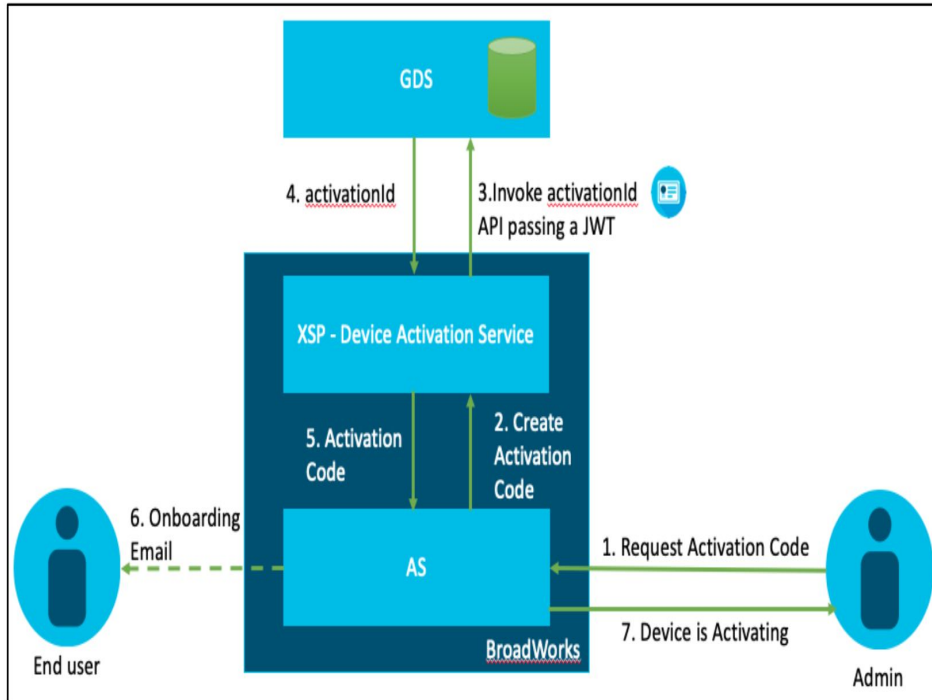
- Common Identity Platform (CIP)
 - Used for authentication and authorization.
- Global Discovery Service (GDS)
 - Handles redirection to the Service Provider's Network (XSPs)

Service Provider Operated:

- XSP
 - Device Management Service (DMS)
 - **Device Activation Service (DAS)**
- Application Server (AS)
 - Device Profile Provisioning

Diagram: [Cisco](#)

Activation Code Generation Flow



Activation Codes

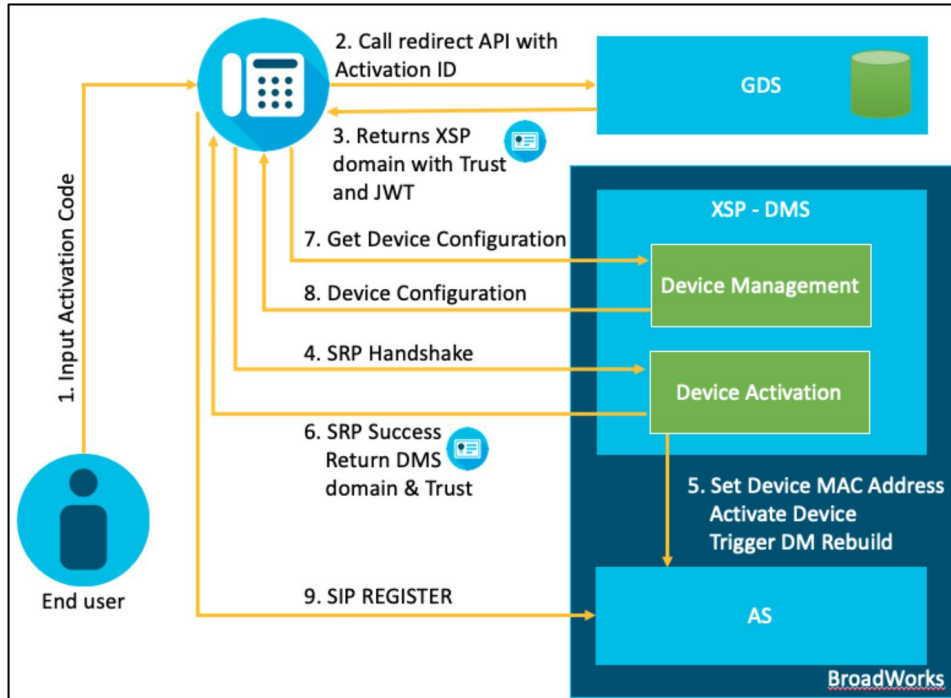
- 16 digit time-bounded code that allows the device to be associated with a user.
- First 8 is the activation ID
- Last 8 is the one-time password
- Only the first 8 is sent to the GDS by DAS

ActivationID

- Generated by the GDS
- DAS generates an Activation Code with ID
- DAS maps code to the user ID/ device key and then returns the activation code to the AS

Diagram: [Cisco](#)

Activation Code Consumption Flow



- End user manually inputs Activation Code into Cisco MPP device.
- MPP queries GDS with activation code.
- Secure Remote Password (SRP)
 - Allows the DAS to validate the authenticity of the device during onboarding.
 - Uses the 8 digit key used to generate the activation code.
- DAS extracts the MAC address from device and completes provisioning on the AS.
- Device is redirected and provisioned using the DMS.

Diagram: [Cisco](#)

Device Activation States

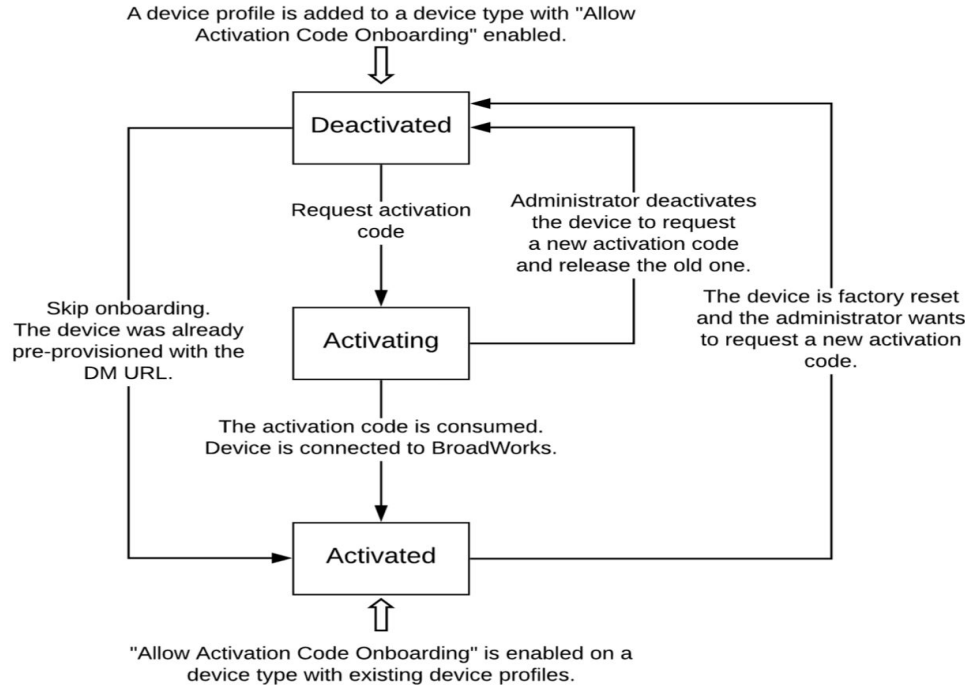


Diagram: [Cisco](#)



Continue the Conversation

Mark R Lindsey, mark@ecg.co, +1-229-316-0013

Schedule a chat: <https://ecg.co/lindsey/meeting>

Brian Tate, btate@ecg.co, +1-229-316-0016

Trevor Wolford, twolford@ecg.co, +1-229-316-0435

Account Manager

