Preface

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Purpose

This document provides information to use when troubleshooting Cisco Hosted Collaboration Mediation Fulfillment (HCM-F) in Cisco Hosted Collaboration Solution (HCS). This guide contains information about troubleshooting tools and procedures to use to troubleshoot the various components of HCM-F.

Audience

This document is intended for service providers who are responsible for troubleshooting problems in HCM-F. This guide requires knowledge of Cisco Hosted Collaboration Solution (HCS).

Organization

Chapter	Description
1 Troubleshooting Tools	Covers setting up SNMP, viewing diagnostic reports, using the Real Time Monitoring Tool (RTMT), and managing alarms and traces.
2 Troubleshooting HCM-F	Covers general troubleshooting of HCMF platform, and troubleshooting Infrastructure Manager, synchronization services, Platform Manager, and Service Inventory components.

Chapter	Description
3 Cisco HCM-F Service-Specific Alarms	Outlines service-specific alarms for Cisco HCM-F.

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.
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.

Convention	Description
[ ]	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.

Obtain Documentation and Submit Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

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This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: http://www.cisco.com/wwl/export/crypto/tool/stqrg.html. If you require further assistance please contact us by sending email to export@cisco.com.