



Documentation Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 12.5(1)

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Documentation Guide

About this Guide

This guide contains an overview of the documentation that is available for Release 12.5(1) of Cisco Unified Communications Manager and the IM and Presence Service, in addition to subsequent SU releases.

SU Releases

For SU releases, use these guidelines to determine which document to use:

- If an SU document version exists that matches the specific SU release that you are running, use that SU document rather than the baseline 12.5(1) version as the document contains updated information that was not in the 12.5(1) baseline.
- If the document was republished for SU releases, but not the specific SU that you are running, use the latest version of the document where the document version is less than, or equal to, the version that you are running. For example, if you are running 12.5(1)SU1, you can use documents from 12.5(1) or 12.5(1)SU1 (use the latest version of the document), but you cannot use documents from 12.5(1)SU2 as it is a higher release, and may contain features that are not included in your release.
- If no SU version of the document exists, use the 12.5(1) baseline version.

Documentation Restructure 12.5(1)SU1 and Later

Following is a summary of the documentation restructure effort that was a part of 12.5(1)SU1. For this release and later releases, many Unified Communications Manager documents were restructured in order to improve usability and to streamline the documentation set. As part of this effort, one new guide is added, three existing guides are reworked, and five existing guides are deprecated. This overall effort reduces the size of the Unified Communications Manager documentation suite by four guides.

Table 1: Restructured Documents for 12.5(1)SU1 and Later

Restructured Documents	Description
System Configuration Guide	As of 12.5(1)SU1, the <i>System Configuration Guide</i> is shortened and streamlined to create a complete post-install system setup. Basic security and SSO configurations are added to fill out the basic setup, while advanced call processing features are moved to the <i>Feature Configuration Guide</i> . This new guide forms the Unified Communications Manager prerequisite for deploying an advanced Cisco call processing solution.

Restructured Documents	Description
Feature Configuration Guide	This guide is expanded as the following advanced call processing topics are moved to this guide from the <i>System Configuration Guide</i>: • Call Control Discovery • External Call Control • Call Queuing • Call Throttling • Logical Partitioning • Location Awareness • Flexible DSCP Marking and Video Promotion • SIP Normalization and Transparency • SDP Transparency Profiles • Mobile and Remote Access In addition, the following new sections are added for 12.5(1)SU1 and later: • Headsets Managements • Video Endpoints Management
Administration Guide	As of 12.5(1)SU1, the <i>Administration Guide for Cisco Unified Communications Manager</i> is expanded to include consolidated administration information from the <i>Changing the IP Address, Hostname and Domain</i> document, the <i>Cisco Unified Reporting Administration Guide</i> document and many sections from the existing <i>Cisco Unified Serviceability Administration Guide</i> documentation, all of which are deprecated for 12.5(1)SU1 and later. In addition to the above updates, an overview of troubleshooting information has been inserted into the <i>Administration Guide</i>.
Call Reporting and Billing Administration Guide	This new document simplifies call reporting and billing administration documentation, consolidating existing material from the documents <i>Cisco Unified CDR Analysis and Reporting Administration Guide</i> and the <i>Call Detail Records Administration Guide</i>, both of which are now deprecated. It also adds CDR Repository and billing server information that was available previously with the Serviceability documentation. The new guide simplifies the overall structure and provides a clearer setup process:

Table 2: Restructured Documents for 12.5(1)SU3 and Later

Restructured Documents	Description
Security Guide	The Security Guide is restructured for Release 12.5(1)SU3. The new guide is streamlined and enhanced to make it easy to configure and deploy security for Unified Communications Manager and registered endpoints. The new guide is split into three sections: • Basic Security—Contains information on how to configure basic security on Unified Communications Manager and on registered endpoints. • User Security—Contains information on how to manage identity, authentication, and user access. • Advanced Security Features—Contains information on how to deploy advanced security features such as FIPS Mode, Enhanced Security Mode, and V.150. The book also includes enhanced information with new topics on subjects like Security Hardening and Identity Management that help you make security decisions for your deployment.
Push Notifications Deployment for Cisco Jabber on iPhone and iPad	This document describes how to configure Push Notifications for Cisco Jabber on iPhone and iPad with Cisco Unified Communications Manager and the IM and Presence Service. The guide is updated to include Push Notifications support for Cisco Jabber and Cisco Webex clients that run on both Android devices and iOS devices.

Documents for Cisco Unified Communications Manager 12.5(x)

This section summarizes the documents that are available for Cisco Unified Communications Manager Release 12.5(1), and subsequent 12.5(1) SU releases.

Table 3: Documents for Cisco Unified Communications Manager, Release 12.5.x

Document	Description
Release Guides	
Compatibility Matrix	Provides detailed information about upgrade paths and compatible devices and applications for Cisco Unified Communications Manager and IM and Presence Service.

Document	Description
Release Notes for Cisco Unified Communications Manager and the IM and Presence Service	Describes release-specific information such as system requirements, new features, changed information, documentation updates, and open caveats for the latest release of Cisco Unified Communications Manager and IM and Presence Service. • Release Notes 12.5(1) • Release Notes 12.5(1)SU1 • Release Notes 12.5(1)SU2 • Release Notes 12.5(1)SU3 • Release Notes 12.5(1)SU4 • Release Notes 12.5(1)SU5 • Release Notes 12.5(1)SU6 • Release Notes 12.5(1)SU7 • Release Notes 12.5(1)SU8a
New and Changed Features	This chapter from the Release Notes contains information on the new and changed features for this release. • New and Changed 12.5(1) • New and Changed 12.5(1)SU1 • New and Changed 12.5(1)SU2 • New and Changed 12.5(1)SU3 • New and Changed 12.5(1)SU4 • New and Changed 12.5(1)SU5 • New and Changed 12.5(1)SU6 • New and Changed 12.5(1)SU7 • New and Changed 12.5(1)SU8a

Document	Description
Readme Files	The OVA Readme contains information on deploying the 12.5 OVA template. The SU Readme files contain information on bug fixes and updates that are included in the SU release. • OVA Readme 12.5(1) • SU Readme 12.5(1)SU1 • SU Readme 12.5(1)SU2 • SU Readme 12.5(1)SU3 • SU Readme 12.5(1)SU4 • SU Readme 12.5(1)SU5 • SU Readme 12.5(1)SU6 • SU Readme 12.5(1)SU7 • SU Readme 12.5(1)SU8a
Release Notes for Prime Collaboration Deployment	Release-specific information for the latest release of Cisco Prime Collaboration Deployment. • Release Notes for Prime Collaboration Deployment 12.5(1) • Release Notes for Prime Collaboration Deployment 12.6(1)
Open Source Documents	The Open Source document contain licenses and notices for open source software used in the respective products. • Cisco Unified Communications Manager 12.5(1) • Cisco Unified Communications Manager 12.5(1)SU1 • Cisco Unified Communications Manager 12.5(1)SU2 • Cisco Unified Communications Manager 12.5(1)SU3 • Cisco Unified Communications Manager 12.5(1)SU4 • Cisco Unified Communications Manager 12.5(1)SU5 • Cisco Prime Collaboration Deployment 12.5(1) • Cisco Prime Collaboration Deployment 12.6(1)
Install and Upgrade Guides	
Installation Guide	Use this guide to install Cisco Unified Communications Manager and IM and Presence Service on the publisher database and subscriber nodes.
Upgrade and Migration Guide	Use this guide to upgrade to the latest release of Cisco Unified Communications Manager and IM and Presence Service.

Document	Description
Replacing a Single Server or Cluster	Use this guide to replace an entire cluster or a single server in a cluster for Cisco Unified Communications Manager.
Cisco Collaboration on Virtual Servers	Use this guide to get technical information that you need to run Cisco Unified Communications Manager on virtual servers.
Configuration Guides	
System Configuration Guide	Use this guide to configure the call control system of Cisco Unified Communications Manager. This guide includes Day 1 configurations such as inbound and outbound calling, dial plans, and network resources. Note For 12.5(1)SU1 and later, this guide is restructured and streamlined to be a post-install basic setup. Basic security and SSO configurations are added while advanced call processing is moved to the <i>Feature Configuration Guide</i>. This streamlined guide forms the prerequisite to deploying an advanced call control solution. • System Configuration 12.5(1) • System Configuration 12.5(1)SU1 • System Configuration 12.5(1)SU2 • System Configuration 12.5(1)SU3 • System Configuration 12.5(1)SU4 • System Configuration 12.5(1)SU7 Note 12.5(1)SU4-SU7 is now a consolidated guide.
Feature Configuration Guide	Use this guide to configure features for Cisco Unified Communications Manager. Refer to this guide after you configure the call control system. Note For 12.5(1)SU1 and later, the guide is expanded with advanced call processing features that were in the System Configuration Guide previously. In addition, the Cisco Headsets and Video Endpoints Management features are added. • Feature Configuration 12.5(1) • Feature Configuration 12.5(1)SU1 • Feature Configuration 12.5(1)SU2 • Feature Configuration 12.5(1)SU3 • Feature Configuration 12.5(1)SU4 • Feature Configuration 12.5(1)SU6
Push Notifications Deployment for Cisco Jabber on iPhone and iPad	This document describes how to configure Push Notifications for Cisco Jabber on iPhone and iPad with Cisco Unified Communications Manager and the IM and Presence Service.
Programming Guides	

Document	Description
Cisco Unified JTAPI Developers Guide	Describes the Cisco implementation of JTAPI for the Cisco Unified Communications Manager platform.
Cisco Unified TAPI Developers Guide	Describes the Cisco TAPI Service Provider (TSP), which allows developers to create customized IP telephony applications for Cisco users. Cisco conforms as closely as possible to the JTAPI specification while providing extensions that enhance JTAPI and expose the advanced features of Cisco Unified Communications Manager to applications
Maintain and Operate Guides	
Administration Guide	Use this guide to complete administrative tasks on a configured Cisco Unified Communications Manager system. You can use this to perform tasks such as adding users, adding devices, running backups and restores. Note For 12.5(1)SU1 and later, this guide is expanded to include sections that were previously in the <i>Changing the IP Address, Hostname and Domain</i>, <i>Cisco Unified Reporting Administration Guide</i> and <i>Cisco Unified Serviceability Administration Guide</i>. • Administration Guide 12.5(1) • Administration Guide 12.5(1)SU1 • Administration Guide 12.5(1)SU3 • Administration Guide 12.5(1)SU4 • Administration Guide 12.5(1)SU6 • Administration Guide 12.5(1)SU7 Note 12.5(1)SU6-SU7 is now a consolidated guide.
Security Guide	Use this guide to configure authentication and encryption for Cisco Unified Communications Manager, Cisco Unified IP Phones, Cisco Unified Survivable Remote Site Telephony (Unified SRST) references, Media Gateway Control Protocol (MGCP) gateways, and Cisco Unity and Cisco Unity Connection voice-messaging ports • Security Guide 12.5(1) • Security Guide 12.5(1)SU1 • Security Guide 12.5(1)SU2 • Security Guide 12.5(1)SU3 • Security Guide 12.5(1)SU4 • Security Guide 12.5(1)SU5 • Security Guide 12.5(1)SU6
SAML SSO Deployment Guide	Use this guide to learn key concepts, terminology, and high-level information that you need to configure and enable the SAML-based SSO solution across a defined set of Cisco collaboration applications.

Document	Description
Prime Collaboration Deployment Administration Guide	Use Cisco Prime Collaboration Deployment to migrate existing Unified Communication server clusters to new clusters. It also describes how to perform operations on existing clusters such as fresh installs, upgrades, migrations, installs, upgrades, and IP address or hostname changes. • Prime Collaboration Deployment Administration 12.5(1) • Prime Collaboration Deployment Administration 12.6(1)
Bulk Administration Guide	Use the Bulk Administration Tool to add, update, or delete a large numbers of users, devices, or ports in Cisco Unified Communications Manager. • Bulk Administration 12.5(1)SU2 • Bulk Administration 12.5(1)SU4 • Bulk Administration 12.5(1)SU6
Cisco Unified Serviceability Administration Guide	Use Cisco Unified Serviceability to configure alarms, traces, and SNMP for Cisco Unified Communications Manager and the IM and Presence Service. This document also describes how to activate, start, and stop feature and network services • Serviceability Administration Guide 12.5(1) • Serviceability Administration Guide 12.5(1)SU1
Real-Time Monitoring Tool Administration Guide	Use this guide to install and use the Cisco Unified Real-Time Monitoring Tool to monitor the real-time behavior of system components for Cisco Unified Communications Manager and IM and Presence Service. • Real-Time Monitoring Tool Administration Guide 12.5(1) • Real-Time Monitoring Tool Administration Guide 12.5(1)SU3 • Real-Time Monitoring Tool Administration Guide 12.5(1)SU4
Changing the IP Address and Hostname	Use this guide to change the IP address, hostname, or domain for Cisco Unified Communications Manager and IM and Presence Service. Note For 12.5(1)SU1 and later, this book is deprecated. Existing content is moved to the <i>Administration Guide for Cisco Unified Communications Manager</i>.
Cisco Unified CDR Analysis and Reporting Administration Guide	Use this guide to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting (CAR), to create user, system, device, and billing report. Note For 12.5(1)SU1 and later, this book is deprecated. Existing content is moved to the <i>Call Reporting and Billing Administration Guide</i> thereby deprecating this book.

Document	Description
Call Detail Records Administration Guide	Refer to this guide for examples and descriptions of CDR and CMR records in CDR Analysis and Reporting. Note For 12.5(1)SU1 and later, this book is deprecated. Existing content is moved to the <i>Call Reporting and Billing Administration Guide</i> thereby deprecating this book.
Command Line Interface Reference Guide	Refer to this guide for the Command Line Interface (CLI) commands that are available for a Cisco Unified Communications Solution • Command Line Interface Reference 12.5(1) • Command Line Interface Reference 12.5(1)SU1 • Command Line Interface Release 12.5(1)SU2 • Command Line Interface Release 12.5(1)SU3 • Command Line Interface Release 12.5(1)SU4 • Command Line Interface Release 12.5(1)SU5 • Command Line Interface Release 12.5(1)SU6 • Command Line Interface Release 12.5(1)SU7
Dial Plan Deployment Guide	Use this guide to deploy a dial plan. This guide applies to all releases of Cisco Unified Communications Manager.
Dialed Number Analyzer	Use the Dialed Number Analyzer to test and diagnose a deployed Cisco Unified Communications Manager dial plan configuration.
Managed Services Guide	Use this guide to monitor and maintain service provider networks, including the monitoring of system health, SNMP traps and syslog messages, MIBs, Cisco Unified Serviceability alerts and alarms, CiscoLog messages, and Cisco Unified Real-Time Monitoring Tool traces, perfmons, and alerts.
Call Reporting and Billing Administration Guide	For 12.5(1)SU1 and later, this guide replaces both the <i>CDR Analysis and Reporting Administration Guide</i> and the <i>Call Detail Records Administration Guide</i> . This guide contains configuration information to set up call reporting and billing via the CDR Analysis and Reporting system as well as a description of the CDR and CMR contents.
End User Guides	
Self Care Portal User Guide	Refer your end users to this user guide for procedures on how to use the Cisco Unified Communications Self Care Portal to customize user options such as speed dials, conference settings, and IM and Presence status on their Cisco Unified IP Phones.
Manager Assistant User Guide	Use this guide to configure the Cisco Unified Communications Manager Assistant (Manager Assistant).
Troubleshooting Guides	

Document	Description
Troubleshooting Guide	Use this guide to troubleshoot and resolve Cisco Unified Communications Manager system and configuration problems.

Documents for IM and Presence Service 12.5(x)

This section summarizes the documents that are available for the IM and Presence Service, Release 12.5(1) and subsequent 12.5(1) SU releases.

Table 4: Documents for IM and Presence Service, Release 12.5.x

Document	Description
Compatibility Matrix	Provides detailed information about upgrade paths and compatible devices and applications for Cisco Unified Communications Manager and IM and Presence Service.
Release Notes for Cisco Unified Communications Manager and the IM and Presence Service	Describes release-specific information such as system requirements, new features, changed information, documentation updates, and open caveats for the latest release of Cisco Unified Communications Manager and IM and Presence Service. • Release Notes 12.5(1) • Release Notes 12.5(1)SU1 • Release Notes 12.5(1)SU2 • Release Notes 12.5(1)SU3 • Release Notes 12.5(1)SU4 • Release Notes 12.5(1)SU5 • Release Notes 12.5(1)SU6 • Release Notes 12.5(1)SU7 • Release Notes 12.5(1)SU8

Document	Description
Readme Files	The OVA Readme contains information on deploying the 12.5 OVA template. The SU Readme files contain information on bug fixes and updates that are included in the SU release. • OVA Readme 12.5(1) • SU Readme 12.5(1)SU1 • SU Readme 12.5(1)SU2 • SU Readme 12.5(1)SU3 • SU Readme 12.5(1)SU4 • SU Readme 12.5(1)SU5 • SU Readme 12.5(1)SU6 • SU Readme 12.5(1)SU7 • SU Readme 12.5(1)SU8
Release Notes for Prime Collaboration Deployment	Release-specific information for the latest release of Cisco Prime Collaboration Deployment. • Release Notes for Prime Collaboration Deployment 12.5(1) • Release Notes for Prime Collaboration Deployment 12.6(1)
Install and Upgrade Guides	
Installation Guide	Use this guide to install Cisco Unified Communications Manager and IM and Presence Service on the publisher database and subscriber nodes.
Upgrade and Migration Guide	Use this guide to upgrade to the latest release of Cisco Unified Communications Manager and IM and Presence Service.
Configuration Guides	
Configuration and Administration for IM and Presence Service	Use this guide to configure and administer the IM and Presence Service. • Configuration and Administration Guide 12.5(1) • Configuration and Administration Guide 12.5(1)SU1 • Configuration and Administration Guide 12.5(1)SU2 • Configuration and Administration Guide 12.5(1)SU3 • Configuration and Administration Guide 12.5(1)SU4 • Configuration and Administration Guide 12.5(1)SU7 Note 12.5(1)SU4-SU7 is now a consolidated guide.

Document	Description
Database Setup Guide	Use this guide to configure an external database to store information synchronized from the IM and Presence Service. • Database Setup Guide 12.5(1) • Database Setup Guide 12.5(1)SU1
Instant Messaging Compliance Guide	Use this guide to configure the Instant Messaging Compliance feature on the IM and Presence Service.
Interdomain Federation Guide	Use this guide to configure IM and Presence Service for interdomain federation over the SIP protocol with Microsoft Lync/OCS, and over the XMPP protocol with IBM Sametime, Googletalk, Webex Connect, and another IM and Presence Service enterprise. • Interdomain Federation Guide 12.5(1)SU3
Partitioned Intradomain Federation Guide	Use this guide to configure Partitioned Intradomain Federation between IM and Presence Service and Microsoft Lync/OCS.
MS Outlook Calendar Integration	Use this guide to integrate IM and Presence Service with Microsoft Exchange Calendar 2003, 2007, or 2010. • MS Outlook Calendar Integration 12.5(1) • MS Outlook Calendar Integration 12.5(1)SU2
Push Notifications Deployment for Cisco Jabber on iPhone and iPad	This document describes how to configure Push Notifications for Cisco Jabber on iPhone and iPad with Cisco Unified Communications Manager and the IM and Presence Service.
Remote Call Control with Microsoft Lync Server Guide	Use this guide to integrate IM and Presence Service with Microsoft Lync Server for Remote Call Control (RCC).
Programming Guides	
Cisco Unified TAPI Developers Guide	Describes the Cisco TAPI Service Provider (TSP), which allows developers to create customized IP telephony applications for Cisco users. Cisco conforms as closely as possible to the JTAPI specification while providing extensions that enhance JTAPI and expose the advanced features of Cisco Unified Communications Manager to applications.
Maintain and Operate Guides	

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Security Guide	Use this guide to configure authentication and encryption for Cisco Unified Communications Manager, Cisco Unified IP Phones, Cisco Unified Survivable Remote Site Telephony (Unified SRST) references, Media Gateway Control Protocol (MGCP) gateways, and Cisco Unity and Cisco Unity Connection voice-messaging ports. • Security Guide 12.5(1) • Security Guide 12.5(1)SU1 • Security Guide 12.5(1)SU2 • Security Guide 12.5(1)SU3 • Security Guide 12.5(1)SU4 • Security Guide 12.5(1)SU5 • Security Guide 12.5(1)SU6
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Changing the IP Address and Hostname	Use this guide to change the IP address, hostname, or domain for Cisco Unified Communications Manager and IM and Presence Service. Note For 12.5(1)SU1 and later, this book is deprecated. Existing content is moved to the <i>Administration Guide for Cisco Unified Communications Manager</i>.
Cisco Unified Serviceability Administration Guide	Use Cisco Unified Serviceability to configure alarms, traces, and SNMP for Cisco Unified Communications Manager and the IM and Presence Service. This document also describes how to activate, start, and stop feature and network services. • Serviceability Administration 12.5(1) • Serviceability Administration 12.5(1)SU1

Document	Description
Cisco Unified Real-Time Monitoring Tool Administration Guide	Use this guide to install and use the Cisco Unified Real-Time Monitoring Tool to monitor the real-time behavior of system components for Cisco Unified Communications Manager and IM and Presence Service. • Real-Time Monitoring Tool Administration Guide 12.5(1) • Real-Time Monitoring Tool Administration Guide 12.5(1)SU3 • Real-Time Monitoring Tool Administration Guide 12.5(1)SU4
Managed Services Guide	Use this guide to monitor and maintain service provider networks, including the monitoring of system health, SNMP traps and syslog messages, MIBs, Cisco Unified Serviceability alerts and alarms, CiscoLog messages, and Cisco Unified Real-Time Monitoring Tool traces, perfmons, and alerts.
Command Line Interface Reference Guide	Refer to this guide for the Command Line Interface (CLI) commands that are available for a Cisco Unified Communications Solution. • Command Line Interface 12.5(1) • Command Line Interface 12.5(1)SU1 • Command Line Interface 12.5(1)SU2 • Command Line Interface Release 12.5(1)SU3 • Command Line Interface Release 12.5(1)SU4 • Command Line Interface Release 12.5(1)SU5 • Command Line Interface Release 12.5(1)SU6 • Command Line Interface Release 12.5(1)SU7
Jabber for Everyone Quick Start Guide	Jabber for everyone makes Cisco Jabber presence and instant messaging (IM) available at a small end user cost for customers who have deployed Cisco Unified Communications Manager for all or part of their organization. This document describes the necessary steps required for deployment of Cisco Jabber. This is a quick start guide and will not cover any of the advanced features supported by Cisco Jabber.



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