



Documentation Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 11.5(1)

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Documentation Guide

Documents for Cisco Unified Communications Manager

This section contains information on the documents that are available for Release 11.5 of Cisco Unified Communications Manager. If there is a different document for Releases 11.5(1), 11.5(1)SU1, and 11.5(1)SU2 then links are provided to each version. Otherwise, the documents can be used across all 11.5 releases.

Table 1: Documents for Cisco Unified Communications Manager, Release 11.5

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 11.5(1) Release Notes 11.5(1)SU1 Release Notes 11.5(1)SU2	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 11.5(1) New and Changed Features 11.5(1)SU1 New and Changed Features 11.5(1)SU2	This chapter from the Release Notes contains information on the new and changed features for this release.
Documentation Updates for Defects	This chapter from the 11.5(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.
OVA Readme File 11.5(1) Readme File 11.5(1)SU1 Readme File 11.5(1)SU2	Refer to the Readme for your release for information on installing and deploying the release, as well as bug fixes and updates that are includes in your release.
Release Notes for Prime Collaboration Deployment	Release-specific information for the latest release of Cisco Prime Collaboration Deployment .
Design Guides	

Document	Description
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	
Install 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.
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 11.5(1) System Configuration Guide 11.5(1)SU1	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 11.5(1) Administration Guide, 11.5(1)SU1	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.

Document	Description
Security Guide 11.5(1) Security Guide 11.5(1)SU1	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.
Serviceability Administration Guide 11.5(1) Serviceability Administration Guide 11.5(1)SU1	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.
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.
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.

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	
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

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Table 2: Documents for IM and Presence Service, Release 11.5

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 11.5(1) Release Notes 11.5(1)SU1 Release Notes 11.5(1)SU2	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.
New and Changed Features 11.5(1) New and Changed Features 11.5(1)SU1 New and Changed Features 11.5(1)SU2	This chapter from the 11.5(1) Release Notes contains information on the new and changed features for this release.

Document	Description
Readme File 11.5(1)SU1 Readme File 11.5(1)SU2	Use the readme file to obtain information on the fixes and updates that are included in your release.
Documentation Updates From Defects	This chapter from the 11.5(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.
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 Designs (SRND)	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	
Install 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.
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 11.5(1) Interdomain Federation 11.5(1)SU2	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 11.5(1) Partitioned Intradomain Federation 11.5(1)SU2	Use this guide to configure Partitioned Intradomain Federation between IM and Presence Service and Microsoft Lync/OCS.

Document	Description
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).
Programming Guides	
TAPI Developer 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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Serviceability Administration Guide 11.5(1) Serviceability Administration Guide 11.5(1)SU1	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.

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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.



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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