



Cisco Prime Collaboration 10.0 Documentation Overview

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You can access the Cisco Prime Collaboration 10.0 end-user documentation on Cisco.com at http://www.cisco.com/en/US/products/ps12363/tsd_products_support_series_home.html.

To search within the Cisco Prime Collaboration documentation, use the *Search this Category* search box available at http://www.cisco.com/en/US/products/ps12363/tsd_products_support_series_home.html.



Note

We sometimes update the documentation after original publication. Therefore, you should review the documentation on Cisco.com for any updates.

The following documents are provided as part of the Cisco Prime Collaboration product:

Documentation Title	What Is Included
Cisco Prime Collaboration 10.0 Release Notes	Limitations and bugs.
Cisco Prime Collaboration 10.0 Quick Start Guide	Procedure for a new installation only.
Cisco Prime Collaboration 10.0 Upgrade and Migration Guide	Procedure to: <ul style="list-style-type: none">• Upgrade to Cisco Prime Collaboration 10.0 from Cisco Prime Collaboration 9.0 and 9.5• Migrate to Prime Collaboration from Cisco Prime Unified Operations Manager, Cisco Prime Unified Service Monitor, Cisco Unified Service Statistics Manager, and Cisco Prime Unified Provisioning Manager.



Documentation Title	What Is Included
<p><i>Cisco Prime Collaboration 10.0 Assurance Guide - Advanced</i></p>	<p>Information to perform the following tasks:</p> <ul style="list-style-type: none"> • Set up the Prime Collaboration server with user credentials and license files. • Integrate Prime Collaboration Assurance and Prime Collaboration Provisioning (if you have purchased them). • Perform maintenance tasks such as backup and restore. • Configure log files for troubleshooting. • Add device credentials to manage devices using Prime Collaboration. • Discover devices using various methods based on the device you want to manage. • Define polling parameters to keep the inventory database up-to-date. • Monitor inventory. • Define threshold parameters to monitor faults. • Define notification services to receive e-mail alerts on events and alarms. • Customize events that you want to monitor in your network. • Manage faults and rectify issues using other Cisco Prime applications such as Cisco Network Analysis Module and Cisco Prime LAN Management Solution. • Configure monitoring parameters, such as JTAPI credentials, for voice and video endpoints. • Track call quality for voice and video endpoints. • Troubleshoot network-related call quality issues such as latency, jitter, and packet loss. • Test the readiness of voice endpoints using the Cisco IOS IP SLA technology. • Plan future deployments for video endpoints using the Cisco IOS IP SLA and VSA technologies. • Generate standard and interactive reports such as Call Quality and Utilization reports.

Documentation Title	What Is Included
<p><i>Cisco Prime Collaboration 10.0 Assurance Guide - Standard</i></p>	<p>Information to perform the following tasks for managing and supporting Cisco Unified Communications Manager, Cisco Unity Connection, Cisco TMS, and associated devices.</p> <ul style="list-style-type: none"> • Set up the Prime Collaboration server with user credentials and license files. • Add device credentials to manage devices using Prime Collaboration. • Discover devices using various methods based on the device you want to manage. • Define polling parameters to keep the inventory database up-to-date. • Track call quality for voice and video endpoints. • Define threshold parameters to monitor faults. • Define notification services to receive e-mail alerts on events and alarms. • Customize events that you want to monitor in your network. • Perform maintenance tasks, such as performing backup and restore. • Configure the log files for troubleshooting. • Update Standard mode to Advanced mode. • View the Supported Devices list for Standard mode.
<p><i>Cisco Prime Collaboration 10.0 Provisioning Guide - Standard and Advanced</i></p>	<p>Information on the following provisioning tasks for all unified call and messaging applications:</p> <ul style="list-style-type: none"> • Set up the Prime Collaboration Provisioning server. • Add devices. • Manage domains, service areas, user roles, and service templates. • Synchronize processors, users, and domains. • Create and configure reusable templates. • Manage inventory. • Provision dashboards and reports. • Manage users. • Use Prime Collaboration self care. • Manage orders. • Maintain the server.
<p><i>Cisco Prime Collaboration Provisioning 9.5 and 10.0 Northbound Interface Guide</i></p>	<p>Information on the Cisco Prime Collaboration Provisioning northbound interfaces, and how to use them.</p>

Documentation Title	What Is Included
<i>Cisco Prime Collaboration Assurance NBI Documentation</i>	You can view Cisco Prime Collaboration Assurance NBI Documentation to get information on the Prime Collaboration Assurance northbound interfaces, and how to use them. This is available at the following location: <i>https://<pc-server-ip>/emsam/nbi/nbiDocumentation</i> Here <pc-server-ip> is the IP address of Prime Collaboration Assurance server you are using.
<i>Cisco Prime Collaboration 10.0 Analytics Guide</i>	Information to help you to identify the traffic trend, technology adoption trend, and over/under utilized resources in your network. You can also track intermittent and recurring network issues and address service quality issues.
<i>Video SLA Assessment Agent 3.1 Installation Guide for Cisco Prime Collaboration 9.0, 9.5, and 10.0</i>	Information on how to install, configure and troubleshoot the Video SLA Assessment Agent 3.1 for Prime Collaboration. This is an optional software that needs to be installed only if you plan to use the Media Path Analysis feature.
<i>Cisco Prime Collaboration Assurance 10.0 Open Source</i>	Lists of licenses and notices for open source software used in Cisco Prime Collaboration Assurance.
<i>Cisco Prime Collaboration Provisioning 10.0 Open Source</i>	Lists of licenses and notices for open source software used in Cisco Prime Collaboration Provisioning.
<i>Cisco Prime Collaboration 10.0 Migration Guide for Cisco Business Edition 6000</i>	Procedure for migrating to Cisco Prime Collaboration 10.0 Provisioning Standard version from Cisco Prime Unified Provisioning Manager 9.0 Business Edition (BE).
<i>Cisco Prime Collaboration 10.0 Documentation Overview (this document)</i>	List of Prime Collaboration 10.0 user documents.

The following additional references are provided as part of the Cisco Prime Collaboration 10.0 product:

Additional References	What Is Included
Supported Devices for Cisco Prime Collaboration Assurance 10.0	Devices supported by Prime Collaboration Assurance.
Supported Devices for Cisco Prime Collaboration Assurance - Standard 10.0	Devices supported by Prime Collaboration Assurance - Standard.
Supported Devices for Cisco Prime Collaboration Provisioning 10.0	Devices supported by Prime Collaboration Provisioning.
Supported Alarms and Events for Cisco Prime Collaboration 10.0	Prime Collaboration supported alarms and events.
System Capacity for Cisco Prime Collaboration 10.0	Maximum capacity of Prime Collaboration Assurance when it is installed on a system that meets the virtual machine requirements.
Required Ports for Prime Collaboration	Ports required for Prime Collaboration Assurance and Prime Collaboration Provisioning servers to communicate with the devices and applications.
Supported Time zones for Prime Collaboration	Time zones supported by Prime Collaboration.
Setting Up Devices for Prime Collaboration Assurance	Information on how to configure devices on the network before you can manage them in Prime Collaboration Assurance.
Setting Up Devices for Prime Collaboration Provisioning	Information on how to configure devices on the network before you can manage them in Prime Collaboration Provisioning.

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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

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