



# Cisco Unified CallManager Documentation Guide for Release 5.0(2)

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



Note

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This documentation guide represents the only printed document that ships with Cisco Unified CallManager Release 5.0. Because all the available documentation is online, this document provides the online URLs.

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## Cisco Unified CallManager Installation Documentation

This section lists Cisco Unified CallManager install-related documentation. This section lists documents that are included in the Cisco Unified 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 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 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)



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You can order copies of this document by using the following customer order number:  
DOC-7817425=

### ***Data Migration Assistant (DMA) User Guide, Version 2.0(1)***

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

### ***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/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/index.htm)

### ***Installing Cisco Unified CallManager, Release 5.0(2)***

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

To obtain 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 Unified CallManager, Release 5.0(2)***

This document provides procedures for upgrading from previous versions of Cisco Unified CallManager to Cisco Unified CallManager 5.0(2).

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

To obtain 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 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.

### ***CDR Analysis and Reporting Administration Guide, Release 5.0(2)***

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/serv502/car/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/service/serv502/car/index.htm)

## ***Cisco Unified CallManager Administration Guide, Release 5.0(2)***

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/5\\_0/sys\\_ad/5\\_0\\_2/ccmcfg/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/sys_ad/5_0_2/ccmcfg/index.htm)

## ***Cisco Unified CallManager Attendant Console User Guide, Release 5.0(2)***

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

## ***Cisco Unified CallManager Bulk Administration Guide, Release 5.0(2)***

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/5\\_0\\_2/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/bulk_adm/5_0_2/index.htm)

## ***Cisco Unified CallManager Features and Services Guide, Release 5.0(2)***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/sys\\_ad/5\\_0\\_2/ccmfeat/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/sys_ad/5_0_2/ccmfeat/index.htm)

## ***Cisco Unified CallManager Security Guide, Release 5.0(2)***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/sec\\_vir/ae/sec502/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/ae/sec502/index.htm)

## ***Cisco Unified CallManager Serviceability Administration Guide, Release 5.0(2)***

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

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/service/serv502/ccmsrva/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/service/serv502/ccmsrva/index.htm)

## ***Cisco Unified CallManager Serviceability System Guide, Release 5.0(2)***

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/5\\_0/service/serv502/ccmsrsvs/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/service/serv502/ccmsrsvs/index.htm)

## ***Cisco Unified CallManager System Guide, Release 5.0(2)***

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/5\\_0/sys\\_ad/5\\_0\\_2/ccmsys/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/sys_ad/5_0_2/ccmsys/index.htm)

## ***Cisco Unified Communications Operating System Administration Guide, Release 5.0(2)***

The Cisco Unified Communications Operating System Guide provides information about using the Cisco Unified Communications 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/502/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/iptp_adm/502/index.htm)

## ***Release Notes for Cisco Unified CallManager Release 5.0(2)***

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco Unified CallManager Release 5.0(2).

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/5\\_0/re1\\_note/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/re1_note/index.htm)

## ***Troubleshooting Guide for Cisco Unified CallManager, Release 5.0(2)***

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/5\\_0/trouble/trbl\\_502/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/5_0/trouble/trbl_502/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 5.0(2)***

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/5\\_0/5\\_0\\_2/jtapi/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_2/jtapi/index.htm)

## ***Cisco TAPI Developer Guide, Release 5.0(2)***

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/5\\_0/5\\_0\\_2/tapi/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_2/tapi/index.htm)

## ***Cisco Unified CallManager Call Detail Record Definitions, Release 5.0(2)***

This document describes the format and logic of the call detail records (CDRs) and call management records (CMRs) that the Cisco Unified CallManager Release 5.0(2) system generates.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5\\_0/5\\_0\\_2/cdr500.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_2/cdr500.htm)

## ***Cisco Unified CallManager Data Dictionary, Release 5.0(2)***

This document describes the data that the primary Cisco Unified CallManager database stores for Release 5.0(2). This document automatically generates from the actual development data dictionary that is used to create the SQL scripts for installing the Cisco Unified CallManager database.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5\\_0/5\\_0\\_2/datadict.pdf](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_2/datadict.pdf)

## ***Cisco Unified CallManager Developers Guide, Release 5.0(2)***

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

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

Cisco Unified 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\\_2/ccmdevgd/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_2/ccmdevgd/index.htm)

## ***Cisco Unified IP Phone Service Application Development Notes for Cisco Unified CallManager 5.0(2)***

This document provides the information that is needed for programmers and system administrators to develop and deploy new Cisco Unified IP Phone services with Cisco Unified CallManager 5.0, 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.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5\\_0/5\\_0\\_2/ipphsv/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/vpdd/cdd/5_0/5_0_2/ipphsv/index.htm)

## **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 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/univercd/cc/td/doc/product/voice/c\\_callmg/ccmcomp.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.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/sctk4250.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/ae/etoken/sctk4250.htm)

## ***Cisco Unified 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)

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