



CHAPTER 1

Introduction

This guide describes how to install, upgrade to HCM 1.2 from HCM 1.1, and uninstall HCM Service Assurance. This chapter describes the Hosted Collaboration Mediation (HCM) software.

HCM is intended for use in a Managed Service Provider's (MSP) Network Operations Center (NOC). The main component in HCM is called Service Assurance. For more information, see [HCM Service Assurance](#).

HCM Service Assurance

HCM Service Assurance provides a single pane view of assurance data in the hosted environment and provides various summaries and reports. HCM Service Assurance acts as a bridge among customer-specific implementations of the following domain managers, in a virtualized environment:

- Cisco Unified Operations Manager (CUOM)
- VMware vCenter
- Cisco Unified Computing System Manager (UCSM)
- Data Center Network Manager (DCNM)-LAN and SAN

HCM Service Assurance aggregates data from multiple instances of these domain managers, so that when you log into HCM Service Assurance, you can view aggregated customer data in a single window. HCM Service Assurance comprises a set of Administration and Dashboard portlets and a Diagnostics portlet.

The Dashboard portlets enable you to aggregate data from each virtualized instance of CUOM, vCenter, UCSM, DCNM-LAN, and DCNM-SAN.

The Administration portlets enable you to cross-launch to the web pages of the individual instances of CUOM, vCenter, UCSM, DCNM-SAN for customer-centric views.

The portlets leverage the existing APIs and make API calls to retrieve information from domain managers. HCM Service Assurance supports a VMWare-based deployment and can be installed and operated alongside other portal servers or applications.

See [Chapter 2, "Installing, Upgrading, and Uninstalling HCM Service Assurance"](#) for:

- [HCM Service Assurance Server Requirements](#)
- [HCM Service Assurance Default Ports](#)
- [HCM Service Assurance Pre-Installation Steps](#)
- [Installing/Upgrading and Starting HCM Service Assurance in a Non-Cluster Setup](#)

- [Installing HCM Service Assurance in a Cluster Setup](#)
- [HCM Service Assurance Post-Installation Tasks](#)
- [Uninstalling HCM Service Assurance](#)