



Solution-Level Documentation

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Documentation Resources

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

Planning and Overview

Compatibility Matrix

Refer to http://www.cisco.com/en/US/partner/products/ps11363/products_device_support_tables_list.html for the latest *Cisco Hosted Collaboration Solution Compatibility Matrix*. This document lists the component versions that are compatible with Cisco HCS.

Planning Guides

Refer to http://www.cisco.com/en/US/partner/products/ps11363/products_implementation_design_guides_list.html for the latest Cisco Hosted Collaboration Solutions planning guides.

- *Cisco Hosted Collaboration Solution, Release 10.1(1) 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(1) Capacity Planning Guide*: This document provides capacity planning information for Cisco Hosted Collaboration Solution (HCS).
- *Cisco Hosted Collaboration Solution, Release 10.1(1) 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(1) Release Notes: See http://www.cisco.com/en/US/partner/products/ps11363/prod_release_notes_list.html for the latest Cisco Hosted Collaboration Solution release notes, including 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(1) License Management: See http://www.cisco.com/en/US/partner/products/ps11363/products_licensing_information_listing.html for information on 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.

Install and Upgrade

See http://www.cisco.com/en/US/partner/products/ps11363/prod_installation_guides_list.html for the following Cisco Hosted Collaboration Solutions install and upgrade documents.

- *Cisco Hosted Collaboration Solution, Release 10.1(1) 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(1) 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(1). 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(1).

Configure

See http://www.cisco.com/en/US/partner/products/ps11363/products_installation_and_configuration_guides_list.html for the following Cisco Hosted Collaboration Solution configuration documents.

- *Cisco Hosted Collaboration Solution, Release 10.1(1) 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(1) 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

To view the following solution-level maintain and operate documents, see http://www.cisco.com/en/US/partner/products/ps11363/prod_maintenance_guides_list.html.

- *Cisco Hosted Collaboration Solution, Release 10.1(1) 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(1) Dial Plan Management for Cisco Unified Communications Domain Manager, Release 10.1(1)*: 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(1).
- *Cisco Hosted Collaboration Solution, Release 10.1(1) Dial Plan Management for Cisco Unified Communications Domain Manager, Release 8.1(4)*: 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

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.

Troubleshooting Guides

See <http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-hcs/products-troubleshooting-guides-list.html> for the latest version of the following document:

- *Cisco Hosted Collaboration Solution, Release 10.1(1) Troubleshooting Guide*: This document provides troubleshooting information for the Cisco Hosted Collaboration Solution (HCS).

Reference

Programming Guides

See http://www.cisco.com/en/US/partner/products/ps11363/products_programming_reference_guides_list.html for the following programming documents.

- *HCS Web Services Interface Javadoc Sample Code*

- *HCS Web Services Interface Javadoc*

Reference Guides

To view the following reference guides, see http://www.cisco.com/en/US/partner/products/ps11363/prod_maintenance_guides_list.html.

- *Cisco Hosted Collaboration Solution, Release 10.1(1) Integration with Cisco Collaboration Client Applications*: This document provides detailed information and description 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(1) SIP and CTI Support*: This document outlines Session Initiation Protocol (SIP) and CTI support in HCS.

Feature Support Documentation

To view the following feature support documents, see http://www.cisco.com/en/US/partner/products/ps11363/prod_maintenance_guides_list.html.

- *Cisco Hosted Collaboration Solution, Release 10.1(1) Features for Cisco Unified Communications Manager*: The 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(1) Features for Cisco Unified Communications Manager IM and Presence Service*: The 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(1) Features for Cisco Unified Contact Center*: The document clarifies the support and provisioning approach for key Cisco Unified Contact Center features in Cisco HCS.
- *Cisco Hosted Collaboration Solution, Release 10.1(1) Features for Shared Instance Cisco Unified Communications Manager*: The document clarifies the support and provisioning approach for key Shared Instance features in Cisco HCS.
- *Cisco Hosted Collaboration Solution, Release 10.1(1) Features for Cisco Unity Connection*: The document clarifies the support and provisioning approach for key Cisco Unity Connection features in Cisco HCS.