Cisco Hosted Collaboration Solution, Release 10.1(2) Documentation Guide

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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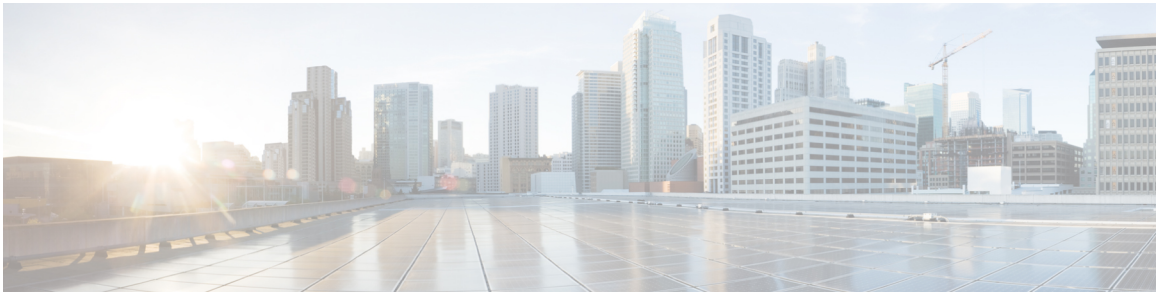

Preface

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Purpose

This document is a reference for the Cisco Hosted Collaboration Solution Release 10.1(2) documentation suite.

Audience

This document is intended for service providers who manage Cisco Hosted Collaboration Solution Release 10.1(2).

Conventions

This document uses the following conventions:

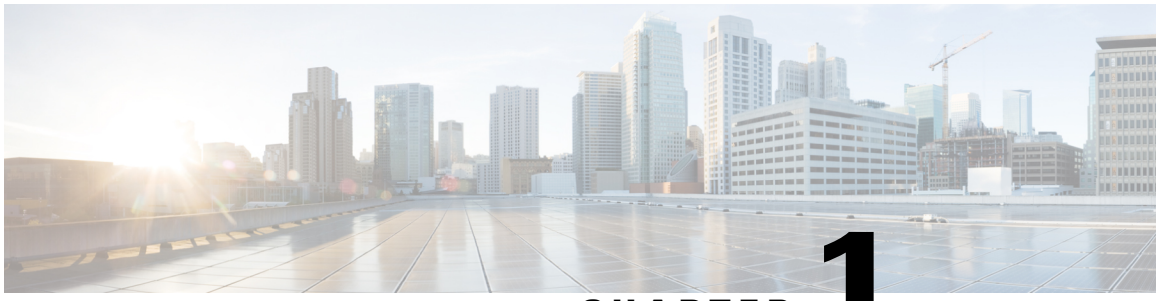
Convention	Description
^ or Ctrl	Both the ^ symbol and Ctrl represent the Control (Ctrl) key on a keyboard. For example, the key combination **^D** or **Ctrl-D** means that you hold down the Control key while you press the D key. (Keys are indicated in capital letters but are not case sensitive.)
bold font	Commands and keywords and user-entered text appear in **bold** font.

Convention	Description
Italic font	Document titles, new or emphasized terms, and arguments for which you supply values are in *italic* font.
`Courier font`	Terminal sessions and information the system displays appear in `courier` font.
`Bold Courier` `font`	**`Bold Courier`** font indicates text that the user must enter.
[x]	Elements in square brackets are optional.
...	An ellipsis (three consecutive non-bolded periods without spaces) after a syntax element indicates that the element can be repeated.
|	A vertical line, called a pipe, indicates a choice within a set of keywords or arguments.
[x | y]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
{x | y}	Required alternative keywords are grouped in braces and separated by vertical bars.
[x {y | z}]	Nested set of square brackets or braces indicate optional or required choices within optional or required elements. Braces and a vertical bar within square brackets indicate a required choice within an optional element.
string	A non-quoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
< >	Non-printing characters such as passwords are in angle brackets.
[ ]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application. The RSS feeds are a free service.



CHAPTER 1

Documentation Changes

- New Documents, page 1
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New Documents

The following document was added for Cisco Hosted Collaboration Solution Release 10.1(2):

- *Cisco Unified Communications Domain Manager Self Service Guide, Release 10.1(2)*

Retired Documents

There were no documents retired for Cisco Hosted Collaboration Solution Release 10.1(2).

Updated Documents

The following documents have been updated for Cisco Hosted Collaboration Solution Release 10.1(2):

Solution Documents

- *Cisco Hosted Collaboration Solution, Release 10.1(2) Solution Reference Network Design Guide*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) End-to-End Planning Guide*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Capacity Planning Guide*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Install Guide*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Upgrade and Migration Guide*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Maintain and Operate Guide*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Customer Onboarding Guide*

- *Cisco Hosted Collaboration Solution, Release 10.1(2) End-User Provisioning Guide*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Dial Plan Management for Cisco Unified Communications Domain Manager, Release 8.1(x)*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Dial Plan Management for Cisco Unified Communications Domain Manager, Release 10.1(x)*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Troubleshooting Guide*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Documentation Guide*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Release Notes*
- *Cisco Hosted Collaboration Solution Compatibility Matrix*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) License Management*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Integration with Cisco Collaboration Client Applications*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) SIP and CTI Support*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Cisco Unified Communications Manager*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Shared Instance Cisco Unified Communications Manager*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Cisco Unified Communications Manager IM and Presence Service*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Cisco Unified Contact Center*
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Cisco Unity Connection*

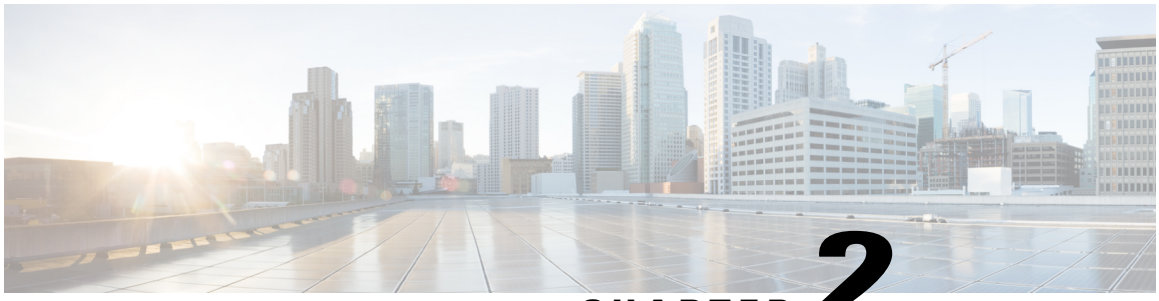
Cisco Hosted Collaboration Mediation Fulfillment Documents

- *Cisco Hosted Collaboration Mediation Fulfillment API Gateway Proxy Developer, Release 10.1(2)*
- *Cisco Hosted Collaboration Mediation Fulfillment Command Line Interface Reference Guide, Release 10.1(2)*
- *Cisco Hosted Collaboration Mediation Fulfillment, Developer Guide Release 10.1(2)*
- *Cisco Hosted Collaboration Mediation Fulfillment Planning Guide, Release 10.1(2)*
- *Cisco Hosted Collaboration Mediation Fulfillment Install and Configure Guide, Release 10.1(2)*
- *Cisco Hosted Collaboration Mediation Fulfillment Maintain and Operate Guide, Release 10.1(2)*
- *Cisco Hosted Collaboration Mediation Fulfillment Troubleshooting Guide, Release 10.1(2)*

Cisco Unified Communications Domain Manager Documents

- *Cisco Unified Communications Domain Manager, Release 10.1(2) Planning and Install Guide*
- *Cisco Unified Communications Domain Manager, Release 10.1(2) Maintain and Operate Guide*
- *Cisco Unified Communications Domain Manager, Release 10.1(2) Bulk Loader Provisioning Guide*

- *Cisco Unified Communications Domain Manager, Release 10.1(2) API Reference Guide*
- *Cisco Unified Communications Domain Manager, Release 10.1(2) Troubleshooting Guide*



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- Configure, page 6
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Documentation Resources

The following page lists the documentation resources that are available for Cisco Hosted Collaboration Solution Release 10.1(2): http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-10-1-2/model.html.

Planning and Overview

Compatibility Matrix

This document lists the component versions that are compatible with Cisco HCS.

Planning Guides

- *Cisco Hosted Collaboration Solution, Release 10.1(2) Solution Reference Network Design Guide*: This document contains design considerations, guidelines, and best practices for deploying standard Cisco Hosted Collaboration Solution (HCS).
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Capacity Planning Guide*: This document provides capacity planning information for Cisco Hosted Collaboration Solution (HCS).
- *Cisco Hosted Collaboration Solution, Release 10.1(2) End-to-End Planning Guide*: This document provides the processes and tasks that are required to design a Cisco Hosted Collaboration Solution.

Release Notes

Cisco Hosted Collaboration Solution, Release 10.1(2) Release Notes: This document contains information on new and changed features, open caveats, and where to find information on resolved caveats in the release.

Licensing

Cisco Hosted Collaboration Solution, Release 10.1(2) License Management: This document provides the steps required to obtain, activate, and manage licenses related to Cisco Hosted Collaboration Solution (HCS). This document also describes how to extract information about license usage from individual components that are part of Cisco HCS.

Security Advisories, Responses and Notices

See http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-hcs/products-security-advisories-list.html for information on the latest security advisories, responses and notices.

Install and Upgrade

- *Cisco Hosted Collaboration Solution, Release 10.1(2) Install Guide*: This document provides a high-level view of the installation of a Cisco Hosted Collaboration Solution (HCS) system. The document includes information related to installation strategies, discusses the installation sequence, and emphasizes the order in which components are to be installed. Specific product documentation is referenced for detailed installation instructions.
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Upgrade and Migration Guide*: This document summarizes the process that you must follow when upgrading your Cisco Hosted Collaboration Solution deployment to Release 10.1(2). This document includes an overview of the solution upgrade and migration process as well as strategies, best practices, recommendations, and procedures for upgrading or migrating the Cisco HCS components or optional components to Release 10.1(2).

Configure

- *Cisco Hosted Collaboration Solution, Release 10.1(2) Customer Onboarding Guide*: This document describes the customer onboarding process by providing configuration procedures for major Cisco Hosted Collaboration Solution (HCS) components. Configuration procedures are provided in the form of checklists supported by high-level procedures. The configuration steps should be treated as reference information because, based on the customer network design, the steps may vary.
- *Cisco Hosted Collaboration Solution, Release 10.1(2) End-User Provisioning Guide*: This document provides the information needed to provision end users in the Cisco Hosted Collaboration Solution. This document includes information on the different configuration tools available, as well as how to add and manage end users, their devices, and their services.

Maintain and Operate

- *Cisco Hosted Collaboration Solution, Release 10.1(2) Maintain and Operate Guide*: This document provides solution-focused information on maintenance tools, performance monitoring with Prime Collaboration Assurance, and backup and restore tasks.
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Dial Plan Management for Cisco Unified Communications Domain Manager, Release 10.1(x)*: This document outlines the key architectural elements that define the Cisco HCS Dial Plan Model, the mechanics of how the model is constructed, and the resulting service configurations in Cisco Unified Communications Domain Manager 10.1(2).
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Dial Plan Management for Cisco Unified Communications Domain Manager, Release 8.1(x)*: This document outlines the key architectural elements that define the Cisco HCS Dial Plan Model, the mechanics of how the model is constructed, and the resulting service configurations in Unified Communications Domain Manager 8.1(4).

Troubleshooting

Troubleshooting Guides

- *Cisco Hosted Collaboration Solution, Release 10.1(2) Troubleshooting Guide*: This document provides troubleshooting information for the Cisco Hosted Collaboration Solution (HCS).

Reference

Programming Guides

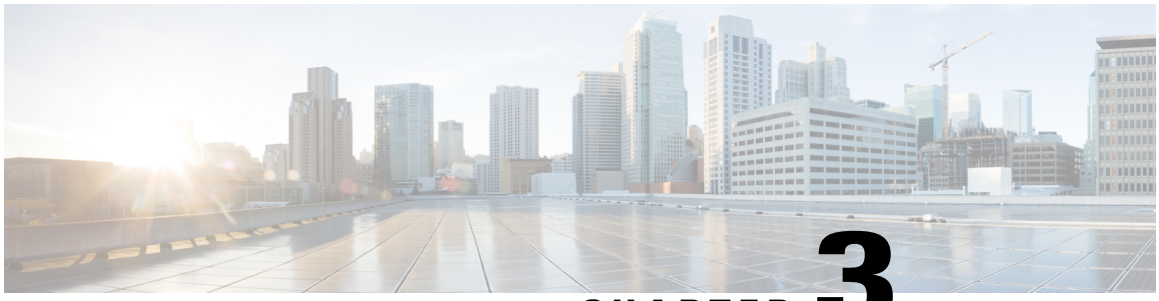
- The *HCS Web Services Interface Javadoc* and *HCS Web Services Interface Javadoc Sample Code* describe methods and sample code for the HCS Fulfillment, HCS License Manager, Shared Data Repository, and Service Inventory web services.

Reference Guides

- *Cisco Hosted Collaboration Solution, Release 10.1(2) Integration with Cisco Collaboration Client Applications*: This document provides detailed information and descriptions of the Cisco UC Integration for Microsoft Office Communicator / Cisco UC Integration for Microsoft Lync functionality delivered in Cisco Hosted Collaboration Solution (HCS), as well as for Cisco Collaboration Client Applications for HCS configuration.
- *Cisco Hosted Collaboration Solution, Release 10.1(2) SIP and CTI Support*: This document outlines Session Initiation Protocol (SIP) and CTI support in HCS.

Feature Support Documentation

- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Cisco Unified Communications Manager*: This document clarifies the support and provisioning approach for key Cisco Unified Communications Manager (Unified CM) features in Cisco HCS.
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Cisco Unified Communications Manager IM and Presence Service*: This document clarifies the support and provisioning approach for Cisco Unified Communications Manager IM and Presence Service features in Cisco HCS.
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Cisco Unified Contact Center*: This document clarifies the support and provisioning approach for key Cisco Unified Contact Center features in Cisco HCS.
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Shared Instance Cisco Unified Communications Manager*: This document clarifies the support and provisioning approach for key Shared Instance features in Cisco HCS.
- *Cisco Hosted Collaboration Solution, Release 10.1(2) Features for Cisco Unity Connection*: This document clarifies the support and provisioning approach for key Cisco Unity Connection features in Cisco HCS.



CHAPTER 3

Functional-Level Documentation

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- Metaswitch Perimeta Session Border Controller, page 12

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The following page lists the documentation resources that are available for Cisco Hosted Collaboration Solution Release 10.1(2): http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-10-1-2/model.html.

Cisco Hosted Collaboration Mediation Fulfillment

To view the Cisco HCM-F documents, see http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-hcs/tsd-products-support-series-home.html.

- *Cisco Hosted Collaboration Mediation Fulfillment Planning Guide, Release 10.1(2)*: This document provides instructions for planning Cisco Hosted Collaboration Mediation Fulfillment (HCM-F) in Cisco Hosted Collaboration Solution (HCS), including information on Cisco HCM-F services and resource requirements.
- *Cisco Hosted Collaboration Mediation Fulfillment Install and Configure Guide, Release 10.1(2)*: This document provides the information and procedures for installing, upgrading, and configuring Cisco HCM-F.
- *Cisco Hosted Collaboration Mediation Fulfillment Maintain and Operate Guide, Release 10.1(2)*: This document provides instructions for maintaining and operating Cisco HCM-F in Cisco HCS.
- *Cisco Hosted Collaboration Mediation Fulfillment Troubleshooting Guide, Release 10.1(2)*: This document provides the information about troubleshooting tools and procedures for troubleshooting components of Cisco HCM-F.

- *Cisco Hosted Collaboration Mediation Fulfillment Command Line Interface Reference Guide, Release 10.1(2)*: This document provides information on the command line interface for Cisco HCM-F.
- *Cisco Hosted Collaboration Mediation Fulfillment API Gateway Proxy Developer, Release 10.1(2)*: This document describes the Cisco HCS North Bound Interface Web Service APIs that are supported with Cisco Hosted Collaboration Mediation Fulfillment in Cisco Hosted Collaboration Solution.
- *Cisco Hosted Collaboration Mediation Fulfillment, Developer Guide Release 10.1(2)*: This document describes the Cisco HCS REST North Bound Interface Web Service APIs and the Cisco HCS SOAP North Bound Interface Web Service APIs.

Cisco Unified Communications Domain Manager

Cisco Unified Communications Domain Manager 10.1(2)

The following documents were updated for the Cisco Unified Communications Domain Manager 10.1(2) release:

- *Cisco Unified Communications Domain Manager, Release 10.1(2) Planning and Install Guide*: this document provides instructions for planning your Cisco Unified Communications Domain Manager deployment and installing the application.
- *Cisco Unified Communications Domain Manager, Release 10.1(2) Maintain and Operate Guide*: this document provides instructions for the day to day operation and maintenance of Cisco Unified Communications Domain Manager.
- *Cisco Unified Communications Domain Manager, Release 10.1(2) Troubleshooting Guide*: this document offers troubleshooting advice for Cisco Unified Communications Domain Manager.
- *Cisco Unified Communications Domain Manager, Release 10.1(2) API Reference Guide*: this document describes the Cisco Unified Communication Domain Manager APIs, including schema, for service providers and developers.
- *Cisco Unified Communications Domain Manager, Release 10.1(2) Bulk Loader Provisioning Guide*: this document provides instructions for using Bulk Loaders to provision Cisco Unified Communications Domain Manager.
- *Cisco Unified Communications Domain Manager, Release 10.1(2) Self Service Guide*: this document describes the Self Service operations available in Cisco Unified Communications Domain Manager.

Cisco Unified Communications Domain Manager 8.1.4

CUCDM 8.1.4 User and Platform Guides: This zip file contains all Cisco Unified Communications Domain Manager documents. The documents are organized by the structure that is specified in the *User Assistance Guide for Cisco Unified Communications Domain Manager* .

The following documents were updated for the Cisco Unified Communications Domain Manager 8.1.4 ER1 release:

- *Bulk Loader Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Call Manager Model Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *CUCDM-HCS 8.1.4 Platform Build Process*

- *Self Care Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Unified CM Build Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Deployment Guide for Cisco Unified Communications Domain Manager 8.1.4 ER1*
- *IM and Presence Static Configuration Guide (Unified CM Version 9.x) for Cisco Unified Communications Domain Manager 8.1.4*
- *IM and Presence Static Configuration Guide (Unified CM Version 10 or later) for Cisco Unified Communications Domain Manager 8.1.4*
- *Command Line Interface (CLI) for Cisco Unified Communications Domain Manager 8.1.4*
- *SNMP Support for Cisco Unified Communications Domain Manager 8.1.4*

The following list is a selection of the other most commonly used documents for Cisco Unified Communications Domain Manager release 8.1.4:

- *Advanced Phone Settings for Cisco Unified Communications Domain Manager 8.1.4*
- *Customers-Divisions-Locations Loader User Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Deploying a High Availability CUCDM SERVER on VMware for Cisco Unified Communications Domain Manager 8.1.4*
- *LDAP Integration Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *License Activation Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *LocAdmin Loader User Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Network Elements Loader User Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *PGW Static Setup Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *FCT-ENT Loader User Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Backup and Restore Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Platform Upgrade Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Redundancy and Disaster Recovery Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *FAQ and Troubleshooting Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Unified Communications Domain Manager v814 Reference Bulk-Loader Set Technical Overview*
- *Network Ports for Cisco Unified Communications Domain Manager 8.1.4*
- *Server Overview Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *SSL Certificate Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *User Assistance Guide for Cisco Unified Communications Domain Manager 8.1.4*
- *Web Services Guide for Cisco Unified Communications Domain Manager 8.1.4*

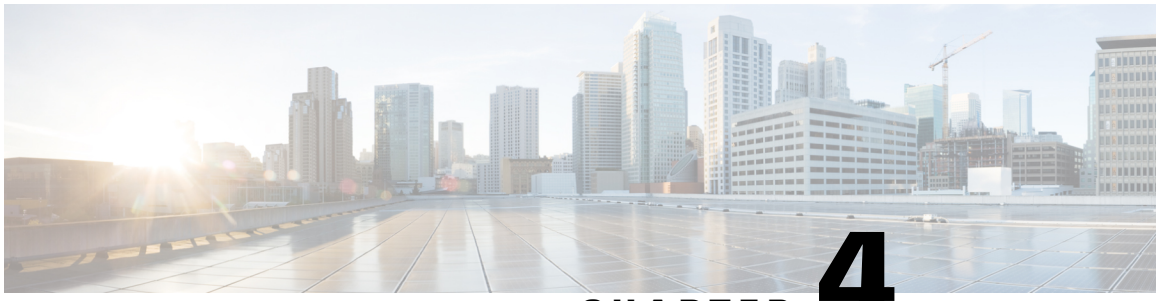
Cisco Virtual PGW 2200 Softswitch

Cisco Virtual PGW 2200 Softswitch 9.9 Documentation for Cisco HCS: All Cisco Virtual PGW 2200 Softswitch documents exist in the zip file as follows:

- *Cisco Virtual PGW 2200 (VPGW) 9.9 Migration Guide*
- *Cisco Virtual PGW 2200 (VPGW) Softswitch Release 9.9 MML Command Reference*
- *Cisco Virtual PGW 2200 (VPGW) Softswitch Release 9.9 Operations, Maintenance, and Troubleshooting Guide*
- *Cisco Virtual PGW 2200 (VPGW) Softswitch Release 9.9 Software Installation and Configuration Guide*
- *Cisco Virtual PGW 2200 (VPGW) Softswitch Release 9.9 Dial Plan Guide*
- *Cisco Virtual PGW 2200 (VPGW) Softswitch Release 9.9 Provisioning Guide*
- *Provisioning Examples for Cisco Virtual PGW 2200 (VPGW) Softswitch*
- *Release Notes for HCS Cisco Virtual PGW 2200 (VPGW) Softswitch*
- *Cisco Virtual PGW 2200 Softswitch Display Name and Connected Number Interworking Feature Module*
- *Cisco Virtual PGW 2200 Softswitch Domain-Based Routing Feature Module*
- *Cisco Virtual PGW 2200 Softswitch Enhanced Generic Number Handling Feature Module*
- *Cisco Virtual PGW 2200 Softswitch Generic Call Tagging Feature Module*
- *Cisco Virtual PGW 2200 Softswitch Inter-Unified CM SIP Trunk Service Transparency for MWI, KPML, and COLP Feature Module*
- *Cisco Virtual PGW 2200 Softswitch Secure Real-Time Transport Protocol Support Feature Module*
- *Cisco Virtual PGW 2200 Softswitch SIP Profiles Feature Module*
- *Cisco Virtual PGW 2200 Soft switch Support of Tunneled QSIG over SIP (SIPQ)*
- *Cisco Virtual PGW 2200 Softswitch Support for Tel URI in SIP Diversion Header Feature Module*
- *Cisco Virtual PGW 2200 Softswitch Support of PAID Tel URI Feature Module*
- *Cisco Virtual PGW 2200 Softswitch TCP Transport for SIP Phase II Feature Module*
- *Cisco Virtual PGW 2200 Softswitch TG Advance Feature Module*

Metaswitch Perimeta Session Border Controller

To view the Metaswitch Perimeta Session Border Controller documents, see http://www.metaswitch.com/products/perimeta-session-border-controller.



CHAPTER 4

Related Component-Level Documentation

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Component-Level Documentation

Component-level documentation is for reference. Component-level documentation may cover functionality and capabilities not used in HCS. Refer to Solution-Level Documentation for the supported usage of the components within HCS.

Review the *Cisco Hosted Collaboration Solution Compatibility Matrix* for information about supported releases of components.

Aggregation Layer

To obtain documentation on aggregation layer components, refer to the following:

- **Cisco AS5400XM Universal Gateway (Trunking)**: http://www.cisco.com/en/US/products/hw/univgate/ps505/tsd_products_support_series_home.html
- **Cisco IP Transfer Point**: http://www.cisco.com/en/US/products/sw/wirelssw/ps1862/tsd_products_support_series_home.html
- **Cisco PGW**: http://www.cisco.com/en/US/products/hw/vcallcon/ps2027/tsd_products_support_series_home.html

  For more information on third-party software components and hardware requirements, refer to Cisco PGW 2200 Softswitch installation guides.
- **Cisco Unified Border Element**: http://www.cisco.com/c/en/us/support/unified-communications/unified-border-element/tsd-products-support-series-home.html
- **Cisco Unified Communications Manager Session Management Edition**: http://www.cisco.com/en/US/products/ps10661/tsd_products_support_series_home.html
- **Metaswitch Perimeta Session Border Controller**: see the vendor website.
- **Cisco vPGW**: Refer to the Cisco Virtual PGW 2200 Softswitch Documentation for Cisco HCS on the Component Documentation tab at http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-10-1-2/model.html

  For information specifically on the PGW/vPGW Full Number Translation TimesTen DB Package, refer to http://www.cisco.com/en/US/docs/voice_ip_comm/pgw/9/feature/module/9.7_3_/f_n_trns.html.

Cisco Endpoints

To obtain documentation on Cisco endpoints, refer to the following:

- **Cisco IP Communicator**: http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html
- **Cisco IP Video Phone E20**: http://www.cisco.com/en/US/products/ps11329/tsd_products_support_eol_series_home.html
- **Cisco Jabber for Android**: http://www.cisco.com/en/US/products/ps11678/tsd_products_support_series_home.html
- **Cisco Jabber for iPhone**: http://www.cisco.com/en/US/products/ps11596/tsd_products_support_series_home.html
- **Cisco Jabber for Blackberry**: http://www.cisco.com/en/US/products/ps11763/tsd_products_support_series_home.html
- **Cisco Jabber for iPad**: http://www.cisco.com/en/US/products/ps12430/tsd_products_support_series_home.html
- **Cisco TelePresence**: visit http://www.cisco.com/cisco/web/psa/default.html?mode=prod&level0=280789323; then, select the Cisco TelePresence product that applies to you.
- **Cisco UC Integration (TM) for Cisco WebEx Connect**: http://www.cisco.com/en/US/products/ps10627/tsd_products_support_series_home.html

- **Cisco UC Integration (TM) for Microsoft Lync**: http://www.cisco.com/c/en/us/support/unified-communications/uc-integration-tm-microsoft-lync/tsd-products-support-series-home.html
- **Cisco UC Integration for IBM**: http://www.cisco.com/en/US/products/ps12774/tsd_products_support_series_home.html
- **Cisco UC Integration for Microsoft Office Communicator**: http://www.cisco.com/en/US/products/ps10317/tsd_products_support_series_home.html
- **Cisco UC Integration for RTX**: http://www.cisco.com/en/US/products/ps11241/tsd_products_support_series_home.html
- **Cisco Unified IP Phone 6900 Series**: http://www.cisco.com/en/US/products/ps10326/tsd_products_support_series_home.html
- **Cisco Unified IP Phone 7900 Series**: http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html
- **Cisco Unified IP Phone 8900 Series**: http://www.cisco.com/en/US/products/ps10451/tsd_products_support_series_home.html
- **Cisco Unified IP Phone 9900 Series**: http://www.cisco.com/en/US/products/ps10453/tsd_products_support_series_home.html
- **Cisco Unified SIP Phone 3900 Series**: http://www.cisco.com/en/US/products/ps7193/tsd_products_support_series_home.html
- **Cisco Unified Personal Communicator for Windows or MacOS**: http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html
- **Cisco Unified Video Advantage**: http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html

Cisco Gateways and Adapters

To obtain documentation on Cisco Gateways and Adapters, refer to the following:

- **Cisco ATA 180 Series Analog Telephone Adaptors**: http://www.cisco.com/c/en/us/support/unified-communications/ata-180-series-analog-telephone-adaptors/tsd-products-support-series-home.html
- **Cisco VG Series Gateways**: http://www.cisco.com/en/US/products/hw/gatecont/ps2250/tsd_products_support_series_home.html
- **Transnova S3**: *Configuring Cisco Unified Communications Manager for the NovaTec TransNova S3 Voice Gateway* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_installation_and_configuration_guides_list.html
- **Cisco Expressway Series**: http://www.cisco.com/c/en/us/support/unified-communications/expressway-series/tsd-products-support-series-home.html

Cisco Unified Communications Applications and Widgets

To obtain documentation on Cisco Unified Communications Applications and Widgets, refer to the following:

- **Cisco Emergency Responder**: http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd_products_support_series_home.html
- **Cisco Hosted Collaboration Solution for Contact Center**: http://www.cisco.com/en/US/products/ps12796/tsd_products_support_series_home.html
- **Cisco Unified Attendant Consoles Premium Edition**: http://www.cisco.com/en/US/products/ps7282/tsd_products_support_series_home.html
- **Cisco Unified Communications Manager IM and Presence Service**: http://www.cisco.com/c/en/us/support/unified-communications/unified-presence/tsd-products-support-series-home.html
- **Cisco Unified Communications Manager**: http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
- **Cisco Unified Contact Center Express**: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
- **Cisco Virtual Experience Client VXC 6215**: http://www.cisco.com/c/en/us/support/collaboration-endpoints/virtualization-experience-client-6000-series/tsd-products-support-series-home.html
- **Cisco WebEx Meeting Center**: http://www.cisco.com/en/US/products/ps10409/tsd_products_support_series_home.html
- **Cisco Paging Server**: http://www.cisco.com/c/en/us/support/unified-communications/paging-server/tsd-products-support-series-home.html

Cisco Unified Survivable Remote Site Telephony (SRST) Gateways

To obtain documentation on **Cisco 1800, 2800, and 3800 Series Integrated Services Routers G1**, refer to the following:

- **Cisco 1800 Series Integrated Services Routers**: http://www.cisco.com/en/US/products/ps5853/tsd_products_support_series_home.html
- **Cisco 2800 Series Integrated Services Routers**: http://www.cisco.com/en/US/products/ps5854/tsd_products_support_series_home.html
- **Cisco 3800 Series Integrated Services Routers**: http://www.cisco.com/en/US/products/ps5855/tsd_products_support_series_home.html

To obtain documentation on **Cisco 1900, 2900, and 3900 Series Integrated Services Routers G2**, refer to the following:

- **Cisco 1900 Series Integrated Services Routers**: http://www.cisco.com/en/US/products/ps10538/tsd_products_support_series_home.html
- **Cisco 2900 Series Integrated Services Routers**: http://www.cisco.com/en/US/products/ps10537/tsd_products_support_series_home.html
- **Cisco 3900 Series Integrated Services Routers**: http://www.cisco.com/en/US/products/ps10536/tsd_products_support_series_home.html

Media Resources and MCU

To obtain documentation on Media Resources and MCU, refer to the following:

- **Cisco 2800 Series Integrated Services Routers**: http://www.cisco.com/en/US/products/ps5854/tsd_products_support_series_home.html
- **Cisco 2900 Series Integrated Services Routers**: http://www.cisco.com/en/US/products/ps10537/tsd_products_support_series_home.html
- **Cisco 3900 Series Integrated Services Routers**: http://www.cisco.com/en/US/products/ps10536/tsd_products_support_series_home.html
- **Cisco TelePresence MCU 4200**: http://www.cisco.com/en/US/products/ps11342/tsd_products_support_series_home.html
- **Cisco TelePresence MCU 4500**: http://www.cisco.com/en/US/products/ps11341/tsd_products_support_series_home.html
- **Cisco TelePresence MSE 8000 Series**: http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html

Security Appliance

To obtain documentation on Security appliance, refer to the following:

- **Cisco ASA 5500 Series Adaptive Security Appliances**: http://www.cisco.com/en/US/products/ps6120/tsd_products_support_series_home.html
- **Cisco Virtual Security Gateway for Cisco Nexus 1000V Series Switches**: http://www.cisco.com/en/US/products/ps9902/tsd_products_support_series_home.html
- **Cisco ASA 5500-X Series Firewall** : http://www.cisco.com/c/en/us/support/security/asa-5500-series-next-generation-firewalls/tsd-products-support-series-home.html
- **LDAP-Microsoft Active Directory**: see the vendor website.

Service Assurance

Cisco Prime Collaboration Assurance

To obtain documents for Cisco Prime Collaboration Assurance, see http://www.cisco.com/en/US/products/ps12363/tsd_products_support_series_home.html.

Service Deployment

Cisco Prime Collaboration Deployment

To obtain documents for Cisco Prime Collaboration Deployment:

- Administration: http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html
- Release Notes: http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html

Service Fulfillment

To obtain documentation on Service Fulfillment, see the following:

- **Cisco Hosted Collaboration Mediation Fulfillment**: Cisco Hosted Collaboration Mediation Fulfillment documents are listed on the Component Documentation tab of this page: http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-10-1-2/model.html.
- **Cisco Network Registrar**: http://www.cisco.com/en/US/products/sw/netmgtsw/ps1982/tsd_products_support_series_home.html
- **Cisco Unified Communications Domain Manager 8.1(4)**: Cisco Unified Communications Domain Manager 8.1.4 documents are listed on the Component Documentation tab of this page: http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-10-1-2/model.html.
- **Cisco Unified Communications Domain Manager 10.1(2)**: Cisco Unified Communications Domain Manager 10.1(2) documents are listed on the Component Documentation tab of this page: http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-10-1-2/model.html.
- **Prime License Manager**: http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-license-manager/tsd-products-support-series-home.html

Third-Party Endpoints

Refer to the vendor website for all third-party endpoints, including:

- AS-SIP Endpoint
- CTI Applications (also Jabber Clients)
- Generic Desktop Video Endpoint
- Generic Multiple Screen Room System
- Generic Single Screen Room System
- SIP Device (Basic and Advanced)

Virtualized Multi-Tenant Data Center Infrastructure

To obtain documentation, refer to the following:

- **Cisco ASR 9000 Series Aggregation Services Routers**: http://www.cisco.com/en/US/products/ps9853/tsd_products_support_series_home.html
- **Cisco MDS 9222i Multilayer Switches**: http://www.cisco.com/en/US/products/ps5988/tsd_products_support_series_home.html
- **Cisco MDS 9500 Series Multilayer Directors**: http://www.cisco.com/en/US/products/ps5990/tsd_products_support_series_home.html
- **Cisco Nexus 5000 Series Switches**: http://www.cisco.com/c/en/us/support/switches/nexus-5000-series-switches/tsd-products-support-series-home.html
- **Cisco Nexus 7000 Series Switches**: http://www.cisco.com/en/US/products/ps9402/tsd_products_support_general_information.html
- **Cisco UCS B-Series Blade Server**: http://www.cisco.com/en/US/products/ps10280/tsd_products_support_series_home.html
- **Cisco UCS C-Series Rack Servers**: http://www.cisco.com/en/US/products/ps10493/tsd_products_support_series_home.html
- **Cisco UCS 2200 Series Fabric Extenders**: http://www.cisco.com/c/en/us/products/collateral/servers-unified-computing/ucs-6200-series-fabric-interconnects/data_sheet_c78-675243.html
- **Cisco UCS 5100 Series Blade Server Chassis**: http://www.cisco.com/en/US/products/ps10279/tsd_products_support_series_home.html
- **Cisco UCS 6200 Series Fabric Interconnects**: http://www.cisco.com/c/en/us/support/servers-unified-computing/ucs-6200-series-fabric-interconnects/tsd-products-support-series-home.html
- **Cisco Unified Computing System Manager**: http://www.cisco.com/en/US/products/ps10281/tsd_products_support_series_home.html
- **Cisco Virtual Network Management Center**: http://www.cisco.com/en/US/products/ps11213/tsd_products_support_series_home.html
- **EMC storage solutions**: see the vendor website.
- **Network Appliance (NetApp) storage solutions**: see the vendor website.
- **Hypervisor-VMware vSphere Enterprise Plus (Includes VMware ESXi and VMware vCenter)**: see the vendor website.
- **VMware vCenter Server**: see the vendor website.