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Purpose

This document provides a roadmap for the Cisco Hosted Collaboration Solutions documentation suite.

Audience

This document provides information for service providers who manage the Cisco Hosted Collaboration Solution. This guide requires knowledge of the Cisco Hosted Collaboration Solution (HCS).

Conventions

This document uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>^ or Ctrl</td>
<td>Both the ^ symbol and Ctrl represent the Control (Ctrl) key on a keyboard. For example, the key combination ^D or Ctrl-D means that you hold down the Control key while you press the D key. (Keys are indicated in capital letters but are not case sensitive.)</td>
</tr>
<tr>
<td>bold font</td>
<td>Commands and keywords and user-entered text appear in <strong>bold</strong> font.</td>
</tr>
<tr>
<td>Italic font</td>
<td>Document titles, new or emphasized terms, and arguments for which you supply values are in <em>italic</em> font.</td>
</tr>
<tr>
<td>Convention</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Courier font</td>
<td>Terminal sessions and information the system displays appear in courier font.</td>
</tr>
<tr>
<td>Bold Courier font</td>
<td>Bold Courier font indicates text that the user must enter.</td>
</tr>
<tr>
<td>[x]</td>
<td>Elements in square brackets are optional.</td>
</tr>
<tr>
<td>...</td>
<td>An ellipsis (three consecutive non-bolded periods without spaces) after a syntax element indicates that the element can be repeated.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>[x</td>
<td>y]</td>
</tr>
<tr>
<td>{x</td>
<td>y}</td>
</tr>
<tr>
<td>[x {y</td>
<td>z}]</td>
</tr>
<tr>
<td>string</td>
<td>A non-quoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.</td>
</tr>
<tr>
<td>&lt;&gt;</td>
<td>Non-printing characters such as passwords are in angle brackets.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Default responses to system prompts are in square brackets.</td>
</tr>
<tr>
<td>!, #</td>
<td>An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.</td>
</tr>
</tbody>
</table>

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:


Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.
Documented changes

• New Documents, page 1
• Retired Documents, page 1
• Updated Documents, page 2

New Documents

The following documents are new in Cisco HCS 9.2(1) SU1:

• Capacity Planning Guide for Cisco Hosted Collaboration Solution: This document provides capacity planning information for Cisco Hosted Collaboration Solution (HCS).

• Cisco Hosted Collaboration Solution End-To-End Planning Guide: This document provides the processes and tasks that are required to design a Cisco Hosted Collaboration Solution.

• HCS 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 HCS, as well as for Cisco Collaboration Client Applications for Cisco HCS configuration.

Retired Documents

The following documents have been retired in Cisco HCS 9.2(1) SU1:

• Cisco UC Integration for Microsoft Lync Guide for Cisco HCS: Content is now covered in HCS Integration with Cisco Collaboration Client Applications document.

• Service Assurance Installation and Configuration Guide: Content is now covered in Installation Guide for Cisco Hosted Collaboration Solution.

• Service Assurance Planning Guide: Content is now covered in Cisco Hosted Collaboration Solution End-To-End Planning Guide.

• Service Fulfillment Installation: Content is now covered in Installation Guide for Cisco Hosted Collaboration Solution.
• **Service Fulfillment Planning Guide**: Content is now covered in *Cisco Hosted Collaboration Solution End-To-End Planning Guide.*

## Updated Documents

The following documents have been updated to include Cisco HCS 9.2(1) SU1 information.

• Backup and Restore Guide for Cisco Hosted Collaboration Solution
• Cisco Hosted Collaboration Solution Assurance Reference Guide
• Compatibility Matrix for Cisco Hosted Collaboration Solution
• Configuration Guide for Customer Onboarding in Cisco Hosted Collaboration Solution
• Documentation Guide for Cisco Hosted Collaboration Solution
• Installation Guide for Cisco Hosted Collaboration Solution
• License Usage Guide for Cisco Hosted Collaboration Solution
• New and Changed Information for Cisco Hosted Collaboration Solution
• Release Notes for Cisco Hosted Collaboration Solution
• Solution Reference Network Design for Cisco Hosted Collaboration Solution
• Troubleshooting Guide for Cisco Hosted Collaboration Solution
Solution-level documentation

- Planning and overview, page 3
- Install and upgrade, page 4
- Configure, page 5
- Administer and maintain, page 5
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- Reference, page 6

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 Compatibility Matrix for Cisco Hosted Collaboration Solution document including the compatibility information for the components that are supported for this release.

Planning guides

- Cisco Hosted Collaboration Solution End-To-End Planning Guide: This document provides the processes and tasks that are required to design a Cisco Hosted Collaboration Solution.
Release notes


Licensing


- **Guided System Selling Tool Guide for Hosted Collaboration Solution:** This document provides detailed information about the Cisco Hosted Collaboration Solution (Cisco HCS) module, the Cisco HCS bill of materials (BOM) generation tool that is part of the Guided System Selling tool. The module asks the user details about their proposed Cisco HCS deployment and as a result creates a full Cisco HCS bill of materials. The BOM can then be uploaded to Cisco Commerce Workspace (CCW), the standard Cisco ordering tool.

- **Licensing Activation for Cisco Hosted Collaboration Solution:** This document outlines the steps required to obtain, activate, and manage licenses related to the Cisco Hosted Collaboration Solution (HCS).

- **License Usage Guide for Cisco Hosted Collaboration Solution:** This document provides information that you need to extract information about license usage from individual components that are part of Cisco HCS.

Install and upgrade


- **Installation Guide for Cisco Hosted Collaboration Solution:** 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.

- **Upgrade Guide for Cisco Hosted Collaboration Solution:** This document provides a high-level view of the upgrade of a Cisco Hosted Collaboration Solution (HCS) system. The document includes information related to upgrade strategies, discusses the upgrade sequence, and emphasizes the order in which components are to be upgraded. Specific product documentation is referenced for detailed upgrade instructions.
Configure

Configure guides


- **Configuration Guide for Customer Onboarding in Cisco Hosted Collaboration Solution**: 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.

Administer and maintain

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

Solution-level documentation

- **Backup and Restore Guide for Cisco Hosted Collaboration Solution**: This document describes solution level backup and restore for Cisco Hosted Collaboration Solution and outlines backup and restore recommendations, best practices, and caveats for Cisco Hosted Collaboration Solution.

- **Dial Plan for Cisco Hosted Collaboration Solution**: 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.

Functional-level documentation

- **Administration Guide for Cisco Hosted Collaboration Mediation Fulfillment**: This document describes how to work with the Shared Data Repository, Service Inventory, Platform Manager, Infrastructure Manager, and the various services in Cisco HCM-F.

- **Administration Guide for Cisco HCM-F Real-Time Monitoring Tool**: This document contains detailed information about using the Cisco HCM-F Real-Time Monitoring Tool to monitor the performance of your Hosted Collaboration Mediation Fulfillment system.

- **Cisco Unified Communications Domain Manager Documentation for Cisco HCS**: This zip file contains all Cisco Unified Communications Domain Manager documents. The documents are organized by the structure that is specified in the user assistance guide, which is the documentation roadmap for Cisco Unified Communications Domain Manager.

- **Cisco Virtual PGW 2200 Softswitch 9.9 Documentation for Cisco HCS**: All Cisco Virtual PGW 2200 Softswitch documents exist in this zip file.
Troubleshooting

Security advisories, responses and notices

Troubleshooting guides
Refer to http://www.cisco.com/en/us/partner/products/ps11363/prod_troubleshooting_guides_list.html for the latest version of the following document:

• Troubleshooting Guide for Cisco Hosted Collaboration Solution: This document provides troubleshooting information for the Cisco Hosted Collaboration Solution (HCS).

Reference

Command references
Refer to http://www.cisco.com/en/US/partner/products/ps11363/prod_command_reference_list.html for the following document:

• Command Line Interface Reference Guide for Cisco Hosted Collaboration Mediation Fulfillment: This document provides information on the command line interface for HCM-F.

Documentation guide
Refer to http://www.cisco.com/en/US/partner/products/ps11363/products_documentation_roadmaps_list.html for the latest version of the following document:

• Documentation Guide for Cisco Hosted Collaboration Solution: This document provides information on the command line interface for HCM-F.

Programming guides

• Cisco HCS 9.2(1) API Gateway Proxy Developer Guide
• Developer Guide for Cisco Hosted Collaboration Mediation Fulfillment
• HCS Web Services Interface Javadoc Sample Code
• HCS Web Services Interface Javadoc

Reference guides
• **HCS 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.

• **SIP and CTI Support in Cisco Hosted Collaboration Solution:** This document outlines Session Initiation Protocol (SIP) and CTI support in HCS 9.x releases.

• **Third-Party PBX SIP Integration Guide for Cisco Hosted Collaboration Solution:** This document provides an SIP integration for 3rd party PBX with HCS.

**Functional-level documentation**


• **Cisco HCS 9.2(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 HCS 9.2(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 HCS 9.2(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 HCS 9.2(1) Features for Unity Connection:** The document clarifies the support and provisioning approach for key Cisco Unity Connection features in Cisco HCS.

• **Cisco Hosted Collaboration Solution Assurance Reference Guide:** This document describes the components for Cisco HCM-Service Assurance and how service assurance works.
Related Component-level Documentation

Component-level documentation is for reference. Component-level documentation may cover functionality and capabilities not utilized in HCS. Refer to Solution-level documentation, on page 3, supported usage of the components within HCS.


- Aggregation layer, page 9
- Cisco Endpoints, page 10
- Cisco Gateways and Adapters, page 11
- Cisco Unified Communications Applications and Widgets, page 12
- Cisco Unified Survivable Remote Site Telephony (SRST) Gateways, page 12
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Aggregation layer

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

For more information on third-party software components and hardware requirements, refer to Cisco PGW 2200 Softswitch installation guides.


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### Cisco Endpoints

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


- **Cisco TelePresence:** [http://www.cisco.com/cisco/web/psa/default.html](http://www.cisco.com/cisco/web/psa/default.html)
After you refer to the URL, select **Products > TelePresence**; then, select the Cisco TelePresence product that applies to your setup.


**Cisco Gateways and Adapters**

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

Cisco Unified Communications Applications and Widgets

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


Cisco Unified Survivable Remote Site Telephony (SRST) Gateways

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


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


Media Resources and MCU

To obtain documentation on Media Resources and MCU, refer to the following:


Security appliance

To obtain documentation on Security appliance, refer to the following:


• LDAP-Microsoft Active Directory: vendor website

Service Assurance

Prime Central for Cisco Hosted Collaboration Solution Service Assurance

Service Fulfillment

To obtain documentation on Service Fulfillment, refer to the following:


- **Cisco Unified Communications Domain Manager**: All Cisco Unified Communications Domain Manager documents exist in the zip file, Cisco Unified Communications Domain Manager Documentation for Cisco HCS - zip archive. The documents are organized by the structure that is specified in the user assistance guide, which is the documentation roadmap for Cisco Unified Communications Domain Manager. To obtain these documents, refer to [http://www.cisco.com/en/US/partner/products/ps11363/prod_maintenance_guides_list.html](http://www.cisco.com/en/US/partner/products/ps11363/prod_maintenance_guides_list.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)

Virtualized Multi-tenant Data Center Infrastructure

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


• EMC CLARiiON FLARE: vendor website

• Hypervisor-VMware vSphere Enterprise Plus (Includes VMware ESXi and VMware vCenter): vendor website

• VMware vCenter Server: vendor website