



Cisco Unified Communications Manager Documentation Guide for Release 8.6(2)

The *Cisco Unified Communications Manager Documentation Guide* describes the various documents that comprise the Cisco Unified Communications Manager 8.6(2) documentation set. The guide contains hyperlinks that link directly to these documents.

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Note

The Cisco Unified Communications Manager 8.6(2) documentation collection consists of the following: New and Changed Information, Release Notes, the Documentation Guide and the Compatibility Matrix. You must use these documents in conjunction with the complete documentation collection for Unified CM 8.6(1).



Note

The following documents apply to Cisco Unified Communications Manager 8.6(2). 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.



Note

This documentation guide represents the only printed document that ships with Cisco Unified Communications Manager 8.6(2). 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 8.6(2) general documentation.

Release Notes for Cisco Unified Communications Manager 8.6(2)

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco Unified Communications Manager 8.6(2).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_6_2/cucm-rel_notes-862.html

New and Changed Document for Cisco Unified Communications Manager 8.6(2)

This document provides information on new and changed functionality and features for Cisco Unified Communications Manager 8.6(2).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/rel_notes/8_6_2/delta/delta862.html

Release Notes for Cisco Intercompany Media Engine 8.6(2)

Release Notes contain system requirements, new features, changed information, documentation updates, and open caveats for Cisco Intercompany Media Engine 8.6(2).

Refer to the release notes online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ime/8_6_2/rel_notes/ime-rel_notes-862.html

Cisco Unified Communications Manager Software Compatibility Matrix

This document lists Cisco Unified Communications Manager releases and upgrade paths. It also 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 8.6(2)

This document, which you are using now, describes the various documents that comprise the Cisco Unified Communications Manager 8.6(2) documentation set. The guide contains hyperlinks that link directly to these documents. A printed version of the documentation guide ships with Cisco Unified Communications Manager 8.6(2).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/docguide/8_6_2/dg862.html

Design

This section lists Cisco Unified Communications Manager 8.6(1) system design documentation.

Cisco Unified Communications Manager Session Management Edition Deployment Guide Release 8.x

This document provides design considerations and configuration guidelines for deploying Cisco Unified Communications Manager Session Management Edition.

Refer to this document online at

http://www.cisco.com/en/US/products/ps10661/products_implementation_design_guides_list.html

Cisco Unified Communications System 8.x SRND

This document provides design considerations and guidelines for deploying the Cisco Unified Communications System 8.x, including its various components and subsystems.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/srnd/8x/uc8x.html

Deploying IPv6 in Unified Communications Networks with Cisco Unified Communications Manager

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 8.6(1) install-related documentation.

Cisco Intercompany Media Engine Installation and Configuration Guide 8.6(1)

This document provides instructions for installing and administering the Cisco Intercompany Media Engine product.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ime/8_6_1/config/ime_861.html

Cisco IP Telephony 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

Installing Cisco Unified Communications Manager 8.6(1)

This document provides procedures for installing Cisco Unified Communications Manager 8.6(1) 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/8_6_1/install/cm861.html

Cisco Unified Communications Manager on Virtualized Servers

This document presents the unique technical information that you need to run Cisco Unified Communications Manager on Virtualized Servers.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/virtual/servers.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 8.6(1)

This document describes how to replace an entire cluster or a single server in a cluster for Cisco Unified Communications Manager Release 8.6(1).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/install/8_6_1/cluster/clstr861.html

Configure

This section lists Cisco Unified Communications Manager 8.6(1) documentation that is related to configuration and programming.

Configuring Cisco Unified Communications Manager for the NovaTec TransNova S3 Voice Gateway

This document describes how to configure Cisco Unified Communications Manager systems to use the NovaTec TransNova® S3 SIP Voice Gateway (S3).

NovaTec publishes complete technical information for this voice gateway on its website and in the online help for its TransNova configuration and TraceInfo Client software. This document emphasizes configuration that you must do within Cisco Unified Communications Manager Administration.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/install/7_1_2/s3cucmconfig/s3cucmconfig.html

Cisco Unified Communications Manager Data Dictionary 8.6(1)

This document describes the data that the primary Cisco Unified Communications Manager database stores for release 8.6(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/8_6_1/datadictionary_861.pdf

Cisco Unified Communications Manager SIP Line Messaging Guide (Standard)

This guide describes the implementation of the Session Initiation Protocol (SIP) for line-side devices in Cisco Unified Communications Manager 8.6(1).

Refer to this document online at

http://www.cisco.com/en/US/customer/products/sw/voicesw/ps556/products_programming_reference_guides_list.html

Cisco Unified Communications Manager XML Developers Guide 8.6(1)

This guide includes the AXL, AXL serviceability, extension mobility, Cisco Web Dialer, and Cisco Routing Rules 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 applications to control authentication, scheduling, and availability.

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

The Cisco Unified Routing Rules XML interface provides an eXtensible Access Control Markup Language (XACML) based interface for configuring call routing rules for the Cisco Unified Communications Manager external call control feature.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/devguide/8_6_1/xmldev-861.html

Cisco Unified IP Phone Service Application Development Notes for Cisco Unified Communications Manager 8.5(1)

This document provides the information that programmers and system administrators need to develop and deploy new Cisco Unified IP Phone services with Cisco Unified Communications Manager 8.6(1) 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/8_5_1/xsidevguide851.pdf

Cisco Unified JTAPI Developers Guide for Cisco Unified Communications Manager 8.6(1)

This guide describes the Cisco implementation of JTAPI for the Cisco Unified Communications Manager 8.6(1) 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 8.6(1) to applications.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/jtapi_dev/8_6_1/jtapidevguide.html

Cisco Unified TAPI Developers Guide for Cisco Unified Communications Manager 8.6(1)

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 8.6(1) Solutions.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/tapi_dev/8_6_1/tapidevguide.html

Developer Guide for SIP Transparency and Normalization

This document describes the process to customize the SIP messages on Cisco Unified Communications Manager Session Management Edition (CUCM-SME). It also describes the details on Lua environment available on Unified CM Session Management Edition and APIs to support SIP Transparency and Normalization functionality.

Refer to this document online at

http://www.cisco.com/en/US/customer/products/sw/voicesw/ps556/products_programming_reference_guides_list.html

Maintain and Operate

This section lists Cisco Unified Communications Manager 8.6(1) maintenance and operation documentation.

Changing the IP Address and Hostname for Cisco Unified Communications Manager 8.6(1)

This document provides the steps to change the IP address and hostname on a Cisco Unified Communications Manager 8.6(1) server.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/install/8_6_1/ipchange/ipchg861.html

Cisco Intercompany Media Engine Command Line Interface Reference Guide 8.6(1)

This document describes the Command Line Interface (CLI) commands that are available for the Cisco Intercompany Media Engine server:

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ime/8_6_1/cli/imecli.html

Cisco Intercompany Media Engine 8.6(1) TCP and UDP Port Usage

This document provides a list of the TCP and UDP ports that the Cisco Intercompany Media Engine 8.6(1) server uses for connections and 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/ime/8_6_1/port/portusg.html

Cisco Unified Business/Department Attendant Console User Guide

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

Refer to this document online at

http://www.cisco.com/en/US/products/ps7282/products_user_guide_list.html

Cisco Unified Communications Manager 8.6(1) TCP and UDP Port Usage

This document provides a list of the TCP and UDP ports that Cisco Unified Communications Manager 8.6(1) 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/8_6_1/portlist861.html

Cisco Unified Communications Manager (CallManager) Dial Plan Deployment Guide

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

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 8.6(1)

This document provides step-by-step instructions for configuring, maintaining, and administering Cisco Unified Communications Manager 8.6(1).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_6_1/ccmcf/bccm-861-cm.html

Cisco Unified Communications Manager Assistant User Guide for Cisco Unified Communications Manager 7.1(3)

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

Refer to this document online at

http://www.cisco.com/en/US/customer/docs/voice_ip_comm/cucma/7_1_3/english/user/guide/IPMA_UG_713.html

Cisco Unified Communications Manager Bulk Administration Guide 8.6(1)

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/8_6_1/bat-861-cm.html

Cisco Unified Communications Manager Call Detail Records Administration Guide 8.6(1)

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/8_6_1/cdrdef/cdradmin.html

Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide 8.6(1)

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/8_6_1/car/car.html

Cisco Unified Communications Manager Dialed Number Analyzer Guide 8.6(1)

This document provides information on using Cisco Unified Communications Manager Dialed Number Analyzer to test and diagnose a deployed Cisco Unified Communications Manager 8.6(1) 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/8_6_1/dnaguide.html

Cisco Unified Communications Manager Features and Services Guide 8.6(1)

This document provides key concepts, terminology, and descriptive information about features and high-level administrative tasks that involve Cisco Unified Communications Manager 8.6(1).

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/8_6_1/ccmfeat/fsgd-861-cm.html

Cisco Unified Communications Manager Managed Services Guide 8.6(1)

This document provides information on how to monitor and maintain 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/8_6_1/cucm/managed_services.html

Cisco Unified Communications Manager Security Guide 8.6(1)

This document provides step-by-step instructions on how to configure authentication and encryption for Cisco Unified Communications Manager 8.6(1), 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/8_6_1/secugd/sec-861-cm.html

Cisco Unified Communications Manager System Guide 8.6(1)

This document provides descriptions of Cisco Unified Communications Manager 8.6(1) 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/8_6_1/ccmsys/accm-861-cm.html

Cisco Unified Communications Operating System Administration Guide 8.6(1)

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/8_6_1/cucos/osg_861_cm.html

Cisco Unified Enterprise Attendant Console User Guide

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

Refer to this document online at

http://www.cisco.com/en/US/products/ps7282/products_user_guide_list.html

Cisco Unified Real Time Monitoring Tool Administration Guide 8.6(1)

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/8_6_1/rtmt/rtmt.html

Cisco Unified Reporting Administration Guide 8.6(1)

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/8_6_1/report/curptg.html

Cisco Unified Serviceability Administration Guide 8.6(1)

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/8_6_1/admin/serviceability.html

Command Line Interface Reference Guide for Cisco Unified Communications Solutions 8.6(1)

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

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cli_ref/8_6_1/cli_ref_861.html

Disaster Recovery System Administration Guide for Cisco Unified Communications Manager 8.6(1)

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

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/drs/8_6_1/drsag861.html

Troubleshoot and Alerts

This section lists Cisco Unified Communications Manager 8.6(1) troubleshooting documentation.

Troubleshooting Guide for Cisco Unified Communications Manager 8.6(1)

This document provides troubleshooting procedures for resolving Cisco Unified Communications Manager 8.6(1) system and configuration problems.

Refer to this document online at

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/trouble/8_6_1/trbl861.html

Cisco Unified IP Phone Documentation

This section lists the documentation for the Cisco Unified IP Phone 3900, 6900, 7900, 8900, and 9900 series.

General Information

Use the following links to access the documentation guide, licensing information, and release notes for these Cisco Unified IP Phones.

Cisco Unified IP Phone 3900 Series:

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

Cisco Unified IP Phone 6900 Series:

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

Cisco Unified IP Phone 7900 Series:

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

Cisco Unified IP Phone 8900 Series:

http://cisco.com/en/US/products/ps10451/tsd_products_support_general_information.html

Cisco Unified IP Phone 9900 Series:

http://cisco.com/en/US/products/ps10453/tsd_products_support_general_information.html

Reference Guides

Use these links to access the accessibility feature guide and other technical references for these Cisco Unified IP Phones:

Cisco Unified IP Phone 6900 Series:

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

Cisco Unified IP Phone 7900 Series:

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

Cisco Unified IP Phone 8900 Series:

http://www.cisco.com/en/US/products/ps10451/tsd_products_support_reference_guides.html

Cisco Unified IP Phone 9900 Series:

http://www.cisco.com/en/US/products/ps10453/tsd_products_support_reference_guides.html

Install and Upgrade

Use the following links to access the installation and regulatory compliance and safety information documentation for these Cisco Unified IP Phones.

Cisco Unified IP Phone 3900 Series:

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

Cisco Unified IP Phone 7900 Series:

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

Cisco Unified IP Phone 8900 Series:

http://cisco.com/en/US/products/ps10451/tsd_products_support_install_and_upgrade.html

Cisco Unified IP Phone 9900 Series:

http://cisco.com/en/US/products/ps10453/tsd_products_support_install_and_upgrade.html

Maintain and Operate

Use the following links to access documentation for administering and using Cisco Unified IP Phones.

Cisco Unified IP Phone 3900 Series:

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

Cisco Unified IP Phone 6900 Series:

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

Cisco Unified IP Phone 7900 Series:

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

Cisco Unified IP Phone 8900 Series:

http://cisco.com/en/US/products/ps10451/tsd_products_support_maintain_and_operate.html

Cisco Unified IP Phone 9900 Series:

http://cisco.com/en/US/products/ps10453/tsd_products_support_maintain_and_operate.html

Translated Documentation

Use the following links to access the translated end user guides for Cisco Unified IP Phones.

Cisco Unified IP Phone 3900 Series:

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

Cisco Unified IP Phone 6900 Series:

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

Cisco Unified IP Phone 7900 Series:

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

Cisco Unified IP Phone 8900 Series and Cisco Unified IP Phone 9900 Series:

http://cisco.com/en/US/products/ps10453/tsd_products_support_translated_end_user_guides_list.html

Other Cisco Unified IP Phone Documentation

Use the following links for all other Cisco Unified IP Phone documents that are not included in the preceding sections:

Cisco Unified IP Phone 3900 Series:

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

Cisco Unified IP Phone 6900 Series:

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

Cisco Unified IP Phone 7900 Series:

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

Cisco Unified IP Phone 8900 Series:

http://www.cisco.com/en/US/products/ps10451/tsd_products_support_series_home.html

Cisco Unified IP Phone 9900 Series:

http://www.cisco.com/en/US/products/ps10453/products_user_guide_list.html

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