Solution-level documentation

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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.