



# Cisco CallManager Documentation Guide for Release 5.0(1)

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

- [Cisco CallManager Installation Documentation, page 1](#)
- [Cisco CallManager Configuration Documentation, page 2](#)
- [Cisco CallManager Developer Guides, page 4, page 6](#)
- [Related Product Documentation, page 5](#)



**Note**

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This documentation guide is the only printed document that ships with Cisco CallManager Release 5.0. All of the available documentation is online, and this document provides the online URLs.

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## Cisco CallManager Installation Documentation

This section lists Cisco CallManager install-related documentation. This section lists documents that are included in the Cisco CallManager software kit or are orderable through Manufacturing.



**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 CallManager Attendant Console Keyboard Shortcuts*

This quick-reference guide lists keyboard shortcuts that are used with the Cisco 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 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=



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**Corporate Headquarters:**

**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

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## ***Cisco IP Telephony Data Migration Assistant (DMA) Administration Guide, Version 2.0(1)***

This document describes the data migration tool that you must install and run on your existing Cisco CallManager system prior to upgrading to Cisco CallManager 5.0.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/install/upgrade/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/install/upgrade/index.htm)

## ***Cisco IP Telephony Disaster Recovery System Administration Guide***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/iptp\\_adm/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/iptp_adm/index.htm)

## ***Installing Cisco CallManager Release 5.0(1)***

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

To obtain additional copies of this document, refer to the URL

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/install/instcall/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/install/instcall/index.htm)

## ***Upgrading Cisco CallManager Release 5.0(1)***

This document provides procedures for upgrading from previous versions of Cisco CallManager to Cisco CallManager 5.0(1).

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

To obtain additional copies of this document, refer to the URL

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/install/upgrade/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/install/upgrade/index.htm)

# **Cisco CallManager Configuration Documentation**

This section lists Cisco 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.

## ***CDR Analysis and Reporting Administration Guide***

This document describes how to configure and use CDR Analysis and Reporting (CAR), a tool that is used to create user, system, device, and billing reports.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/service/serv501/car/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/service/serv501/car/index.htm)

## ***Cisco CallManager Bulk Administration Guide***

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/5\\_0/bulk\\_adm/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/bulk_adm/index.htm)

## ***Cisco CallManager Administration Guide, Release 5.0(1)***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/sys\\_ad/5\\_0\\_1/ccmcfg/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/sys_ad/5_0_1/ccmcfg/index.htm)

## ***Cisco CallManager Features and Services Guide, Release 5.0(1)***

This document provides key concepts, terminology, and descriptive information about features and high-level administrative tasks that involve Cisco CallManager.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/sys\\_ad/5\\_0\\_1/ccmfeat/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/sys_ad/5_0_1/ccmfeat/index.htm)

## ***Cisco CallManager Security Guide 5.0(1)***

This document provides step-by-step instructions on how to configure authentication and encryption for Cisco CallManager, Cisco 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/sec\\_vir/ae/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/ae/index.htm)

## ***Cisco CallManager Serviceability Administration Guide, Release 5.0(1)***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/service/serv501/ccmsrva/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/service/serv501/ccmsrva/index.htm)

## ***Cisco CallManager System Guide, Release 5.0(1)***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/sys\\_ad/5\\_0\\_1/ccmsys/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/sys_ad/5_0_1/ccmsys/index.htm)

## ***Cisco CallManager Serviceability System Guide, Release 5.0(1)***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/service/serv501/ccmsrsvs/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/service/serv501/ccmsrsvs/index.htm)

## ***Cisco IP Telephony Platform Administration Guide***

The Cisco IP Telephony Platform Administration Guide provides information about using the Cisco IP Telephony Platform graphical user interface (GUI) and the command line interface (CLI) to perform many common system- and network-related tasks.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/iptp\\_adm/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/iptp_adm/index.htm)

## ***Cisco CallManager Attendant Console User Guide, Release 5.0(1)***

This document provides reference and procedural information for users who are operating the Cisco CallManager Attendant Console. This release provides localized versions of the *Cisco 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)

## ***Release Notes for Cisco CallManager Release 5.0(1)***

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco CallManager release 5.0(1).

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/rel\\_note/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/rel_note/index.htm)

## ***Troubleshooting Guide for Cisco CallManager, Release 5.0(1)***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/trouble/5\\_0\\_1/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/trouble/5_0_1/index.htm)

# **Cisco CallManager Developer Guides**

This section lists Cisco 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 CallManager Developers Guide***

This guide includes the AXL, AXL-Serviceability, Extension Mobility, and WebDialer APIs.

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

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

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.

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/5\\_0/5\\_0\\_1/ccmdevgd/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_1/ccmdevgd/index.htm)

## ***Cisco CDR Definitions***

This document describes the format and logic of the call detail records (CDRs) and Call Management Records (CMRs) that the Cisco CallManager Release 5.0(1) system generates.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5\\_0/5\\_0\\_1/cdr500.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_1/cdr500.htm)

## ***Cisco IP Phone Service Application Development Notes for Cisco CallManager 5.0(1)***

This document provides the information needed for programmers and system administrators to develop and deploy new Cisco IP Phone services with Cisco CallManager 5.0, using eXtensible Markup Language (XML) objects and the Hyper Text 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 IP Phones.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5\\_0/5\\_0\\_1/ipphsv/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_1/ipphsv/index.htm)

## ***Cisco JTAPI Developer Guide***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5\\_0/5\\_0\\_1/jtapi/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_1/jtapi/index.htm)

## ***Cisco TAPI Developer Guide***

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 IP Telephony Solutions.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5\\_0/5\\_0\\_1/tapi/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_1/tapi/index.htm)

## ***Data Dictionary***

This document describes the data the primary Cisco CallManager database stores for Release 5.0(1). This document automatically generates from the actual development data dictionary that is used to create the SQL scripts for installing the Cisco CallManager database.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5\\_0/5\\_0\\_1/datadict.pdf](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_1/datadict.pdf)

# **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 CallManager Compatibility Matrix***

This document lists Cisco 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/cemcompmatr1.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/cemcompmatr1.pdf)

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

The following location provides documentation for administering and using the Cisco 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 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)

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