



Release Notes for Cisco Hosted Collaboration Mediation, 1.2

August 25, 2011, OL-24027-01

This document describes the new features, resolved issues and known problems that are applicable to Cisco Hosted Collaboration Mediation (HCM) Release 1.2. These release notes accompany the *User Guide for Cisco Hosted Collaboration Mediation 1.2* and the *Installation Guide for Cisco Hosted Collaboration Mediation 1.2*.



Note

You can access the Cisco Hosted Collaboration Mediation documents, including this release notes, at http://www.cisco.com/en/US/products/ps11243/tsd_products_support_series_home.html

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Introduction

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, page 2](#).

HCM Service Assurance

HCM Service Assurance provides a single pane view of assurance data in the hosted environment and displays 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
- Data Center Network Manager (DCNM)—SAN

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

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

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

The Diagnostics portlet enables you to initiate different tests to verify a given phone IP.

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.

New Features in HCM 1.2

The following new features are shipped with Cisco Hosted Collaboration Mediation 1.2.

- You can add data to HCM and the underlying domain managers, using a customized spreadsheet that contains customer and inventory information
- When you install or upgrade to HCM 1.2, you can select either ACS 5.1 or LDAP as your authentication server.
- You can monitor the alarms generated by the two domain managers DCNM-SAN and DCNM-LAN, using a newly-added portlet called the Aggregated Data Center. You can also cross-launch to the domain manager DCNM-SAN. You can add, view, edit, and delete the domain managers DCNM-LAN and DCNM-SAN using the Customer Administration portlet.
- A new icon in the alarm summary table alerts you on the changed alarm count since the last poll. This functionality applies to the following portlets:
 - Aggregated Alarm Summary
 - Alarm Summary
 - Phone Summary.
- You can cross launch and monitor the alarms generated by UCSM Chassis besides the UCSM Blade. The alarms generated on the chassis are reported by the newly-added portlet, Aggregated Data Center.
- HCM uses a new CUOM API, which enables you to share operator data between HCM and CUOM after entering the information only once.
- You can view customer-wise data for all alarms generated on CUOM.
- You can edit device details and delete devices using HCM GUI.
- You can seamlessly migrate from HCM 1.1 to HCM 1.2 without loss of data.

Known Problems

Table 1 describes problems known to exist in this release.


Note

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. (You will be prompted to log into Cisco.com).

Table 1 **Known Issues**

Bug ID	Summary	Additional Information
CSCtr23979	When you attempt to delete devices associated with a domain manager (from the Edit/Delete Device menu), some devices that you added earlier are missing, You will also notice the gear spinner icon active. This indicates that the server time and time zone in HCM and CUOM are not synchronized.	<p>This problem occurs when you do the following:</p> <ol style="list-style-type: none"> 1. From the Customer Administration Launch Point, check the customer and CUOM against which you want to delete or edit devices. 2. Select the domain manager for which you want to see the details. 3. Click and select Edit or Delete. The Edit Device Configuration screen appears. 4. From the Device drop-down list, select the device. <p>Workaround Run the Network Time Protocol program on both HCM and CUOM.</p>

Resolved Issues

There are no issues resolved in HCM release 1.2.

Related Documentation

Table 2 lists the HCM documentation set.

We sometimes update the documentation after original publication. Therefore, you should review the documentation on Cisco.com for any updates. You must access the links in Table 2 for the most-current HCM 1.2 documentation.

Table 2 **Related Documentation**

Document Title	Available Formats
<i>User Guide for Cisco Hosted Collaboration Mediation 1.2</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps11243/products_user_guide_list.html
<i>Installation Guide for Cisco Hosted Collaboration Mediation 1.2</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps11243/prod_installation_guides_list.html

Table 2 **Related Documentation (continued)**

Document Title	Available Formats
<i>Release Notes for Cisco Hosted Collaboration Mediation 1.2 (this document)</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps11243/prod_release_notes_list.html
<i>Open Source Used In Cisco Hosted Collaboration Mediation 1.2</i>	On Cisco.com: http://www.cisco.com/en/US/products/ps11243/products_licensing_information_listing.html

Obtaining Documentation and Submitting a 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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