Cisco Unified Communications Manager Documentation Guide for Release 7.1(4)

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This document lists and describes the documents that make up the Cisco Unified Communications Manager system installation and configuration documents. It contains the following sections:

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Note   The following documents apply to Cisco Unified Communications Manager Release 7.1(4). Because some of the documents were not updated for this release, you will notice that some of the following documents contain references to previous releases in their titles.

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Note   This documentation guide represents the only printed document that ships with Cisco Unified Communications Manager Release 7.1(4). Because all the available documentation is online, this document provides the online URLs.

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General Information

This section lists Cisco Unified Communications Manager general documentation.

Release Notes for Cisco Unified Communications Manager Release 7.1(4)

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco Unified Communications Manager Release 7.1(4).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/7_1_4/cucm-rel_notes-714.html

Cisco Unified Communications Manager Software Compatibility Matrix

This document lists Cisco Unified Communications Manager releases and upgrade paths and provides detailed information about compatible releases and loads for devices, applications, application programming interfaces, features, and services.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr1.pdf

Cisco Unified Communications System Release Summary Matrix for IP Telephony

This document lists the supported product release version for IP telephony products.

Refer to this matrix online at

http://www.cisco.com/en/US/docs/voice_ip_comm/uc_system/unified/communications/system/ucstart.htm

Cisco Unified Communications Manager Documentation Guide for Release 7.1(4)

This document, which is the documentation guide that you currently are using, describes the various documents that make up the Cisco Unified Communications Manager documentation set.

A printed version of the documentation guide ships with Cisco Unified Communications Manager.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/docguide/7_1_4/dg714.html

Design

This section lists Cisco Unified Communications Manager system design documentation.

Cisco Unified Communications SRND Based on Cisco Unified Communications Manager 7.x

This Solution Reference Network Design (SRND) document provides design considerations and guidelines for deploying the following components of the Cisco Unified Communications Solution: Cisco Unified Communications Manager, Cisco Unified Communications Manager Business Edition,

Cisco Unified MeetingPlace, Cisco Unified MeetingPlace Express, Cisco Unity, Cisco Unity Connection, Cisco Unity Express, Cisco Unified Presence, Cisco Unified Video Advantage, Cisco Unified Mobility, and other Cisco Unified Communications applications.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/7x/uc7_0.html

Deploying IPv6 in Unified Communications Networks with Cisco Unified Communications Manager 7.1(x)

This document provides design considerations and configuration guidelines for deploying IPv6 in a Cisco Unified Communications Solution.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/ipv6/ipv6srnd.html

Install and Upgrade

This section lists Cisco Unified Communications Manager install-related documentation.

Cisco Unified Communications Manager Security Token Advisory

This document describes the purpose of the Cisco System Administrator Security Token.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/csa_token_ids/sec_tkn.html

Data Migration Assistant (DMA) User Guide Release 7.1(2)

This document describes the data migration tool that you must install and run on your existing Cisco Unified Communications Manager system (previously called Cisco Unified CallManager) prior to upgrading to Cisco Unified Communications Manager 7.1(2).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/dma/7_1_2/dmaug712.html

Installing Cisco Unified Communications Manager, Release 7.1(2)

This document provides procedures for installing Cisco Unified Communications Manager on the publisher database and subscriber servers.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/install/7_1_2/install/cmins712.html

Installing Cisco Security Agent for Cisco Unified Communications Manager 7.1(2)

This document provides installation instructions and information about Cisco Security Agent (CSA) for Cisco Unified Communications Manager Release 4.x, 5.x, 6.x, and 7.x.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/csa/7_1_2/instcsa.html

Replacing a Single Server or Cluster for Cisco Unified Communications Manager Release 7.1(2)

This document describes how to replace an entire cluster or a single server in a cluster for Cisco Unified Communications Manager Release 7.1(2).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/install/7_1_2/cluster/clstr712.html

Upgrading to Cisco Unified Communications Manager Release 7.1(2) from 4.x Releases

This document provides procedures for upgrading from previous 4.x versions of Cisco Unified Communications Manager to Cisco Unified Communications Manager 7.1(2).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/upgrade/7_1_2/upgrd712.html

Using Cisco Unified Communications Manager Upgrade Utility 4.3(9)

This document describes how to use Cisco Unified Communications Manager Upgrade Utility 4.3(9), a nonintrusive tool that detects the health of the servers in the Cisco Unified Communications Manager cluster without changing the state of the system.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/upgrade/assistant/up439tl.html

Configure

This section lists Cisco Unified Communications Manager documentation that is related to configuration and programming.

Cisco Unified Communications Manager Data Dictionary Release 7.1(2)

This document describes the data that the primary Cisco Unified Communications Manager database stores for Release 7.0(1). This document automatically generates from the actual development data dictionary that is used to create the SQL scripts for installing the Cisco Unified Communications Manager database.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/datadict/7_1_2/datadictionary.pdf

Cisco Unified Communications Manager SIP Line Messaging Guide (Standard), Release 7.1(2)

This guide describes the implementation of the Session Initiation Protocol (SIP) for line-side devices in Cisco Unified Communications Manager.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/sip_msg/line_std/7_1_2/siplst712.pdf

Cisco Unified Communications Manager XML Developers Guide, Release 7.1(2)

This guide includes the AXL, AXL serviceability, extension mobility, and Cisco Web Dialer APIs.

The Cisco Unified Communications Manager AXL implementation allows applications to modify the Cisco Unified Communications Manager system database.

Cisco Unified Communications Manager Real Time Monitoring Tool information, performance counters, and database information exposure occur through the AXL serviceability API.

The Cisco Extension Mobility Service provides a rich API, which enables extension mobility on IP phones and allows application control over authentication, scheduling, and availability.

The Cisco Web Dialer application enables click-to-dial functionality by creating hyperlinked telephone numbers in a company directory.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/devguide/7_1_2/AXL_DevGuide.html

Cisco Unified IP Phone Service Application Development Notes for Cisco Unified Communications Manager, Release 7.1(2)

This document provides the information that is needed for programmers and system administrators to develop and deploy new Cisco Unified IP Phone services with Cisco Unified Communications Manager Release 7.1(2) by using eXtensible Markup Language (XML) objects and the Hypertext Transfer Protocol (HTTP) with standard web servers. Cisco conforms as closely as possible to the XML and HTTP standards while providing maximum service functionality for Cisco Unified IP Phones.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/xsi/7_1_2/english/programming/guide/712xsi.html

Cisco Unified JTAPI Developers Guide for Cisco Unified Communications Manager Release 7.1(2)

This guide describes the Cisco implementation of JTAPI for the Cisco Unified Communications Manager platform. 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.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/jtapi_dev/7_1_2/JTAPIDevGuide712.html

Cisco Unified TAPI Developers Guide for Cisco Unified Communications Manager Release 7.1(2)

This guide describes the Cisco TAPI Service Provider (TSP), which allows developers to create customized IP telephony applications for Cisco users. The Cisco TAPI implementation uses the Microsoft TAPI v2.1 specification and supplies extension functions to support Cisco Unified Communications Manager Solutions.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/tapi_dev/7_1_2/CUCM_TAPI_Dev_Guide.html

Maintain and Operate

This section lists Cisco Unified Communications Manager maintenance and operation documentation.

Changing the IP Address and Host Name for Cisco Unified Communications Manager Release 7.1(2)

This document provides the steps to change the IP address and hostname on a Cisco Unified Communications Manager server.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/install/7_1_2/ipchange/ipchg712.html

Cisco Unified Communications Manager 7.1(2) TCP and UDP Port Usage

This document provides a list of the TCP and UDP ports that Cisco Unified Communications Manager 7.1(2) uses for intracluster connections and for communications with external applications or devices. It provides important information for the configuration of firewalls, Access Control Lists (ACLs), and quality of service (QoS) on a network when an IP communications solution is implemented. Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/port/7_1_2/CCM_7.1.2PortList.pdf

Cisco Unified Communications Manager (CallManager) Dial Plan Deployment Guide

This document provides instructions to deploy Cisco Unified CallManager Dial Plans. This guide applies to all releases of Cisco Unified Communications Manager (CallManager).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/idp/504_423/deploy/dpdg.html

Cisco Unified Communications Manager Administration Guide, Release 7.1(2)

This document provides step-by-step instructions for configuring, maintaining, and administering the Cisco Unified Communications Manager system.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/7_1_2/ccmcfg/bccm-712-cm.html

Cisco Unified Communications Manager Assistant User Guide for Cisco Unified Communications Manager 7.1(2)

This document describes how to use the Cisco Unified Communications Manager Assistant (Manager Assistant). It is written for the managers and assistants who use it.

Refer to this document online at

http://www.cisco.com/en/US/partner/docs/voice_ip_comm/cucma/7_1_2/english/user/guide/IPMA_UG_712.html

Cisco Unified Communications Manager Attendant Console Keyboard Shortcuts

This quick-reference guide lists keyboard shortcuts that are used with the Cisco Unified Communications Manager Attendant Console. The attendant can attach this document to the monitor or place it on the keyboard.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmac/key/ackey601.html

Cisco Unified Communications Manager Attendant Console User Guide, Release 5.0(4)

This document provides reference and procedural information for users who are operating the Cisco Unified Communications Manager Attendant Console.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucmac/5_0_4/english/user/guide/english.html

Cisco Unified Communications Manager Bulk Administration Guide, Release 7.1(2)

This document provides step-by-step instructions for adding, updating, or deleting large numbers of users, devices, and ports on specific devices.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/bat/7_1_2/bat-wrapper.html

Cisco Unified Communications Manager Call Detail Records Administration Guide, Release 7.1(2)

This document describes how to configure call detail records (CDRs) and call management records (CMRs) and provides examples of these records.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/7_1_2/cdrdef/cdradmin.html

Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide, Release 7.1(2)

This document describes how to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting (CAR), a tool that is used to create user, system, device, and billing reports.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/7_1_2/car/CAR.html

Cisco Unified Communications Manager Dialed Number Analyzer Guide 7.1(2)

This document provides information on using Cisco Unified Communications Manager Dialed Number Analyzer to test and diagnose a deployed Cisco Unified Communications Manager dial plan configuration, analyze the test results, and use the results to tune the dial plan.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/dna/7_1_2/DNABook.html

Cisco Unified Communications Manager Features and Services Guide, Release 7.1(2)

This document provides key concepts, terminology, and descriptive information about features and high-level administrative tasks that involve Cisco Unified Communications Manager.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/7_1_2/ccmfeat/fsgd-712-cm.html

Cisco Unified Communications Manager Managed Services Guide, Release 7.1

This document provides information about monitoring and maintaining service provider networks. It includes monitoring the health of the system, SNMP traps and syslog messages, MIBs, Cisco Unified Serviceability alerts and alarms, CiscoLog messages, and Cisco Unified Real-Time Monitoring Tool tracing, perfmons, and alerts. A chapter discusses release-by-release additions and changes to Cisco Unified Communications Manager and its components, beginning with Release 6.0(x).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/managed_services/ManagedServices.html

Cisco Unified Communications Manager Security Guide, Release 7.1(2)

This document provides step-by-step instructions on how 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. It also covers authorization for SIP trunk messages.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/security/7_1_2/secugd/sec712-cm.html

Cisco Unified Communications Manager System Guide, Release 7.1(2)

This document provides descriptions of the Cisco Unified Communications Manager system and its components, configuration checklists, and links to associated *Cisco Unified Communications Manager Administration Guide* and *Cisco Unified Communications Manager Features and Services Guide* procedures.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/7_1_2/ccmsys/accm-712-cm.html

Cisco Unified Communications Operating System Administration Guide Release 7.1(2)

This document provides information about using the Cisco Unified Communications Platform graphical user interface (GUI) to perform many common system- and network-related tasks.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cucos/7_1_2/cucos/osg_712_cm.html

Cisco Unified Real Time Monitoring Tool Administration Guide, Release 7.1(2)

This document provides descriptions and step-by-step instructions for installing and using the Real Time Monitoring Tool.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/7_1_2/rtmt/RTMT.html

Cisco Unified Reporting Administration Guide, Release 7.1(2)

This guide provides an overview of the Cisco Unified Reporting web application, describes how to use the application, and provides procedures for completing various reporting tasks. Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/7_1_2/report/curptg.html

Cisco Unified Serviceability Administration Guide, Release 7.1(2)

This document provides descriptions and procedures for configuring alarms, traces, SNMP, and so on, through Cisco Unified Serviceability. It also describes how to activate, start, and stop feature and network services.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/service/7_1_2/admin/Serviceability.html

Command Line Interface Reference Guide for Cisco Unified Communications Solutions Release 7.1(2)

This document describes the Command Line Interface (CLI) commands that are available for the Cisco Unified Operating System.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cli_ref/7_1_2/cli_ref_712.html

Disaster Recovery System Administration Guide for Cisco Unified Communications Manager Release 7.1(2)

This document provides an overview of the Disaster Recovery System and provides procedures for performing various backup- and restore-related tasks.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/drs/7_1_2/drsag712.html

Troubleshoot and Alerts

This section lists Cisco Unified Communications Manager troubleshooting documentation.

Troubleshooting Guide for Cisco Unified Communications Manager, Release 7.1(2)

This document provides troubleshooting procedures for resolving Cisco Unified Communications Manager system and configuration problems.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/trouble/7_1_2/trbl712.html

Cisco Unified IP Phone Documentation

This section lists the documentation for the Cisco Unified IP Phone 3900, 6900, and 7900 series.

General Information

Use the following link to access release note and licensing documentation for the Cisco Unified IP Phones 3900 Series:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_general_information.html

Use the following link to access release note and licensing documentation for the Cisco Unified IP Phones 6900 Series:

http://www.cisco.com/en/US/products/ps10326/tsd_products_support_general_information.html

Use the following link to access release note and licensing documentation for the Cisco Unified IP Phones 7900 Series:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_general_information.html

Install and Upgrade

Use the following link to access the installation and regulatory compliance and safety information documentation for the Cisco Unified IP Phones 3900 Series:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_install_and_upgrade.html

Use the following link to access the installation and regulatory compliance and safety information documentation for the Cisco Unified IP Phones 7900 Series:

http://www.cisco.com/en/US/products/hw/phones/ps379/prod_installation_guides_list.html

Maintain and Operate

Use the following link to access documentation for administering and using the Cisco Unified IP Phones 3900 Series:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_maintain_and_operate.html

Use the following link to access documentation for administering and using the Cisco Unified IP Phones 6900 Series:

http://www.cisco.com/en/US/products/ps10326/tsd_products_support_maintain_and_operate.html

Use the following link to access documentation for administering and using the Cisco Unified IP Phones 7900 Series:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_maintain_and_operate. html

Use the following link to access a Cisco Unified IP Phone Quick Start Guide for Administrative Assistants. The four-panel guide helps administrative assistants quickly learn basic phone features and addresses common questions.

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/admin_qrc/7_0/aa_card.pdf

Translated Documentation

This section lists the translated end user guides for Cisco Unified IP Phones.

Use the following link to access translated documentation for the Cisco Unified IP Phones 7900 Series:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_translated_documents. html

Use the following link to access translated documentation for the Cisco Unified IP Phones 3900 Series:

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_translated_documents.html

Other Cisco Unified IP Phone Documentation

Use the following link to access links to other Cisco Unified IP Phones and services documentation that is not listed in preceding sections:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html