Hierarchy

Understanding Hierarchy

It is important to understand hierarchy used in Cisco Unified Communications Domain Manager 10.6(x) to successfully provision collaboration services.

Hierarchy levels are used to organize configuration tasks and control scoping visibility.

There are four standard hierarchy levels:

- Provider
- Reseller (optional)
- Customer
- Site

The order of the hierarchy is maintained. Provider is the top level of the hierarchy. Reseller is beneath Provider, but is optional. Customer is beneath Provider or Reseller. Site is beneath Customer.

Intermediate nodes can be created between the standard hierarchy nodes to provide logical grouping of lower hierarchy nodes. For instance, the Provider could create intermediate nodes to group Customers by industry, or a Customer could create intermediate nodes to group Sites by region.

Each hierarchy node, standard and intermediate, can have an administrator to manage that node and the hierarchy beneath that node. The administrator's scope does not include other nodes at the same level. Thus, an administrator for Customer A can see Customer A and Customer A's sites, but cannot see Customer B or Customer B's Sites.

Administrators at the standard levels have dedicated menu layouts, according to the role assigned when the node is created. So the Provider administrator's menu layout is not the same as a Customer administrator's menu layout.

The four standard hierarchy nodes are automatically synchronized with the HCM-F hierarchy. Site nodes are mapped to Locations in HCM-F.

Navigating the Hierarchy

Navigate through the hierarchy by using the hierarchy bar at the top of the page. Each hierarchy node selection from the bar that is a parent node may further enable a drop-down list to select its child node.

Use the tree icon on the hierarchy bar at the top of the page to show a tree view of the entire hierarchy. Choose a hierarchy node on the tree to navigate to the node.

The hierarchy level to which an object belongs is indicated in a list view of the objects in the Hierarchy column. The hierarchy is indicated in a dot notation in the format`<System>.<Provider>.<Reseller>.<Customer>.<Site>`, for example `sys.hcs.VS-P1.VS-OB.GenCorp.GenCorp-EMEA.GenCorp-London`.

Manage the Hierarchy Structure

Hierarchy levels are created and deleted by adding and deleting Providers, Resellers, Customers, Sites, and Intermediate nodes. Permissions for these operations are available to administrators that are configured at higher levels in the hierarchy. For example, Provider administrators have permission to create and delete Resellers; both Provider and Reseller administrators have permission to create and delete Customers; etc. These operations a available from the **Provider Management**, **Reseller Management**, **Customer Management**, and **Site Management** menu items. Note that the Provider Management menu item is only available to the built-in hcsadmin account.

Each business entity that is created (Provider, Reseller, Customer, Site) will create a new node in the hierarchy that will appear in the hierarchy bar at the top of the Cisco Unified Communications Domain Manager user interface. New intermediate nodes can be created between the standard nodes using the **Hierarchy Management** menu item. Deleting both standard hierarchy nodes and intermediate nodes is done with a special cascade delete page available in each of the **Hierarchy Management** menu items. For example: **Site Management** > **Delete Site**, **Customer Management** > **Delete Customer**, and **Hierarchy Management** > **Delete Intermediate Node**.