



Maintenance Overview

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Administrative Interface

The Cisco Hosted Collaboration Mediation Fulfillment administrative interface includes the following administrative interfaces:

Service Inventory

Cisco Hosted Collaboration Mediation Fulfillment supports Service Inventory, an application that periodically queries the Cisco Unified Communications Domain Manager server and reports the current operating state of the underlying Unified Communications applications. In addition, Service Inventory can generate reports directly from Cisco Unified Communications Manager and Cisco Unity Connection application servers for customers that are provisioned in Cisco Hosted Collaboration Mediation Fulfillment that do not have a Unified Communications Domain Manager configured. The data provides information about customers, subscribers, devices, and other details that are currently provisioned for Cisco HCS through Unified Communications Domain Manager or the appropriate UC application. The service provider uses this data to generate billing records for end customers as part of regular business processes. Service Inventory also can report on the overall state of the system.

The Service Inventory administrative interface allows you to schedule, configure, and generate Service Inventory billing reports, which use a Cisco common format. The generated reports are backed up for a configured amount of time, which is 60 days by default. Service Inventory automatically transfers the report files at regular intervals to the remote SFTP servers that you configure in the Service Inventory administrative interface. If report generation fails, Service Inventory sends you an email failure notification if you provide an email address.

Service Inventory provides both Scheduled and On Demand reports. Scheduled reports are run daily at a chosen time, configured in the Service Inventory administrative interface. On Demand reporting consists of Inventory and Location reports, that can be run at any time to allow the administrator to generate reports without having to alter the reporting schedule. The Inventory report is equivalent to a scheduled Service Inventory report. Location Summary reports generate a report to indicate the number of devices and subscribers per location. For On Demand Service Inventory reports, a check box is available for "Each Reseller & Customer" and "Generate XLS Report". Upon selecting "Each Reseller & Customer" you will have Aggregate reports generated for each Customer & Reseller in the system. Each Customer/Reseller will have a Summary, Detailed & MACD report generated as well as a Service Provider level Summary Report. Upon selecting

"Generate XLS Report" checkbox, an excel-formatted report is generated. Location reports require an Inventory report (.si) to be available on the system or an error will be generated.

Both Scheduled and On Demand reports require that either CUCDM, UCAPP, or CUCDM&UCAPP be chosen as the report source, the default being CUCDM. Selecting CUCDM as the source generates a ".si" report and summary reports will be generated from Cisco Unified Communication Domain Manager. If UCAPP is chosen as the report source, ".ucsi" and ".simacd" reports will be generated from a Cisco Unified Communication application, provided a Cisco Unified Communication application has been configured directly in Cisco Hosted Collaboration Mediation Fulfillment, without using Cisco Unified Communication Domain Manager). If CUCDM&UCAPP is chosen as the report source, ".si", ".ucsi", and ".simacd" reports will be generated.

Infrastructure Manager

Infrastructure Manager allows you to provision and query the Cisco HCS Shared Data Repository (SDR). The Cisco HCS Shared Data Repository provides configuration information for Cisco Hosted Mediation Fulfillment Service Assurance. The Cisco HCS Shared Data Repository is a repository of data that represents the Cisco HCS configuration of data centers, customers and management components in the service provider's network. This repository is then used by HCM-Service Assurance to provide more effective, detailed, and accurate operational alarms and events.

Cisco HCS License Manager is a part of Infrastructure Manager and provides centralized license management for Cisco HCS. Cisco HLM leverages the functionality of a UC component called Prime License Manager. Cisco HLM extends the functionality of Prime License Manager for use in the service provider space beyond the scope of a single enterprise.

Node Manager

The Node Manager application allows you to manage your Cisco Hosted Collaboration Mediation Fulfillment platform by adding, editing and deleting Cisco Hosted Collaboration Mediation Fulfillment Cluster Nodes.

Platform Manager

The Platform Manager administrative interface, a UC application platform management client, allows you to start upgrades for Cisco Unified Communications Manager, Cisco Unified Communications Manager IM and Presence Service, and Cisco Unity Connection in the Cisco Hosted Collaboration Solution. It allows you to configure the server inventory for the system as well as select, schedule, and monitor upgrades of one or more servers across one or more clusters. In the Platform Manager administrative interface, you can also create groups of servers to help manage multiple clients and applications. From the administrative interface, you can schedule restarts for servers and schedule tasks for switching to the active version (active partition). You can also automate backup tasks of your system using the Backup Schedule feature.



Note

Management of UC Applications, Release 10.5(2) or later, is handled by Cisco Prime Collaboration Deployment (PCD). Cisco Prime Collaboration Deployment is an application that is designed to assist in the management of Unified Communications (UC) applications. It allows you to perform tasks such as migration of older software versions of clusters to new virtual machines, fresh installs, and upgrades on existing clusters.

Details on available PCD features, along with installation, configuration and administration, best practices, and troubleshooting information can be found in the PCD Deployment Guide at: <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html> and in the PCD Release Notes at: <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html>.

Browser support

From any networked device with a supported web browser, you can browse into a server that is running the Cisco Hosted Collaboration Mediation Fulfillment administrative interface and log in with administrative privileges.

The Cisco Hosted Collaboration Mediation Fulfillment administrative interface uses HTTPS, or HTTP over Secure Sockets Layer (SSL), to secure communication between the browser and the web server. HTTPS uses certificates to ensure server identities and to secure the browser connection. HTTPS uses a public key to encrypt the data, including the user login and password, during transport over the Internet. To enable HTTPS, you must download a certificate that identifies the server during the connection process. You can accept the server certificate for the current session only, or you can download the certificate to a trust folder (file) to secure the current session and future sessions with that server. For more information on how your browser supports HTTPS, refer to the documentation for your browser.

For browser compatibility information, refer to *Cisco Hosted Collaboration Mediation Fulfillment Install and Configure Guide, Release 10.6(1)*.

