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Purpose

This document describes how to install the following software:

- Cisco Unified Communications Manager
- Cisco Unified Communications Manager IM and Presence Service

Audience

This installation guide is intended for administrators who are responsible for installing Cisco Unified Communications Manager and IM and Presence Service software.

Organization

The following table shows how this guide is organized:

Chapter	Description
Chapter 1	<p>“Getting Started”</p> <p>Provides information about Cisco Unified Communications Manager and the IM and Presence Service, and the relationship between these nodes when they are installed together in a cluster.</p>
Chapter 2	<p>“Installation Planning”</p> <p>Provides information about system requirements.</p>
Chapter 3	<p>“Installation Overview”</p> <p>Provides an overview of the installation process, as well as task lists that outline the procedures you must complete for each type of installation.</p>
Chapter 4	<p>“Pre-installation Tasks”</p> <p>Provides instructions to complete tasks that you must perform before beginning an installation.</p>
Chapter 5	<p>“Installation Tasks”</p> <p>Provides instructions to install Cisco Unified Communications Manager and the IM and Presence Service.</p>
Chapter 6	<p>“Post-installation Tasks for Cisco Unified Communications Manager”</p> <p>Provides instructions to complete tasks that you must perform after you install Cisco Unified Communications Manager.</p>
Chapter 7	<p>“Post-installation Tasks for IM and Presence Service. ”</p> <p>Provides instructions to complete tasks that you must perform after you install the IM and Presence Service.</p>
Chapter 8	<p>“Troubleshooting”</p> <p>Provides information to help you diagnose problems that may occur during the installation.</p>
Chapter 9	<p>“Reference Information”</p> <p>Provides information about how to access the administration interfaces for Cisco Unified Communications Manager and for the IM and Presence Service.</p>

Related Documentation

For additional installation and upgrade information, refer to the following documents:

- *Cisco Prime Collaboration Deployment Administration Guide*

This document describes how to use the Cisco Prime Collaboration Deployment application, which is designed to assist in the management of Unified Communication applications. You can use this application to perform tasks such as migrate existing clusters to new virtual machines, fresh installs, and upgrades on existing clusters.

- *Upgrade Guide for Cisco Unified Communications Manager*

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

This document describes how to upgrade Cisco Unified Communications Manager.

- *Administration Guide for Cisco Unified Communications Manager*

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

This document provides information about upgrading the Cisco Unified Communications Manager to a later appliance-based release.

- *Replacing a Single Server or Cluster for Cisco Unified Communications Manager*

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

This document describes how to replace a Cisco Unified Communications Manager server or a cluster of servers.

- *Command Line Interface Reference Guide for Cisco Unified Communications Solutions*

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

This document describes the Command Line Interface for Cisco Unified Communications Manager. Some of these commands perform upgrade and installation-related tasks.

For further information about Cisco Unified Communications Manager documentation, refer to the following URL:

http://cisco.com/en/US/products/sw/voicesw/ps556/products_documentation_roadmaps_list.html.

The following table lists URLs for software and additional documentation.

Table 1: Quick Reference for URLs

Related Information and Software	URL
Cisco Unified Communications Manager service releases	http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .

Convention	Description
italic font	Arguments for which you supply values are in italics.
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font .
italic screen font	Arguments for which you supply values are in italic screen font.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:



Note

Means reader take note. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



Timesaver

Means the described action saves time. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tip

Means the information contains useful tips.

Cautions use the following conventions:



Caution

Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

**Warning**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtain Support

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

