



## CHAPTER 5

# The Cisco HCM-F Administrative Interface

---

This chapter contains information on the following topics:

- [Overview of Cisco HCM-F Administrative Interface, page 5-1](#)
- [Browser Support, page 5-2](#)
- [Login and Logout, page 5-4](#)
- [Online Help, page 5-5](#)
- [Version of the Interface, page 5-5](#)
- [Accessibility, page 5-5](#)

## Overview of Cisco HCM-F Administrative Interface



**Tip**

---

Each interface appears only if the corresponding service is running on the Cisco HCM-F platform, as indicated through the command line interface. If the service is not running, the interface does not display. The Cisco HCM-F administrative interface uses single sign-on functionality, which means that you can access any of the interfaces that display after you log in.

---

The Cisco HCM-F administrative interface includes the following administrative interfaces:

### **Service Inventory**

Cisco HCM-F supports Service Inventory, an application that periodically queries the Cisco Unified Communications Domain Manager server and reports the current operating state of the underlying Unified Communications applications. The data provides information about customers, subscribers, devices, and other details that are currently provisioned for Cisco HCS through Cisco Unified Communications Domain Manager. This data gets used by the service provider to generate appropriate billing records for end customers as part of regular business processes. It also can report on the overall state of the system.

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

**Infrastructure Manager**

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

**Platform Manager**

The Platform Manager administrative interface, an upgrade management client, allows you to start upgrades for Cisco Unified Presence, Cisco Unified Communications Manager, and Cisco Unity Connection in the Cisco Hosted Collaboration Solution. It allows you to configure the server inventory for the system as well as select, schedule, and monitor upgrades of one or more servers across one or more clusters. In the Platform Manager administrative interface, you can also create groups of servers to help manage multiple clients and applications. From the administrative interface, you can schedule restarts for servers and schedule tasks for switching to the active version (active partition).

## Browser Support

From any user PC in your network, you can browse into a server that is running the Cisco HCM-F administrative interface and log in with administrative privileges.

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



**Tip**

---

The Cisco HCM-F administrative interface does not support the buttons in your browser. Do not use the browser buttons (for example, the Back button) when you perform configuration tasks.

---

This section outlines the current browser compatibility for Cisco HCM-F on the following browsers:

- [Chrome, page 5-2](#)
- [Firefox, page 5-3](#)
- [Internet Explorer, page 5-3](#)
- [Opera, page 5-4](#)
- [Safari, page 5-4](#)

## Chrome

[Table 5-1 on page 5-3](#) outlines the compatibility of Chrome versions by operating system for Cisco HCM-F.

**Table 5-1** *Compatibility of Chrome Versions by Operating System*

<b>Version</b>	<b>Windows OS - Win XP</b>	<b>Window OS - Win 7 (32 and 64 bit)</b>	<b>Apple OS</b>	<b>Linux OS</b>	<b>Google Chrome OS</b>
Chrome 10	Supported	Supported	Supported	Not supported	Not supported
Chrome 11	Supported	Supported	Supported	Not supported	Not supported
Chrome 12	Supported	Supported	Supported	Not supported	Not supported
Chrome 13	Supported	Supported	Supported	Not supported	Not supported
Chrome 14	Supported	Supported	Supported	Not supported	Not supported
Chrome 15	Supported	Supported	Supported	Not supported	Not supported
Chrome 16	Supported	Supported	Supported	Not supported	Not supported

## Firefox

[Table 5-2 on page 5-3](#) outlines the compatibility of Firefox versions by operating system for Cisco HCM-F.

**Table 5-2** *Compatibility of Firefox Versions by Operating System*

<b>Version</b>	<b>Windows OS - Win XP</b>	<b>Window OS - Win 7 (32 and 64 bit)</b>	<b>Apple OS</b>	<b>Linux OS</b>	<b>Google Chrome OS</b>
Firefox 3.6	Supported	Supported	Supported	Not supported	Not supported
Firefox 4.0	Supported	Supported	Supported	Not supported	Not supported
Firefox 5.0	Supported	Supported	Supported	Not supported	Not supported
Firefox 6.0	Supported	Supported	Supported	Not supported	Not supported
Firefox 7.0	Supported	Supported	Supported	Not supported	Not supported

## Internet Explorer

[Table 5-3 on page 5-4](#) outlines the compatibility of Internet Explorer versions by operating system for Cisco HCM-F.

**Table 5-3** Compatibility of Internet Explorer Versions by Operating System

Version	Windows OS - Win XP	Window OS - Win 7 (32 and 64 bit)	Apple OS	Linux OS	Google Chrome OS
IE 8	Supported	Supported	Not supported	Not supported	Not supported
IE 9*	Not supported	Supported	Not supported	Not supported	Not supported

## Opera

Opera is not supported with Cisco HCM-F.

## Safari

[Table 5-4 on page 5-4](#) outlines the compatibility of Safari versions by operating system for Cisco HCM-F.

**Table 5-4** Compatibility of Safari Versions by Operating System

Version	Windows OS - Win XP	Window OS - Win 7 (32 and 64 bit)	Apple OS	Linux OS	Google Chrome OS
Safari 5	Not supported	Not supported	Supported	Not supported	Not supported
Safari 5.1	Not supported	Not supported	Supported	Not supported	Not supported

## Login and Logout

Simultaneous login by a large number of administrators can cause performance issues with the interface, so try to limit the number of administrators that are logged in simultaneously. Use the following procedure to log in to the Cisco HCM-F administrative interface:

- 
- Step 1** To log in, start your preferred operating system browser. In the address bar of the web browser, enter the following case-sensitive URL:
- ```
https://<name of Cisco HCM-F platform>:{8443}/hcsadmin
```
- where: <name of the Cisco HCM-F platform> equals the name or IP address that you specified for the Cisco HCM-F platform during installation.
- You can optionally specify a port number, which in this URL is 8443.
- Step 2** At the main Cisco Hosted Collaboration Mediation Fulfillment page, enter the username and password that you specified during Cisco HCM-F installation or changed after the installation; then, click **Login**. The Cisco HCM-F administrative interface uses single sign-on functionality, which means that you can access any administrative interface that displays. Remember that the interface displays only if the corresponding service is running on the Cisco HCM-F platform.

**Tip**

For security purposes, the Cisco HCM-F administrative interface logs you out after 30 minutes of inactivity, and you must log back in.

**Tip**

To log out, click **Logout** in the upper right corner of the Cisco HCM-F administrative interface. The page displays with the login fields.

## Online Help

Each page in the Cisco HCM-F administrative interface provides online help for the settings on that page. To access the online help for the page, click the ? icon in the upper right corner of the page.

The online help does not provide all of the information that is available in this guide. Review this guide before you perform configuration tasks in the Cisco HCM-F administrative interface.

## Version of the Interface

To identify the version of the Cisco HCM-F administrative interface, click **About** in the upper right corner of the page or click **Home** in the administrative interface. To close the About page, click **x**.

## Accessibility

The Cisco HCM-F administrative interface provides functionality that allows you to access buttons on the page without using a mouse. You can perform the following procedures from any point on the page, so you do not have to scroll or tab through various fields.

### Accessing the Icons on the Page

Many of the pages in the Cisco HCM-F administrative interface include icons that display at the top of the page; for example, an icon for filter or last updated. To access these icons, perform the following procedure:

1. Press **Alt**, press **1**; then, press **Tab**. The cursor will highlight the first icon from the left. To move to the next icon, press **Tab** again.
2. Press **Enter**. The system performs the function of the icon; for example, Filter.

### Accessing the Buttons on the Page

Many of the pages in the Cisco HCM-F administrative interface have buttons that display; for example, a button for Save. To access these buttons, perform the following procedure:

1. Press **Alt**, press **2**, and then press **Tab**. The cursor highlights the first button from the left. To move to the next button, press **Tab** again.
2. Press **Enter**. The function of the button gets performed; for example, Save.

## Related Topics

- [Service Inventory Configuration, page 6-1](#)
- [Infrastructure Manager Configuration, page 7-1](#)
- [Platform Manager Configuration, page 8-1](#)