



Cisco Hosted Collaboration Solution Release 11.5 Documentation Guide

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Change History

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Change History

Date	Description
May 14, 2019	Updated to add references to HCM-F 11.5(5) and CUCDM 11.5(3) Patch Bundle 3.
Dec. 14, 2018	Updated to add references to HCM-F 11.5(4) SU1.
Sept. 18, 2018	Updated to add references to HCM-F 11.5(4) and the new License Ordering guide, as well as updates to the HCS Upgrade and Migration guide and the License Management guide.
May 28, 2018	Updated to add references to CUCDM 11.5(3).
March 28, 2018	Added the HCS Release Numbering topic and reorganized the New Documents and Updated documents sections for clarity. Also updated the Solution Documents and New Documents section with documents that have been introduced since the release of HCS 11.5.
December 14, 2017	Updated to add references to new components including HCM-F 11.5(3).
February 28, 2017	Added documentation related to CUCDM 11.5.1 and 8.1.8 ER1.
October 18, 2016	Initial release of document.



CHAPTER 1

Documentation Changes

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- [New Documents](#), on page 1
- [Retired Documents](#), on page 4
- [Updated Documents](#), on page 4

HCS Release Numbering

Cisco Hosted Collaboration Solution releases are numbered so that components of the solution (eg., Cisco Hosted Collaboration Mediation Fulfillment and Cisco Unified Communications Domain Manager) are given a tertiary release number that descends from the solution release number. The current release number for Cisco HCS is 11.5, and the first component releases were numbered 11.5(1). Subsequent component releases are numbered 11.5(2), 11.5 (3), and so on until the next solution release.

New Documents

Solution Documents

The following solution documents have been introduced for the HCS 11.5 release. Unless otherwise indicated, they are available at the HCS 11.5 technical documentation listing page on Cisco.com: <https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-11-5/model.html>

- *Cisco Hosted Collaboration Solution Ordering Guide* (located at this page: <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>)
- *Cisco Hosted Collaboration Solution, Release 11.5 (Add-On 6 and later) Upgrade and Migration Guide*
- *Cisco HCS Compatibility Matrix Usage Guide*
- *Cisco HCS Large Enterprise Reference Guide*
- *Cisco HCS Security Recommendations*
- *Cisco HCS Shared Architecture Sizing Guide*
- *Cisco HCS Virtual Machine Requirements*
- *Cisco Hosted Collaboration Solution Data Center Ordering Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Flexibility Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Multitenant Expressway Configuration Guide*
- *Cisco Hosted Collaboration Solution Spark Flex Plan - Hosted Deployment Guide*

- *Cisco Spark Hybrid Services HCS Release 11.5 Integration Reference Guide*

Component Documents



Note Component documents are updated for each new component release only if there are relevant changes (usually related to a new feature). If a document is not updated from one component release to the next, you may refer to the most recently published version of the document. For example, if you install Cisco HCM-F release 11.5(2), you can still refer to the *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) Planning Guide* since there was no update to that document for Cisco HCM-F release 11.5(2). However, the guide was updated for Cisco HCM-F 11.5(3), so if you install that release, be sure to check the updated documents for important new feature information.

Cisco Hosted Collaboration Mediation Fulfillment 11.5(x) Documents

The following documents were introduced for Cisco Hosted Collaboration Mediation Fulfillment release 11.5(5):

- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(5) Developer Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(5) Install and Configure Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(5) Release Notes*

The following documents were introduced for Cisco Hosted Collaboration Mediation Fulfillment releases 11.5(4) and 11.5(4) SU1:

- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(4) Developer Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(4) Install and Configure Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(4) Maintain and Operate Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(4) Planning Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(4) Release Notes*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(4) SU1 Release Notes*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(4) Troubleshooting Guide*



Note We have also introduced a new version of the *Upgrade and Migration Guide* that takes advantage of new features of HCM-F release 11.5(4). If you have deployed HCM-F 11.5(4) or plan to, be sure to consult the *Cisco Hosted Collaboration Solution, Release 11.5 (Add-On 6 and later) Upgrade and Migration Guide*.

The following documents were introduced for Cisco Hosted Collaboration Mediation Fulfillment release 11.5(3):

- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(3) Developer Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(3) Install and Configure Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(3) Maintain and Operate Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(3) Planning Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(3) Release Notes*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(3) Troubleshooting Guide*

The following documents were introduced for Cisco Hosted Collaboration Mediation Fulfillment release 11.5(2):

- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(2) Developer Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(2) Install and Configure Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(2) Maintain and Operate Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(2) Release Notes*

The following documents were introduced for Cisco Hosted Collaboration Mediation Fulfillment release 11.5(1) SU1:

- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) SU1 Maintain and Operate Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) SU1 Release Notes*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) SU1 Troubleshooting Guide*

The following documents were introduced for Cisco Hosted Collaboration Mediation Fulfillment release 11.5(1):

- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) Command Line Interface Reference Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) Developer Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) Install and Configure Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) Maintain and Operate Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) Planning Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) Release Notes*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 11.5(1) Troubleshooting Guide*

Cisco Unified Communications Domain Manager 11.5(x) Documents

The following documents were introduced for Cisco Unified Communications Domain Manager release 11.5(3) and 11.5(3) Patch Bundle 3:

- *Cisco Unified Communications Domain Manager Release 11.5(3) API Reference Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(3) API Schema Reference Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(3) Bulk Loader Provisioning Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(3) Maintain and Operate Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(3) Planning and Install Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(3) Release Notes*
- *Cisco Unified Communications Domain Manager Release 11.5(3) Patch Bundle 3 Release Notes*
- *Cisco Unified Communications Domain Manager Release 11.5(3) Self Service Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(3) Troubleshooting Guide*

The following documents were introduced for Cisco Unified Communications Domain Manager release 11.5(2):

- *Cisco Unified Communications Domain Manager Release 11.5(2) API Reference Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(2) Bulk Loader Provisioning Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(2) Maintain and Operate Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(2) Planning and Install Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(2) Release Notes*
- *Cisco Unified Communications Domain Manager Release 11.5(2) Self Service Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(2) Troubleshooting Guide*

The following documents were introduced for Cisco Unified Communications Domain Manager release 11.5(1):

- *Cisco Unified Communications Domain Manager Release 11.5(1) API Reference Guide*

- *Cisco Unified Communications Domain Manager Release 11.5(1) Bulk Loader Provisioning Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(1) Maintain and Operate Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(1) Planning and Install Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(1) Release Notes*
- *Cisco Unified Communications Domain Manager Release 11.5(1) Self Service Guide*
- *Cisco Unified Communications Domain Manager Release 11.5(1) Troubleshooting Guide*

White Papers and Field Notices

- *Cisco HCS LDAP and SSO Model Architecture with CUCDM 10.x/11.5*
- *Cisco Hosted Collaboration Solution Shared Architecture Recommended Deployment*
- *Deploying mVRF Using CUBE (Enterprise Edition)*
- *Field Notice: FN - 64309 - Cisco Unified Communications Domain Manager 8.1(8)/8.1(8)ER1-System Becomes Unresponsive-Update Required*

For more information, see the Cisco HCS 11.5 documentation page:

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-11-5/model.html>

Retired Documents

No documents have been retired for the Cisco Hosted Collaboration Solution 11.5 release.

Updated Documents

The following documents have been updated for Cisco Hosted Collaboration Solution Release 11.5.



Note

In addition to the technical changes made after the original release of HCS 11.5, we have also renamed the *Upgrade and Migration Guide* and introduced a second Upgrade document intended for users of HCM-F 11.5(4). These documents are called *Cisco Hosted Collaboration Solution, Release 11.5 (Add-On 1 to 5) Upgrade and Migration Guide* (intended for those who use earlier versions of HCM-F) and *Cisco Hosted Collaboration Solution, Release 11.5 (Add-On 6) Upgrade and Migration Guide* (intended for HCM-F 11.5(4)).

- *Cisco Hosted Collaboration Solution, Release 11.5 End-to-End Planning Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Capacity Planning Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Solution Reference Network Design Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Install Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 (Add-on 1 to 5) Upgrade and Migration Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Maintain and Operate Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Customer Onboarding Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 End-User Provisioning Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Dial Plan Management Guide for Cisco Unified Communications Domain Manager, Release 8.1(x)*
- *Cisco Hosted Collaboration Solution, Release 11.5 Troubleshooting Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Documentation Guide*
- *Cisco Hosted Collaboration Solution, Release 11.5 Release Notes*

- *Cisco Hosted Collaboration Solution Compatibility Matrix*
- *Cisco Hosted Collaboration Solution, Release 11.5 License Management*
- *Cisco Hosted Collaboration Solution, Release 11.5 Integration with Cisco Collaboration Client Applications*
- *Cisco Hosted Collaboration Solution, Release 11.5 SIP and CTI Support*
- *Cisco Hosted Collaboration Solution, Release 11.5 Features for Cisco Unified Communications Manager*
- *Cisco Hosted Collaboration Solution, Release 11.5 Features for Cisco Unified Contact Center*
- *Cisco Hosted Collaboration Solution, Release 11.5 Features for Cisco Unity Connection*



CHAPTER 2

Solution-Level Documentation

- [Documentation Resources](#), on page 7
- [Planning and Overview](#), on page 7
- [Install and Upgrade](#), on page 8
- [Configure](#), on page 9
- [Maintain and Operate](#), on page 9
- [Troubleshooting](#), on page 9
- [Reference](#), on page 9

Documentation Resources

The following page lists the documentation resources that are available for Cisco Hosted Collaboration Solution Release 11.5:

<http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-11-5/model.html>

You can also search Cisco Hosted Collaboration Solution Release 11.5 documentation through the Cisco Collaboration Knowledge Portal at <https://collabkp.cisco.com/>.

Finally, you can find the new *Cisco Hosted Collaboration Solution Ordering Guide* on this page:

<https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

Planning and Overview

Release Notes

Cisco Hosted Collaboration Solution, Release 11.5 Release Notes: This document contains information on new and changed features, open caveats, and where to find information on resolved caveats in the release.

Compatibility Matrix

- *Cisco Hosted Collaboration Solution Compatibility Matrix*: This document lists the component versions that are compatible with Cisco HCS.

Ordering Guide

- *Cisco Hosted Collaboration Solution Ordering Guide*: This document describes the Cisco HCS ordering process.

Design and Planning Guides

- *Cisco Hosted Collaboration Solution Data Center Ordering Guide*: This document describes the pre-defined baseline bill of materials (BOM) sized for different environments to enable functionality for the Cisco Unified Data Center (UDC) of the Cisco Hosted Collaboration Solution (HCS).
- *Cisco Hosted Collaboration Solution, Release 11.5 Capacity Planning Guide*: This document provides capacity planning information for Cisco Hosted Collaboration Solution (HCS).
- *Cisco Hosted Collaboration Solution, Release 11.5 End-to-End Planning Guide*: This document provides the processes and tasks that are required to design a Cisco Hosted Collaboration Solution.
- *Cisco Hosted Collaboration Solution, Release 11.5 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 Shared Architecture Sizing Guide*: This document describes the guidelines for sizing and creating a bill of materials (BOM) for standard HCS to be configured as HCS Shared Architecture (SA).
- *Cisco Hosted Collaboration Solution Virtual Machine Requirements*: This document describes some of the fundamental concepts of virtual machines within the HCS solution and to clarify some of the basic requirements.

Licensing

Cisco Hosted Collaboration Solution, Release 11.5 License Management: This document provides the steps required to 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.

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.

Install and Upgrade

- *Cisco Hosted Collaboration Solution, Release 11.5 Installation 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 11.5 (Add-on 1 to 5) Upgrade and Migration Guide*: This document summarizes the process that you must follow when upgrading your Cisco Hosted Collaboration Solution deployment to Release 11.5. 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 11.5. Note that if you are using HCM-F release 11.5(4), you should take advantage of the streamlined upgrade process described in the *Cisco Hosted Collaboration Solution, Release 11.5 (Add-on 6) Upgrade and Migration Guide*.

Configure

- *Cisco Hosted Collaboration Solution, Release 11.5 Dial Plan Management Guide for Cisco Unified Communications Domain Manager, Release 10.6(x)*: 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 Release 10.6(1) and later.
- *Cisco Hosted Collaboration Solution, Release 11.5 Dial Plan Management Guide for Cisco Unified Communications Domain Manager, Release 8.1(x)*: 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(x).
- *Cisco Hosted Collaboration Solution, Release 11.5 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.
- *Cisco Hosted Collaboration Solution, Release 11.5 Solution Reference Network Design Guide*: This document describes the architecture and configuration of multitenant Cisco Expressway within Cisco HCS.

Maintain and Operate

- *Cisco Hosted Collaboration Solution, Release 11.5 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 11.5 Maintain and Operate Guide*: This document provides solution-focused information on maintenance tools, performance monitoring with Prime Collaboration Assurance, and backup and restore tasks.

Troubleshooting

- *Cisco Hosted Collaboration Solution, Release 11.5 Troubleshooting Guide*: This document provides troubleshooting information for the Cisco Hosted Collaboration Solution (HCS).

Reference

Programming Guides

- The *HCS Web Services Interface Javadoc* and *HCS Web Services Interface Javadoc Sample Code* describe methods and sample code for the HCS Fulfillment, HCS License Manager, Shared Data Repository, and Service Inventory web services.

Feature Support Documentation

- *Cisco Hosted Collaboration Solution, Release 11.5 Cisco Unified Communications Manager Feature Support*: This document clarifies the support and provisioning approach for key Cisco Unified Communications Manager (Unified CM) features in Cisco HCS.
- *Cisco Hosted Collaboration Solution, Release 11.5 Cisco Unified Contact Center Feature Support*: This document clarifies the support and provisioning approach for key Cisco Unified Contact Center features in Cisco HCS.
- *Cisco Hosted Collaboration Solution, Release 11.5 Cisco Unity Connection Feature Support*: This document clarifies the support and provisioning approach for key Cisco Unity Connection features in Cisco HCS.

Field Notices

- *Field Notice: FN - 64309 - Cisco Unified Communications Domain Manager 8.1(8)/8.1(8)ER1-System Becomes Unresponsive-Update Required*

Reference Guides

- *Cisco HCS Large Enterprise Reference Guide*: for installing, configuring, operating, or maintaining a Cisco Hosted Collaboration Solution-Large Enterprise (Cisco HCS LE) deployment.
- *Cisco HCS Security Recommendations*: This document help administrators to examine their organization's existing tools and processes to illuminate gaps in their security infrastructure.
- *Cisco Hosted Collaboration Solution Spark Flex Plan - Hosted Deployment Guide*: This document provides a high-level view of what is needed to implement Cisco Spark Flex Plan - Hosted and explains how customers who have been entitled to HCS via spark flex subscription can be deployed.
- *Cisco Hosted Collaboration Solution, Release 11.5 Flexibility Guide*: This document describes the HCS Flexibility offering and its configuration.
- *Cisco Hosted Collaboration Solution, Release 11.5 Integration with Cisco Collaboration Client Applications*: This document provides detailed information and descriptions 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 11.5 SIP and CTI Support*: This document outlines Session Initiation Protocol (SIP) and CTI support in HCS.
- *Cisco Spark Hybrid Services HCS Release 11.5 Integration Reference Guide*: This document describes how to plan and implement Cisco Spark Hybrid Services in a Cisco HCS deployment.

White Papers

- *Cisco HCS LDAP and SSO Model Architecture with CUCDM 10.x/11.5*: This document describes the Cisco Hosted Collaboration Services LDAP Integration and Single Sign-On deployment models and architecture with Cisco Unified Communications Domain Manager 10.x.
- *Cisco Hosted Collaboration Solution Shared Architecture Recommended Deployment*: This document provides configuration steps for the Shared Architecture implementation of HCS.
- *Deploying mVRF Using CUBE (Enterprise Edition)*: This document demonstrates the usage of Multi-VRF features found on the ISR/ASR routers that can be leveraged by CUBE (Enterprise Edition). It also provides sample CUBE (Enterprise Edition) configuration.



CHAPTER 3

Related Component-Level Documentation

- [Component-Level Documentation](#), on page 11
- [Aggregation Layer](#), on page 11
- [Cisco Unified Communications Applications](#), on page 12
- [Contact Center](#), on page 12
- [Telepresence](#), on page 12
- [Collaboration Edge](#), on page 13
- [Directory Services](#), on page 13
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Component-Level Documentation

Component-level documentation is for reference. Component-level documentation may cover functionality and capabilities not used in HCS. Refer to the solution-level documentation for the supported usage of the components within HCS.

Review the *Cisco Hosted Collaboration Solution Compatibility Matrix* for information about supported releases of HCS components.

Aggregation Layer

To obtain documentation on aggregation layer components, refer to the following:

- **Cisco Unified Border Element:** <http://www.cisco.com/c/en/us/support/unified-communications/unified-border-element/tsd-products-support-series-home.html>

Cisco Unified Communications Applications

To obtain documentation on Cisco Unified Communications Applications and Widgets, refer to the following:

- **Cisco Unified Communications Manager:** http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html
- **Cisco Unified Communications Manager IM and Presence Service:** <http://www.cisco.com/c/en/us/support/unified-communications/unified-presence/tsd-products-support-series-home.html>
- **Cisco Unity Connection:** <http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/tsd-products-support-series-home.html>
- **Cisco Emergency Responder:** http://www.cisco.com/en/US/products/sw/voicesw/ps842/tsd_products_support_series_home.html
- **Cisco Unified Attendant Console Premium Edition:** http://www.cisco.com/en/US/products/ps7282/tsd_products_support_series_home.html
- **Cisco Paging Server:** <http://www.cisco.com/c/en/us/support/unified-communications/paging-server/tsd-products-support-series-home.html>

Contact Center

To obtain documentation on Cisco HCS for Contact Center or Contact Center Express, refer to the following:

- **Cisco Hosted Collaboration Solution for Contact Center:** http://www.cisco.com/en/US/products/ps12796/tsd_products_support_series_home.html
- **Cisco Unified Contact Center Express:** http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html

Telepresence

To obtain documentation on Cisco Telepresence, refer to the following:

- **Cisco TelePresence:** visit <http://www.cisco.com/cisco/web/psa/default.html?mode=prod&level0=280789323>; then, select the Cisco TelePresence product that applies to you.
- **Cisco TelePresence MSE 8000 Series:** http://www.cisco.com/en/US/products/ps11340/tsd_products_support_series_home.html
- **Cisco TelePresence Exchange System:** <http://www.cisco.com/c/en/us/support/conferencing/telepresence-exchange-system/tsd-products-support-series-home.html>

Enterprise Telepresence

- **Virtualization for Cisco TelePresence Server:** http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_TelePresence_Server

- **Cisco TelePresence Management Suite:** <http://www.cisco.com/c/en/us/support/conferencing/telepresence-management-suite-tms/tsd-products-support-series-home.html>
- **Cisco TelePresence Conductor:** <http://www.cisco.com/c/en/us/support/conferencing/telepresence-conductor/tsd-products-support-series-home.html>

Collaboration Edge

To obtain documentation related to Collaboration Edge, refer to the following:

- **Cisco Expressway Series:** <http://www.cisco.com/c/en/us/support/unified-communications/expressway-series/tsd-products-support-series-home.html>
- **Cisco Jabber Guest Server:** <http://www.cisco.com/c/en/us/support/unified-communications/jabber-guest/tsd-products-support-series-home.html>

Directory Services

To obtain documentation about Directory Services, refer to the following:

- **Microsoft Active Directory:** see the vendor website.
- **OpenLDAP:** <http://www.openldap.org/>

ID Management

To obtain documentation on ID Management systems supported with Cisco HCS, refer to the following:

- **CA SiteMinder:** <http://www.ca.com/us/support.aspx>
- **Shibboleth:** <https://shibboleth.net/community/consultants.html>
- **Microsoft Active Directory Federation Services:** <https://technet.microsoft.com/en-us/windowsserver/dd448613.aspx>
- **OpenAM:** <https://support.forgerock.com/home>
- **Oracle Identity Manager:** <http://www.oracle.com/technetwork/middleware/id-mgmt/overview/index-098451.html>

Customer Premise Equipment and Survivable Remote Site Telephony (SRST) Gateways

To obtain documentation on **Cisco 1800, 2800, and 3800 Series Integrated Services Routers G1**, refer to the following:

- **Cisco 1800 Series Integrated Services Routers:**
http://www.cisco.com/en/US/products/ps5853/tsd_products_support_series_home.html
- **Cisco 2800 Series Integrated Services Routers:**
http://www.cisco.com/en/US/products/ps5854/tsd_products_support_series_home.html
- **Cisco 3800 Series Integrated Services Routers:**
http://www.cisco.com/en/US/products/ps5855/tsd_products_support_series_home.html

To obtain documentation on **Cisco 1900, 2900, and 3900 Series Integrated Services Routers G2**, refer to the following:

- **Cisco 1900 Series Integrated Services Routers:**
http://www.cisco.com/en/US/products/ps10538/tsd_products_support_series_home.html
- **Cisco 2900 Series Integrated Services Routers:**
http://www.cisco.com/en/US/products/ps10537/tsd_products_support_series_home.html
- **Cisco 3900 Series Integrated Services Routers:**
http://www.cisco.com/en/US/products/ps10536/tsd_products_support_series_home.html

To obtain documentation on **Cisco 4000 Series Integrated Services Routers G3**, refer to the following:

- **Cisco 4000 Series Integrated Services Routers:** <http://www.cisco.com/c/en/us/support/routers/4000-series-integrated-services-routers-isr/tsd-products-support-series-home.html>

Customer Premise Equipment Analog Gateways and Adapters

To obtain documentation on Cisco Gateways and Adapters, refer to the following:

- **Cisco ATA 180 Series Analog Telephone Adapters:** <http://www.cisco.com/c/en/us/support/unified-communications/ata-180-series-analog-telephone-adaptors/tsd-products-support-series-home.html>
- **Cisco ATA 190 Series Analog Telephone Adapters:** <http://www.cisco.com/c/en/us/support/unified-communications/ata190-2-port-adapter/model.html>
- **Cisco VG Series Gateways:** http://www.cisco.com/en/US/products/hw/gatecont/ps2250/tsd_products_support_series_home.html

Service Management Fulfillment

To obtain documentation on Service Fulfillment, see the following:

- **Cisco Hosted Collaboration Mediation Fulfillment:** Cisco Hosted Collaboration Mediation Fulfillment documents are listed on the Component Documentation tab of this page:
<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-12-5/model.html>
- **Cisco Prime Collaboration Deployment:**
<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>
- **Cisco Network Registrar:** http://www.cisco.com/en/US/products/sw/netmgts/ps1982/tsd_products_support_series_home.html

- **Prime License Manager:** <http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-license-manager/tsd-products-support-series-home.html>

Service Management Assurance

Cisco Prime Collaboration Assurance

To obtain documents for Cisco Prime Collaboration Assurance, see http://www.cisco.com/en/US/products/ps12363/tsd_products_support_series_home.html.

Virtualized Multi-Tenant Data Center Infrastructure

To obtain documentation, refer to the following:

- **Cisco ASR 9000 Series Aggregation Services Routers:** http://www.cisco.com/en/US/products/ps9853/tsd_products_support_series_home.html
- **Cisco ASA 5500 Series Adaptive Security Appliances:** http://www.cisco.com/en/US/products/ps6120/tsd_products_support_series_home.html
- **Cisco ASA 5500-X Series Firewall :** <http://www.cisco.com/c/en/us/support/security/asa-5500-series-next-generation-firewalls/tsd-products-support-series-home.html>
- **Cisco ASA with FirePOWER Services:** <http://www.cisco.com/c/en/us/support/security/asa-firepower-services/tsd-products-support-series-home.html>
- **Cisco Adaptive Security Virtual Appliance (ASA v):** <http://www.cisco.com/c/en/us/support/security/virtual-adaptive-security-appliance-firewall/tsd-products-support-series-home.html>
- **Cisco MDS 9222i Multilayer Switches:** http://www.cisco.com/en/US/products/ps5988/tsd_products_support_series_home.html
- **Cisco MDS 9500 Series Multilayer Directors:** http://www.cisco.com/en/US/products/ps5990/tsd_products_support_series_home.html
- **Cisco Nexus 5000 Series Switches:** <http://www.cisco.com/c/en/us/support/switches/nexus-5000-series-switches/tsd-products-support-series-home.html>
- **Cisco Nexus 7000 Series Switches:** http://www.cisco.com/en/US/products/ps9402/tsd_products_support_general_information.html
- **Hypervisor-VMware vSphere Enterprise Plus (Includes VMware ESXi and VMware vCenter):** see the vendor website.
- **VMware vCenter Server:** see the vendor website.

Virtualized Multi-Tenant Data Center Compute Layer

- **Cisco UCS B-Series Blade Server:** http://www.cisco.com/en/US/products/ps10280/tsd_products_support_series_home.html

- **Cisco UCS C-Series Rack Servers:** http://www.cisco.com/en/US/products/ps10493/tsd_products_support_series_home.html
- **Cisco UCS 2200 Series Fabric Extenders:** https://www.cisco.com/c/en/us/products/collateral/servers-unified-computing/ucs-6300-series-fabric-interconnects/data_sheet_c78-675243.html?cachemode=refresh
- **Cisco UCS 5100 Series Blade Server Chassis:** http://www.cisco.com/en/US/products/ps10279/tsd_products_support_series_home.html
- **Cisco UCS 6200 Series Fabric Interconnects:** <http://www.cisco.com/c/en/us/support/servers-unified-computing/ucs-6200-series-fabric-interconnects/tsd-products-support-series-home.html>
- **Cisco UCS Mini:** <http://www.cisco.com/c/en/us/support/servers-unified-computing/ucs-mini/tsd-products-support-series-home.html>
- **Cisco UCS Central:** <http://www.cisco.com/c/en/us/support/servers-unified-computing/ucs-central-software/tsd-products-support-series-home.html>
- **Cisco UCS Director:** <http://www.cisco.com/c/en/us/support/servers-unified-computing/ucs-director/tsd-products-support-series-home.html>
- **Cisco UCS Manager:** http://www.cisco.com/en/US/products/ps10281/tsd_products_support_series_home.html

Cisco Endpoints

To obtain documentation on Cisco endpoints, refer to the following:

- **Cisco IP Communicator:** http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html
- **Cisco IP Video Phone E20:** http://www.cisco.com/en/US/products/ps11329/tsd_products_support_eol_series_home.html
- **Cisco Jabber for Android:** http://www.cisco.com/en/US/products/ps11678/tsd_products_support_series_home.html
- **Cisco Jabber for iPhone:** http://www.cisco.com/en/US/products/ps11596/tsd_products_support_series_home.html
- **Cisco Jabber for Blackberry:** http://www.cisco.com/en/US/products/ps11763/tsd_products_support_series_home.html
- **Cisco Jabber for iPad:** http://www.cisco.com/en/US/products/ps12430/tsd_products_support_series_home.html
- **Cisco UC Integration (TM) for Cisco WebEx Connect:** http://www.cisco.com/en/US/products/ps10627/tsd_products_support_series_home.html
- **Cisco UC Integration (TM) for Microsoft Lync:** <http://www.cisco.com/c/en/us/support/unified-communications/uc-integration-tm-microsoft-lync/tsd-products-support-series-home.html>
- **Cisco UC Integration for IBM:** http://www.cisco.com/en/US/products/ps12774/tsd_products_support_series_home.html

- **Cisco UC Integration for Microsoft Office Communicator:** http://www.cisco.com/en/US/products/ps10317/tsd_products_support_series_home.html
- **Cisco UC Integration for RTX:** http://www.cisco.com/en/US/products/ps11241/tsd_products_support_series_home.html
- **Cisco Unified IP Phone 6900 Series:** http://www.cisco.com/en/US/products/ps10326/tsd_products_support_series_home.html
- **Cisco Unified IP Phone 7900 Series:** http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html
- **Cisco Unified IP Phone 8900 Series:** http://www.cisco.com/en/US/products/ps10451/tsd_products_support_series_home.html
- **Cisco Unified IP Phone 9900 Series:** http://www.cisco.com/en/US/products/ps10453/tsd_products_support_series_home.html
- **Cisco Unified SIP Phone 3900 Series:** http://www.cisco.com/en/US/products/ps7193/tsd_products_support_series_home.html
- **Cisco Unified Personal Communicator for Windows or MacOS:** http://www.cisco.com/en/US/products/ps6844/tsd_products_support_series_home.html
- **Cisco Unified Video Advantage:** http://www.cisco.com/en/US/products/sw/voicesw/ps5662/tsd_products_support_series_home.html

Third-Party Endpoints

Refer to the vendor website for all third-party endpoints, including:

- AS-SIP Endpoint
- CTI Applications (also Jabber Clients)
- Generic Desktop Video Endpoint
- Generic Multiple Screen Room System
- Generic Single Screen Room System
- SIP Device (Basic and Advanced)



CHAPTER 4

Functional-Level Documentation

- [Documentation Resources](#), on page 19
- [Cisco Hosted Collaboration Mediation Fulfillment](#), on page 19
- [Cisco Unified Communications Domain Manager](#), on page 20

Documentation Resources

The following page lists the documentation resources that are available for Cisco Hosted Collaboration Solution Release 11.5:

<http://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-11-5/model.html>

You can also search Cisco Hosted Collaboration Solution Release 11.5 documentation through the Cisco Collaboration Knowledge Portal at <https://collabkp.cisco.com/>.

Finally, you can find the new *Cisco Hosted Collaboration Solution Ordering Guide* on this page:

<https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

Cisco Hosted Collaboration Mediation Fulfillment

- *Release Notes for Cisco Hosted Collaboration Mediation Fulfillment*: This document describes new and changed features, release information, and known issues associated with the release.
- *Cisco Hosted Collaboration Mediation Fulfillment Planning Guide*: This document provides instructions for planning Cisco Hosted Collaboration Mediation Fulfillment (HCM-F) in Cisco Hosted Collaboration Solution (HCS), including information on Cisco HCM-F services and resource requirements.
- *Cisco Hosted Collaboration Mediation Fulfillment Install and Configure Guide*: This document provides the information and procedures for installing, upgrading, and configuring Cisco HCM-F.
- *Cisco Hosted Collaboration Mediation Fulfillment Maintain and Operate Guide*: This document provides instructions for maintaining and operating Cisco HCM-F in Cisco HCS.
- *Cisco Hosted Collaboration Mediation Fulfillment Troubleshooting Guide*: This document provides the information about troubleshooting tools and procedures for troubleshooting components of Cisco HCM-F.
- *Cisco Hosted Collaboration Mediation Fulfillment Command Line Interface Reference Guide*: This document provides information on the command line interface for Cisco HCM-F.
- *Cisco Hosted Collaboration Mediation Fulfillment Developer Guide*: This document describes the Cisco HCS REST North Bound Interface Web Service APIs and the Cisco HCS SOAP North Bound Interface Web Service APIs.

Cisco Unified Communications Domain Manager

Cisco Unified Communications Domain Manager Releases 11.5(1) to 11.5(3) Patch Bundle 3

The following documents are available for the Cisco Unified Communications Domain Manager 11.5(1) through 11.5(3) Patch Bundle 3 releases.

- *Cisco Unified Communications Domain Manager Planning and Install Guide*: this document provides instructions for planning your Cisco Unified Communications Domain Manager deployment and installing the application.
- *Cisco Unified Communications Domain Manager Maintain and Operate Guide*: this document provides instructions for the day to day operation and maintenance of Cisco Unified Communications Domain Manager.
- *Cisco Unified Communications Domain Manager Troubleshooting Guide*: this document offers troubleshooting advice for Cisco Unified Communications Domain Manager.
- *Cisco Unified Communications Domain Manager API Reference Guide*: this document describes the Cisco Unified Communication Domain Manager APIs, including schema, for service providers and developers.
- *Cisco Unified Communications Domain Manager Bulk Loader Provisioning Guide*: this document provides instructions for using Bulk Loaders to provision Cisco Unified Communications Domain Manager.
- *Cisco Unified Communications Domain Manager Self Service Guide*: this document describes the Self Service operations available in Cisco Unified Communications Domain Manager.
- *Cisco Unified Communications Domain Manager Release Notes*: this document contains information on new and changed features, open caveats, and where to find information on resolved caveats in the release.

Cisco Unified Communications Domain Manager 8.1.9 ER1

CUCDM 8.1.9 ER1 User and Platform Guides: This zip file contains all Cisco Unified Communications Domain Manager 8.1.9 ER1 documents. The documents are organized by the structure that is specified in the User Assistance Guide for Cisco Unified Communications Domain Manager.

The following documents have been updated for the Cisco Unified Communications Domain Manager 8.1.9 ER1 release:

- *Release Notes for Cisco Unified Communications Domain Manager 8.1.9 ER1*
- *Platform 4.1.4.0-r1 Release Notes for Cisco Unified Communications Domain Manager 8.1.9 ER1*
- *Platform Upgrade Guide for Cisco Unified Communications Domain Manager 8.1.9 ER1*
- *Redundancy and Disaster Recovery Guide for Cisco Unified Communications Domain Manager 8.1.9 ER1*

Cisco Unified Communications Domain Manager 8.1.9

CUCDM 8.1.9 User and Platform Guides: This zip file contains all Cisco Unified Communications Domain Manager 8.1.9 documents. The documents are organized by the structure that is specified in the User Assistance Guide for Cisco Unified Communications Domain Manager.

The following documents have been updated for the Cisco Unified Communications Domain Manager 8.1.9 release:

- *Release Notes for Cisco Unified Communications Domain Manager 8.1.9*
- *Known Issues for Cisco Unified Communications Domain Manager 8.1.9*
- *Backup and Restore Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Bulk Loader Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *CUCDM-HCS 8.1.9 Platform Build Process*
- *Deployment Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Command Line Interface (CLI) for Cisco Unified Communications Domain Manager 8.1.9*
- *Platform Upgrade Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Redundancy and Disaster Recovery Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *SNMP Support for Cisco Unified Communications Domain Manager 8.1.9*
- *Self Care Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Server Overview Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *SSL Certificate Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Security Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Web Service API Reference for Cisco Unified Communications Domain Manager 8.1.9*

The following list is a selection of the other most commonly used documents for Cisco Unified Communications Domain Manager release 8.1.9:

- *Advanced Phone Settings for Cisco Unified Communications Domain Manager 8.1.9*
- *Call Manager Model Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Customers-Divisions-Locations Loader User Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Deploying a High Availability CUCDM SERVER on VMware for Cisco Unified Communications Domain Manager 8.1.9*
- *LDAP Integration Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *License Activation Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *LocAdmin Loader User Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Network Elements Loader User Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Network Ports for Cisco Unified Communications Domain Manager 8.1.9*
- *PGW Static Setup Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *FCT-ENT Loader User Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *FAQ and Troubleshooting Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *User Assistance Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *Unified CM Build Guide for Cisco Unified Communications Domain Manager 8.1.9*
- *IM and Presence Static Configuration Guide (Unified CM Version 9.x) for Cisco Unified Communications Domain Manager 8.1.9*

Cisco Unified Communications Domain Manager 8.1.8 ER1

CUCDM 8.1.8 User and Platform Guides: This zip file contains all Cisco Unified Communications Domain Manager 8.1.8 documents, including the updated documents for the ER1 release. The documents are organized by the structure that is specified in the User Assistance Guide for Cisco Unified Communications Domain Manager.

The following documents have been updated for the Cisco Unified Communications Domain Manager 8.1.8 ER1 release:

- *Release Notes for Cisco Unified Communications Domain Manager 8.1.8 ER1*
- *Known Issues for Cisco Unified Communications Domain Manager 8.1.8 ER1*

- *Bulk Loader Guide for Cisco Unified Communications Domain Manager 8.1.8 ERI*
- *Call Manager Model Guide for Cisco Unified Communications Domain Manager 8.1.8 ERI*
- *Deployment Guide for Cisco Unified Communications Domain Manager 8.1.8 ERI*
- *Platform Build Process for Cisco Unified Communications Domain Manager 8.1.8 ERI*
- *Self Care Guide for Cisco Unified Communications Domain Manager 8.1.8 ERI*
- *Upgrade Guide for Cisco Unified Communications Domain Manager 8.1.8 ERI*

Cisco Unified Communications Domain Manager 8.1.8

CUCDM 8.1.8 User and Platform Guides: This zip file contains all Cisco Unified Communications Domain Manager 8.1.8 documents. The documents are organized by the structure that is specified in the User Assistance Guide for Cisco Unified Communications Domain Manager.

The following documents have been updated for the Cisco Unified Communications Domain Manager 8.1.8 release:

- *Release Notes for Cisco Unified Communications Domain Manager 8.1.8*
- *Known Issues for Cisco Unified Communications Domain Manager 8.1.8*
- *Bulk Loader Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Deployment Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Network Ports for Cisco Unified Communications Domain Manager 8.1.8*
- *CUCDM-HCS 8.1.8 Platform Build Process*
- *Command Line Interface (CLI) for Cisco Unified Communications Domain Manager 8.1.8*
- *SNMP Support for Cisco Unified Communications Domain Manager 8.1.8*
- *Platform Upgrade Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *SSL Certificate Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Security Guide for Cisco Unified Communications Domain Manager 8.1.8*

The following list is a selection of the other most commonly used documents for Cisco Unified Communications Domain Manager release 8.1.8:

- *Advanced Phone Settings for Cisco Unified Communications Domain Manager 8.1.8*
- *Call Manager Model Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Customers-Divisions-Locations Loader User Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Deploying a High Availability CUCDM SERVER on VMware for Cisco Unified Communications Domain Manager 8.1.8*
- *LDAP Integration Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *License Activation Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *LocAdmin Loader User Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Network Elements Loader User Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *PGW Static Setup Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *FCT-ENT Loader User Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Redundancy and Disaster Recovery Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *FAQ and Troubleshooting Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Unified Communications Domain Manager 8.1.8 Reference Bulk-Loader Set Technical Overview*
- *Server Overview Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *User Assistance Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Self Care Guide for Cisco Unified Communications Domain Manager 8.1.8*
- *Unified CM Build Guide for Cisco Unified Communications Domain Manager 8.1.8*

- *IM and Presence Static Configuration Guide (Unified CM Version 9.x) for Cisco Unified Communications Domain Manager 8.1.8*
- *IM and Presence Static Configuration Guide (Unified CM Version 10 or later) for Cisco Unified Communications Domain Manager 8.1.8*
- *Web Service API Reference for Cisco Unified Communications Domain Manager 8.1.8*

