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Documentation Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 12.0(1)

Documentation Guide

Introduction

This guide summarizes the documentation that is available for Release 12.0(1) of Cisco Unified Communications Manager and the IM and Presence Service, including subsequent 12.0(1)SU releases.

The 12.0(1) documents are a baseline that can be used for all 12.0(1) releases, including SU releases, except where an updated version of the document has been published specifically for that SU release.

Documents for Cisco Unified Communications Manager

This section contains information on the documents that are available for Release 12.0(1) of Cisco Unified Communications Manager.

Table 1: Documents for Cisco Unified Communications Manager, Release 12.0(1)

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.
Release Notes	Lists and 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 12.0(1)
New and Changed Features	This chapter from the Release Notes contains information on the new and changed features for this release.
Readme Files	Refer to the Readme for your release for information on installing and deploying the release, as well as bug fixes and updates that are included in your release. • OVA Readme File for 12.0(1) • Readme File for 12.0(1)SU1 • Readme File for 12.0(1)SU2 • Readme File for 12.0(1)SU3 • Readme File for 12.0(1)SU4
Release Notes for Prime Collaboration Deployment	Release-specific information for the latest release of Cisco Prime Collaboration Deployment .

Document	Description
Open Source Used Documents	This document contains licenses and notices for open source software used in this product. Cisco Unified Communications Manager Open Source Documents: • Release 12.0(1) • Release 12.0(1)SU1 • Release 12.0(1)SU2 • Release 12.0(1)SU3
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.
Replacing a Single Server or Cluster for Cisco Unified Communications Manager	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.
Feature Configuration Guide	Use this guide to configure features on Cisco Unified Communications Manager. Refer to this guide after you configure the call control system. • Feature Configuration 12.0(1) • Feature Configuration 12.0(1)SU4
Programming Guides	
Cisco Unified JTAPI Developers Guide	Describes the Cisco implementation of JTAPI for the Cisco Unified Communications Manager platform. • JTAPI Developers Guide 12.0(1)
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	

Document	Description
Administration Guide	Use this guide to perform administrative tasks on a configured system. You can use this to perform tasks such as adding users, adding devices, or running backups and restores for Cisco Unified Communications Manager and IM and Presence Service.
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.
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.
Cisco 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.
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.
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.
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.
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.
Call Detail Records Administration Guide	Refer to this guide for examples and descriptions of CDR and CMR records in CDR Analysis and Reporting.
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.
Cisco Unified Reporting Administration Guide	Refer to this guide for an overview of the Cisco Unified Reporting web application on Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service.
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.
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 for Cisco Unified Communications Manager	Use the Dialed Number Analyzer to test and diagnose a deployed Cisco Unified Communications Manager dial plan configuration.

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

Documents for IM and Presence Service

This section contains information on the documents that are available for Release 12.0(1) of IM and Presence Service.

Table 2: Documents for IM and Presence Service, Release 12.0(1)

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.
Release Notes	Contains 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 12.0(1)
New and Changed Features	This chapter from the 12.0(1) Release Notes contains information on the new and changed features for this release.
Readme File 12.0(1)	Use the readme file to obtain information on the fixes and updates that are included in your release.
Release Notes for Prime Collaboration Deployment	Lists and describes release-specific information such as system requirements, new features, changed information, documentation updates, and open caveats for the latest release of Cisco Prime Collaboration Deployment.
Install and Upgrade Guides	

Document	Description
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 Guide	Use this guide to configure and administer IM and Presence Service on Cisco Unified Communications Manager.
Database Setup Guide	Use this guide to configure an external database to store information synchronized from the IM and Presence Service.
Instant Messaging Compliance for the IM and Presence Service	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.
Partitioned Intradomain Federation Guide	Use this guide to configure Partitioned Intradomain Federation between IM and Presence Service and Microsoft Lync/OCS.
Microsoft Outlook Calendar Integration for the IM and Presence Service	Use this guide to integrate IM and Presence Service with Microsoft Exchange Calendar 2003, 2007, or 2010.
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).
Jabber for Everyone	This quick start guide provides a solution-level deployment overview of Cisco "Jabber for Everyone"; from core functionality to advanced features.
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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Cisco 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.
Changing 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.
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.
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.
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.
Cisco Unified Reporting Administration Guide	Refer to this guide for an overview of the Cisco Unified Reporting web application on Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service.
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.

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