Documentation Guide for Cisco Unified Communications Manager and IM & Presence Service, Release 11.0(1)

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Revised: January 15, 2016,

Documentation Guide

New and Retired Documents for 11.0(1)

This section outlines the new documents that were created for release 11.0(1), and outlines the documents that have been retired.

Retired Documents

The following documents, which were included in previous releases, have been deprecated and will no longer be published as of this release:

- *Cisco Unified Communications Manager Administration Guide* (old version)
- *Cisco Unified Communications Manager Operating System (OS) Administration Guide*
- *Cisco Unified Communications Manager System Guide*
- *Features and Services Guide for Cisco Unified Communications Manager*
- *Disaster Recovery System Administration Guide for Cisco Unified Communications Manager*
- *TCP and UDP Port Usage Guide for Cisco Unified Communications Manager*

The material from these retired guides has been consolidated and rewritten in a set of new documents that were newly created for this release, and which provide detailed end-to-end tasks for how to configure and maintain Cisco Unified Communications Manager. The following table provides a high-level outline summary of how material from the retired books is presented for 11.0.

Table 1: Deprecated Books and the 11.0 Restructuring

Deprecated Book	New 11.0 Guides
Cisco Unified Communications Manager Administration Guide (old version)	Configuration tasks and overview information for the system components now appear in the new *System Configuration Guide for Cisco Unified Communications Manager*, which provides a detailed end-to-end flow for how to configure the call control system. Field description help can be accessed via the GUI-based online help system.
Cisco Unified Communications Manager Operating System (OS) Administration Guide	Administration tasks for the Cisco Unified OS Administration user interface are documented in the new task-based *Administration Guide for Cisco Unified Communications Manager*.
Cisco Unified Communications Manager System Guide	The new *System Configuration Guide for Cisco Unified Communications Manager* provides an end-to-end configuration process flow and overview information for the call control system.
Features and Services Guide for Cisco Unified Communications Manager	The new *Feature Configuration Guide for Cisco Unified Communications Manager* provides a detailed configuration and overview information for how to configure features in Cisco Unified Communications Manager.

Deprecated Book	New 11.0 Guides
Disaster Recovery System Administration Guide for Cisco Unified Communications Manager	Backup and restore administration tasks now appear in the new task-based *Administration Guide for Cisco Unified Communications Manager*.
TCP and UDP Port Usage Guide for Cisco Unified Communications Manager	The *System Configuration Guide for Cisco Unified Communications Manager* contains a detailed list of port options that are available in Cisco Unified Communications Manager.

For detailed information on the new guides that are available for 11.0, see New Documents, on page 3

New Documents

This section provides details for the new documents that were created as of this release. These new documents provide detailed end-to-end tasks for how to configure and maintain Cisco Unified Communications Manager.

System Configuration Guide for Cisco Unified Communications Manager

This new guide provides the task flows and procedures that you need to perform in order to configure the call control system. This guide includes procedures for configuring the following elements of your call control system:

- licensing
- device pools
- system and enterprise parameters
- gateways and trunks
- dial plans
- call admission control
- end users
- endpoint devices
- applications
- media resources
- call handling

You can access the *System Configuration Guide for Cisco Unified Communications Manager* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html.

Feature Configuration Guide for Cisco Unified Communications Manager

This new guide provides the task flows and procedures that you need to complete in order to configure features on the Cisco Unified Communications Manager system. This guide is meant to complement the new *System Configuration Guide for Cisco Unified Communications Manager*, and is designed to be used after you configure the call control system.

The *Feature Configuration Guide for Cisco Unified Communications Manager* provides information about the following:

- features for remote workers
- remote network access
- monitoring and recording
- call center features
- voice messaging
- conferencing
- phone features for placing and receiving calls
- presence and privacy features
- custom features

You can access the *Feature Configuration Guide for Cisco Unified Communications Manager* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html.

Administration Guide for Cisco Unified Communications Manager

This new guide provides procedures for operating and maintaining the Cisco Unified Communications Manager system. It includes information about ongoing administrative tasks, such as:

- managing users
- managing devices
- monitoring the system status
- installing security certificates
- managing credential policies and single sign-on
- backing up and restoring the system

You can access the *Administration Guide for Cisco Unified Communications Manager* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

Documents for Cisco Unified Communications Manager

This section contains information on the documents that are available for this release of Cisco Unified Communications Manager.

Table 2: Documents for Cisco Unified Communications Manager

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 IM and Presence Service	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.
New and Changed Features Chapter	This chapter from the 11.0(1) Release Notes contains information on the new and changed features for this release. You can also access this information by clicking the Release Notes link.
Documentation Updates From Defects Chapter	This chapter from the 11.0(1) Release Notes contains documentation updates from defects that were not available when the guides in this list were published as well as errors and omissions in the published guides. You can also access this document by clicking the Release Notes link.
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
OVA Readme for 11.0(1)	Contains instructions on installing and deploying the OVA for 11.0(1).
Readme File for 11.0(1)a SU1	Use this readme file only if you have installed the 11.0(1)a SU1 release. The readme contains information on the fixes and updates that are included in the SU release.
Design Guides	
Cisco Collaboration System 11.x Solution Reference Network Design	Provides design considerations and guidelines for deploying Cisco Unified Communications and Collaboration solutions, including Cisco Unified Communications Manager, Cisco TelePresence Video Communication Server, IM and Presence Service, and other components of a Cisco Unified Communications and Collaboration System.
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 Guide	Use this guide to upgrade to the latest release of Cisco Unified Communications Manager and IM and Presence Service.
Migration to Cisco Unified Communications Manager 11.0(1) using Prime Collaboration Deployment	Use this guide to migrate to Cisco Unified Communications Manager Release 11.0(1) running on virtual servers from an earlier release that is running on physical servers.
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.

Document	Description
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.
Programming Guides	
JTAPI Developers Guide	Describes the Cisco implementation of JTAPI for the Cisco Unified Communications Manager platform.
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 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.

Document	Description
Cisco Unified Real-Time Monitoring Tool Administration Guide	Use this guide to install and use the 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.
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 Guide	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.
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	
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 documents for IM and Presence Service. Please note that because IM and Presence Service shares a server platform with Cisco Unified Communications Manager, many Cisco Unified Communications Manager documents contain information for the IM and Presence Service.

Table 3: IM and Presence Documents for Release 11.0(1)

Documents	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.
OVAReadme File	The Readme file contains instructions for installing and deploying the Virtual Server Template (OVA) file.
Release Notes for Cisco Unified Communications Manager and IM and Presence Service	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.
New and Changed Features Chapter	This chapter from the 11.0(1) Release Notes contains information on the new and changed features for this release. You can also access this information by clicking the Release Notes link.
Documentation Updates From Defects Chapter	This chapter from the 11.0(1) Release Notes contains documentation updates from defects that were not available when the guides in this list were published as well as errors and omissions in the published guides. You can also access this document by clicking the Release Notes link.
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
Design Guides	
Cisco Collaboration System 11.x Solution Reference Network Design	Provides design considerations and guidelines for deploying Cisco Unified Communications and Collaboration solutions, including Cisco Unified Communications Manager, Cisco TelePresence Video Communication Server, IM and Presence Service, and other components of a Cisco Unified Communications and Collaboration System.
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.

Documents	Description
Upgrade 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.
Database Setup Guide	Use this guide to configure an external database to store information synchronized from the IM and Presence Service.
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 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 Exchange Guide	Use this guide to integrate IM and Presence Service with Microsoft Exchange Calendar 2003, 2007, or 2010.
Microsoft Office Communicator Call Control with Microsoft OCS Guide	Use this guide to integrate IM and Presence Service with Microsoft Office Communications Server or Microsoft Live Communications Server for Microsoft Office Communicator (MOC) call control.
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).
Maintain and Operate Guides	
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.
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Documents	Description
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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 Real-Time Monitoring Tool to monitor the real-time behavior of system components for Cisco Unified Communications Manager and IM and Presence Service.
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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.
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.

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Americas Headquarters
Cisco Systems, Inc.
San Jose, CA 95134-1706
USA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

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