



Cisco Hosted Collaboration Solution Release 12.5 Documentation Guide

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Change History

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Change History

Date	Location	Description
2/3/2020	New Documents, Revised Documents	Updates related to the release of HCS 12.5 Add-on 1.
11/5/2019	New Documents	<ul style="list-style-type: none">• Added information related to the release of HCM-F 12.5(1) SU1.• Rebranded Webex
7/30/2019	Documentation Changes	Added information about the newly issued <i>Cisco Hosted Collaboration Solution Smart Licensing Guide, Release 12.5</i> .
6/25/2019		Initial issue of document.



CHAPTER 1

Documentation Changes

- [HCS Release Numbering](#), on page 1
- [New Documents](#), on page 1
- [Retired Documents](#), on page 2
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HCS Release Numbering

The current release number for Cisco Hosted Collaboration Solution is 12.5, and the latest release is called HCS 12.5 Add-on 1; future solution releases will be named by increasing the "add-on" number.

Cisco HCS releases are numbered so components of the solution (eg., Cisco Hosted Collaboration Mediation Fulfillment) are given a tertiary release number that descends from the solution release number. For example, HCM-F 12.5(1) is the initial release for that component; subsequent releases are numbered 12.5(2), 12.5 (3), and so on until the next solution release.

New Documents

Solution Documents

The following documents have been introduced for Cisco Hosted Collaboration Solution release 12.5 and its add-on releases:

- *Cisco Hosted Collaboration Solution Smart Licensing Guide, Release 12.5(1) SU1*
- *Release Notes for Cisco Hosted Collaboration Solution 12.5 Add-on 1*
- *Multi-Cluster Configuration Using ILS and GDPR*
- *Shared Media Resources*

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.

Cisco Hosted Collaboration Mediation Fulfillment 12.5(x) Documents

The following documents were introduced for Cisco Hosted Collaboration Mediation Fulfillment release 12.5(1) SU1:

- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(1) SU1 Developer Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(1) SU1 Install and Configure Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(1) SU1 Release Notes*

The following documents were introduced for Cisco Hosted Collaboration Mediation Fulfillment release 12.5(1):

- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(1) Command Line Interface Reference Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(1) Developer Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(1) Install and Configure Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(1) Maintain and Operate Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(1) Planning Guide*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(1) Release Notes*
- *Cisco Hosted Collaboration Mediation Fulfillment Release 12.5(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) Patch Bundle 4:

- *Cisco Unified Communications Domain Manager Release 11.5(3) Patch Bundle 4 Release Notes*

For more information, see the Cisco HCS 12.5 documentation page:

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-12-5/model.html>

Retired Documents

The following documents were retired for the Cisco Hosted Collaboration Solution 12.5 release.

Document Title	Notes
<i>Cisco Hosted Collaboration Solution Dial Plan Management Guide for Cisco Unified Communications Domain Manager</i>	Retired due to the end-of-life of CUCDM 8.x. Note also that there is no corresponding Dial Plan Management Guide for CUCDM 10.x/11.5 under HCS 12.5. For advice on Dial Plan Management using those versions of CUCDM, consult the guide for HCS 11.5.
<i>Cisco Hosted Collaboration Solution Integration with Cisco Collaboration Client Applications</i> <i>Cisco Hosted Collaboration Solution End-User Provisioning</i>	These guides primarily discussed configuration in CUCDM, which is not a component of HCS 12.5. If you are using an earlier version of CUCDM with HCS 12.5, consult the 11.5 version of the guide.
<i>Cisco Hosted Collaboration Solution SIP and CTI Support</i>	Most of the content of the deprecated SIP/CTI support guide had been duplicated or superseded by the <i>Solution Reference Network Design Guide</i> , so any information that was still relevant has been absorbed into that guide.

Document Title	Notes
<i>Cisco Hosted Collaboration Solution Multitenant Expressway Configuration Guide</i>	This was a temporary guide - its contents are now distributed through several of the solution documents related to design and configuration.
<i>Cisco Hosted Collaboration Solution Flexibility Guide</i>	This was also a temporary guide, introducing the flexibility in solution design that is now a core characteristic of HCS 12.5.
<i>Cisco HCS Large Enterprise Reference Guide</i>	This guide was relevant to a previous HCS offering that is positioned differently for HCS 12.5.

Updated Documents

The following documents have been updated for Cisco Hosted Collaboration Solution Release 12.5 and, when applicable, its add-on releases. Unless otherwise indicated, they are available at the HCS 12.5 technical documentation listing page on Cisco.com:

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-12-5/model.html>

- *Cisco Hosted Collaboration Solution Release 12.5 End-to-End Planning Guide*
- *Cisco Hosted Collaboration Solution Release 12.5 Capacity Planning Guide*
- *Cisco Hosted Collaboration Solution Release 12.5 Solution Reference Network Design Guide*
- *Cisco Hosted Collaboration Solution Release 12.5 Install Guide*
- *Cisco Hosted Collaboration Solution Release 12.5 Upgrade and Migration Guide*
- *Cisco Hosted Collaboration Solution Release 12.5 Maintain and Operate Guide*
- *Cisco Hosted Collaboration Solution Release 12.5 Customer Onboarding Guide*
- *Cisco Hosted Collaboration Solution Release 12.5 Troubleshooting Guide*
- *Cisco Hosted Collaboration Solution Release 12.5 Documentation Guide*
- *Cisco Hosted Collaboration Solution Release 12.5 Release Notes*
- *Cisco Hosted Collaboration Solution Compatibility Matrix*
- *Cisco Hosted Collaboration Solution Release 12.5 License Management*
- *Cisco Hosted Collaboration Solution Release 12.5 Features for Cisco Unified Communications Manager*
- *Cisco Hosted Collaboration Solution Release 12.5 Features for Cisco Unified Contact Center*
- *Cisco Hosted Collaboration Solution Release 12.5 Features for Cisco Unity Connection*
- *Cisco Hosted Collaboration Solution Ordering Guide* (located at this page: <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>)

The following documents have also been updated between the HCS 11.5 and 12.5 releases:

- *Cisco HCS Compatibility Matrix Usage 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 Webex Hybrid Services HCS Integration Reference Guide*
- *Cisco Hosted Collaboration Solution Shared Architecture Recommended Deployment*



CHAPTER 2

Solution-Level Documentation

- [Documentation Resources](#), on page 5
- [Planning and Overview](#), on page 5
- [Install and Upgrade](#), on page 6
- [Maintain and Operate](#), on page 6
- [Troubleshooting](#), on page 7
- [Reference](#), on page 7

Documentation Resources

The following page lists the documentation resources that are available for Cisco Hosted Collaboration Solution Release 12.5:

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-12-5/model.html>

You can also search Cisco Hosted Collaboration Solution Release 12.5 documentation through the Cisco Collaboration Knowledge Portal at <https://collabkp.cisco.com/>.

Finally, you can find the *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 12.5 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 12.5 Capacity Planning Guide*: This document provides capacity planning information for Cisco Hosted Collaboration Solution (HCS).
- *Cisco Hosted Collaboration Solution, Release 12.5 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 12.5 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 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 12.5 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.
- *Cisco Hosted Collaboration Solution Smart Licensing Guide, Release 12.5*: This document describes the new Smart Licensing functionality introduced with Cisco HCS release 12.5.

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 12.5 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 12.5 Upgrade and Migration Guide*: This document summarizes the process that you must follow when upgrading your Cisco Hosted Collaboration Solution deployment to Release 12.5. 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.

Maintain and Operate

- *Cisco Hosted Collaboration Solution, Release 12.5 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 12.5 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 12.5 Troubleshooting Guide*: This document provides troubleshooting information for the Cisco Hosted Collaboration Solution (HCS).

Reference

Configuration Examples and Technical Notes

- *Multi-Cluster Configuration Using ILS and GDPR*: describes the configuration of Inter-Cluster Lookup Service (ILS) and Global Dial Plan Register (GDPR) on the Cisco Unified Communications Manager Session Management Edition (SME) to support multi-cluster calls.
- *Shared Media Resources*: describes how Cisco HCS partners can share media resources, such as the conference bridges and transcoders, across different clusters and across customers.

Feature Support Documentation

- *Cisco Hosted Collaboration Solution, Release 12.5 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 12.5 Cisco Unity Connection Feature Support*: This document clarifies the support and provisioning approach for key Cisco Unity Connection features in Cisco HCS.

Reference Guides

- *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 Webex Hybrid Services HCS Integration Reference Guide*: This document describes how to plan and implement Cisco Webex Hybrid Services in a Cisco HCS deployment.

White Papers

- *Cisco Hosted Collaboration Solution Shared Architecture Recommended Deployment*: This document provides configuration steps for the Shared Architecture implementation of HCS.



CHAPTER 3

Functional-Level Documentation

- [Documentation Resources](#), on page 9
- [Cisco Hosted Collaboration Mediation Fulfillment](#), on page 9

Documentation Resources

The following page lists the documentation resources that are available for Cisco Hosted Collaboration Solution Release 12.5:

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-version-12-5/model.html>

You can also search Cisco Hosted Collaboration Solution Release 12.5 documentation through the Cisco Collaboration Knowledge Portal at <https://collabkp.cisco.com/>.

Finally, you can find the *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.



CHAPTER 4

Related Component-Level Documentation

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- [Cisco Unified Communications Applications](#) , on page 11
- [Contact Center](#), on page 12
- [Telepresence](#), on page 12
- [Collaboration Edge](#), on page 12
- [Directory Services](#), on page 13
- [ID Management](#), on page 13
- [Customer Premise Equipment and Survivable Remote Site Telephony \(SRST\) Gateways](#), on page 13
- [Customer Premise Equipment Analog Gateways and Adapters](#), on page 14
- [Service Management Fulfillment](#), on page 14
- [Service Management Assurance](#), on page 14
- [Virtualized Multi-Tenant Data Center Infrastructure](#), on page 15
- [Cisco Endpoints](#), on page 16

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.

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)

