



# Cisco Unified CallManager Documentation Guide for Release 4.3(1)

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The documentation that supports Cisco Unified CallManager Release 4.3(1) comprises existing release 4.2(3) documentation that is listed in this documentation guide, as well as the following new release 4.3(1) documents (also listed in this documentation guide):

- *Release 4.3(1) Release Notes for Cisco Unified CallManager*
- *Upgrading Cisco Unified CallManager, Release 4.3(1)*
- *Installing Cisco Unified CallManager, Release 4.3(1)*
- *Using Cisco Unified CallManager Upgrade Assistant Utility, Release 4.3(1)*
- *Installing the Operating System on the Cisco Unified Communications Server, Version 2003.1.1*
- *Cisco Unified Communications Operating System Release Notes, Version 2003.1.1*
- *Using the Cisco Media Convergence Server Network Teaming Driver*
- *Cisco Unified CallManager Backup and Restore Utility Administration Guide Release 4.0(12)*
- *Installing the Cisco Unified CallManager Customer Directory Plugin Release 4.3 (1)*

This document lists and describes the documents that make up the Cisco Unified CallManager suite of installation and configuration documents. It contains the following sections:

- [Cisco Unified CallManager Installation Documentation, page 2](#)
- [Cisco Unified CallManager Configuration Documentation, page 3](#)
- [Cisco Unified CallManager Developer Guides, page 5](#)
- [Related Product Documentation, page 6](#)



**Note**

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This documentation guide represents the only printed document that ships with Cisco Unified CallManager Release 4.3. All the available documentation appears online; this document provides the online URLs.

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# Cisco Unified CallManager Installation Documentation

This section lists Cisco Unified CallManager installation-related documentation.



**Tip**

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The documents in this section also post to [www.cisco.com](http://www.cisco.com) and Cisco Connection Online (CCO).

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## ***Cisco Unified CallManager Backup and Restore Utility Administration Guide, Version 4.0(12) (or later)***

This document describes how to install the BARS utility, configure the backup settings, back up Cisco Unified CallManager data, and restore the data/server.

This document also provides a list of files that the utility backs up. This utility does not back up operating system files, except for Hosts/LMHosts files, if those files exist on the server.



**Note**

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You can find release notes for the Cisco Unified CallManager Backup and Restore Utility document at the following location:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm>

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## ***Installing Cisco Unified CallManager Release 4.3(1)***

This document provides procedures for installing Cisco Unified CallManager on the publisher database and subscriber servers.

To obtain this document, refer to the following URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_3/install/instcall/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_3/install/instcall/index.htm)

## ***Installing the Operating System on the Cisco Unified Communications Server, Version 2003.1.1***

This document provides procedures for installing the Cisco-provided Windows 2003 operating system. Cisco Unified Communications applications that use this operating system include Cisco Unified CallManager, Cisco Customer Response Applications (CRA), Cisco Conference Connection, Cisco Personal Assistant (PA), Cisco Unified Contact Center Express, Cisco Unified IP-IVR, Cisco Unified IP Queue Manager, Cisco Unified Customer Voice Portal, Cisco Unified MeetingPlace Express, and Cisco Emergency Responder.

You can access the operating system release notes at the same URL as this document:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel\\_os/install/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/install/index.htm)

## ***Cisco Unified Communications Operating System Release Notes, Version 2003.1.1***

This document lists and describes the system requirements, new features, and open caveats for Cisco-provided Windows 2003 operating system, version 2003.1.1.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel\\_os/install/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/install/index.htm)

## ***Software License Agreement***

The Software License Agreement provides a legally binding end user license agreement between Cisco Unified CallManager customers and Cisco Systems, Inc.

You cannot access this document online.

## ***Upgrading Cisco Unified CallManager Release 4.3(1)***

This document provides procedures for reimaging the publisher database server in the Cisco Unified CallManager cluster. This document provides procedures for installing Cisco Unified CallManager on the subscriber servers.

This document also provides information on replacing hardware while you perform the upgrade.

To obtain this document, refer to the URL

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_3/install/upgrade/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_3/install/upgrade/index.htm)

## ***Using Cisco Unified CallManager Upgrade Assistant Utility 4.3(1)***

This document provides procedures for running this pre-upgrade utility, which verifies that your system is in a good state before the upgrade.

To obtain this document, refer to the following URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_3/install/upgrade/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_3/install/upgrade/index.htm)

# **Cisco Unified CallManager Configuration Documentation**

This section lists Cisco Unified CallManager configuration documentation that is available only on [www.cisco.com](http://www.cisco.com) and CCO. Cisco does not print the documentation that is in this section, and you cannot order the documentation through Manufacturing.

## ***Bulk Administration Tool User Guide, Release 5.2(3)***

This document provides step-by-step instructions for adding, updating, or deleting large numbers of users, devices, and ports on specific devices.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/bulk\\_adm/5\\_2\\_3/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/bulk_adm/5_2_3/index.htm)

## ***Cisco Unified CallManager Administration Guide, Release 4.2(3)***

This document provides step-by-step instructions for configuring, maintaining, and administering the Cisco Unified CallManager voice over IP network.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/sys\\_ad/4\\_2\\_3/ccmcfj/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/sys_ad/4_2_3/ccmcfj/index.htm)

## ***Cisco Unified CallManager Attendant Console User Guide, Release 1.5(1)***

This document provides reference and procedural information for users who are operating the Cisco Unified CallManager Attendant Console. This release provides localized versions of the *Cisco Unified CallManager Attendant Console User Guide* in multiple languages.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/attendnt/call\\_att/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attendnt/call_att/index.htm)

## ***Cisco Unified CallManager Features and Services Guide, Release 4.2(3)***

This document provides descriptive and configuration procedures information about Cisco Unified CallManager features such as Cisco Extension Mobility, Cisco Unified CallManager Assistant, and Cisco Unified CallManager AutoAttendant.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/sys\\_ad/4\\_2\\_3/ccmfeat/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/sys_ad/4_2_3/ccmfeat/index.htm)

## ***Cisco Unified CallManager Security Guide 4.2(3)***

This document provides step-by-step instructions on how to configure and troubleshoot authentication and encryption for Cisco Unified CallManager, Cisco Unified IP Phones, SRST references, Cisco MGCP gateways, and Cisco Unity voice mail ports.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/sec\\_vir/ae/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/sec_vir/ae/index.htm)

## ***Cisco Unified CallManager Serviceability Administration Guide, Release 4.2(3)***

This document provides step-by-step instructions for configuring alarms, traces, and other reporting tools for Cisco Unified CallManager serviceability and remote serviceability.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/service/serv423/ccmsrva/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/service/serv423/ccmsrva/index.htm)

## ***Cisco Unified CallManager System Guide, Release 4.2(3)***

This document provides descriptions of the Cisco Unified CallManager system and its components, configuration checklists, and links to associated *Cisco Unified CallManager Administration Guide* and *Cisco Unified CallManager Features and Service Guide* procedures.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/sys\\_ad/4\\_2\\_3/ccmsys/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/sys_ad/4_2_3/ccmsys/index.htm)

## ***Cisco Unified CallManager Serviceability System Guide, Release 4.2(3)***

This document provides descriptions of Cisco Unified CallManager serviceability and remote serviceability as well as links to associated *Cisco Unified CallManager Serviceability Administration Guide* procedures.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/service/serv423/ccmsrvs/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/service/serv423/ccmsrvs/index.htm)

## ***Installing the Cisco Unified CallManager Customer Directory Plugin, Release 4.2(3)***

This document describes how to integrate Microsoft Active Directory and Netscape Directory with Cisco Unified CallManager.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_3/install/plugins/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_3/install/plugins/index.htm)

## ***Installing the Cisco Security Agent for Unified CallManager***

This document provides installation instructions and information about Cisco Security Agent (CSA) for Cisco Unified CallManager 4.1, 4.2, and 4.3.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/sec\\_vir/csa/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/csa/index.htm)

## ***Release Notes for Cisco Unified CallManager Release 4.3(1)***

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco Unified CallManager Release 4.3(1).

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_3/rel\\_note/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_3/rel_note/index.htm)

## ***Troubleshooting Guide for Cisco Unified CallManager, Release 4.2(3)***

This document provides troubleshooting procedures for solving Cisco Unified CallManager system and configuration problems.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/trouble/4\\_2\\_3/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/trouble/4_2_3/index.htm)

## ***Using the Cisco Unified CallManager Locale Installer, 4.2(3)***

This document describes how to install the latest locales for your Cisco Unified CallManager server. This document also provides troubleshooting tips and caveats about localization.

You can access the locale installer release notes at the same URL as this document:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/locinst/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/locinst/index.htm)

# **Cisco Unified CallManager Developer Guides**

This section lists Cisco Unified CallManager third-party developer documentation that is available only on [www.cisco.com](http://www.cisco.com) and CCO. Cisco does not print the documentation that is in this section, and you cannot order the documentation through Manufacturing.

## ***Cisco JTAPI Developer Guide, Release 4.2(3)***

This guide describes the Cisco implementation of JTAPI for the Cisco Unified CallManager 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 CallManager to applications.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4\\_2/4\\_2\\_3/](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4_2/4_2_3/)

## ***Cisco TAPI Developer Guide, Release 4.2(3)***

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 Solutions.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4\\_2/4\\_2\\_3/](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4_2/4_2_3/)

## ***Cisco Unified CallManager AXL Programing Guide, Release 4.2(3)***

The Cisco Unified CallManager AXL implementation allows applications to modify the Cisco Unified CallManager system database.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4\\_2/4\\_2\\_3/](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4_2/4_2_3/)

## ***Cisco Unified CallManager AXL Serviceability Programing Guide, Release 4.2(3)***

Cisco Unified CallManager Real-Time information, Performance Counters, and Database information exposure occurs through the AXL Serviceability API.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4\\_2/4\\_2\\_3/](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4_2/4_2_3/)

## ***Cisco Unified CallManager Call Detail Record Definitions, Release 4.2(3)***

This document describes the format and logic of the call detail records (CDRs) and call management records (CMRs) that the Cisco Unified CallManager Release 4.2(3) system generates.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4\\_2/4\\_2\\_3/](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4_2/4_2_3/)

## ***Cisco Unified CallManager Extension Mobility API Programming Guide, Release 4.2(3)***

The Cisco Extension Mobility Service provides a rich API, which enables extension mobility on IP phones and allows application control over authentication, scheduling, and availability.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4\\_2/4\\_2\\_3/](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4_2/4_2_3/)

## ***Cisco Unified CallManager WebDialer Programming Guide, Release 4.2(3)***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4\\_2/4\\_2\\_3/](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/4_2/4_2_3/)

## **Related Product Documentation**

This section lists additional documentation that is available on the World Wide Web at [www.cisco.com](http://www.cisco.com).



### **Note**

For voice product documentation that is not specified in this section, refer to <http://www.cisco.com/univercd/cc/td/doc/product/ipcvoice.htm>

## ***Cisco Unified CallManager 4.2(3) TCP and UDP Port Usage***

This document provides a list of the TCP and UDP ports that Cisco Unified CallManager 4.3 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.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/sec\\_vir/udp\\_tcp/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/udp_tcp/index.htm)

## ***Cisco Unified CallManager Attendant Console Keyboard Shortcuts***

This quick-reference guide lists keyboard shortcuts that are used with the Cisco Unified CallManager Attendant Console. The attendant can attach this document to the monitor or place it on the keyboard.

To access copies of this document online, refer to the following URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/attendnt/call\\_att/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attendnt/call_att/index.htm)

You can order copies of this document by using the following customer order number:

DOC-7817425=

## ***Cisco Unified CallManager Compatibility Matrix***

This document lists Cisco Unified CallManager releases and upgrade paths and provides detailed information about compatible releases and loads for devices, applications, application programming interfaces, features, and services.

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/compat/ccmcompmatr1.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr1.pdf)

## ***Cisco Unified IP Phones and Services***

The following location provides documentation for administering and using the Cisco Unified IP Phones and services:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm)

## ***Cisco IP Telephony Operating System, SQL Server, Security Updates***

This document lists the latest operating system and BIOS upgrades for Cisco Unified CallManager, Cisco Conference Connection, Personal Assistant, Cisco Emergency Responder, and Customer Response Applications.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/osbios.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm)

## ***Cisco Unified CallManager Security Token Advisory***

This document describes the purpose of the Cisco System Administrator Security Token.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/sec\\_vir/ae/etoken/sec\\_tkn.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/ae/etoken/sec_tkn.htm)

## ***Using Virtual Network Computing Version 4.2***

This document describes how a system administrator can use a server to install applications or perform configuration tasks on a remote server while the user on the remote server views the tasks that occur.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel\\_os/vnc/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/vnc/index.htm)

## ***Using the Cisco Media Convergence Server Network Teaming Driver***

This document provides information about installing and configuring the Cisco Unified Communications Network Teaming Driver when you are running operating system version 2003.1.1 or later.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel\\_os/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm)

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