



Cisco Unified CallManager Documentation Guide for Release 5.1(3)

The documentation that supports Cisco Unified CallManager Release 5.1(3) comprises existing 5.0(4) documentation and 5.1(3) documents listed in this documentation guide:

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 3](#)
- [Cisco Unified CallManager Developer Guides, page 5](#)
- [Related Product Documentation, page 7](#)



Note

This documentation guide represents the only printed document that ships with Cisco Unified CallManager Release 5.1(3). Because all the available documentation is online, this document provides the online URLs.

Cisco Unified CallManager Installation Documentation

This section lists Cisco Unified CallManager install-related documentation.



Tip

The documents in this section post to www.cisco.com.



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REVIEW DRAFT – CISCO CONFIDENTIAL***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/en/US/products/ps7282/products_user_guide_list.html

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

DOC-7817425=

Data Migration Assistant (DMA) User Guide, Release 5.1(3)

This document describes the data migration tool that you must install and run on your existing Cisco Unified CallManager system prior to upgrading from a Cisco Unified CallManager 4.x release.

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

Disaster Recovery System Administration Guide, Release 5.1(3)

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/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Installing Cisco Unified CallManager, Release 5.1(3)

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

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

Replacing a Cluster or Single Server for Cisco Unified CallManager Release 5.1(3)

This document describes how to replace an entire cluster or a single server in a cluster for Cisco Unified CallManager release 5.1(3).

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

Upgrading Cisco Unified CallManager, Release 5.1(3)

This document provides procedures for upgrading from previous versions of Cisco Unified CallManager to Cisco Unified CallManager 5.1(3).

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

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

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Cisco Unified CallManager Configuration Documentation

This section lists Cisco Unified CallManager configuration documentation that is available only on www.cisco.com. Cisco does not print the documentation that is in this section, and you cannot order the documentation through Manufacturing.

Cisco Unified CallManager CDR Analysis and Reporting Administration Guide, Release 5.1(3)

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

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

Cisco Unified CallManager Administration Guide, Release 5.1(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/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Cisco Unified CallManager Attendant Console User Guide, Release 5.0(4)

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/en/US/products/ps7282/products_user_guide_list.html

Cisco Unified CallManager Bulk Administration Guide, Release 5.1(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/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Cisco Unified CallManager Features and Services Guide, Release 5.1(3)

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/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Cisco Unified CallManager Security Guide, Release 5.1(3)

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. Authorization for SIP trunk messages is also discussed.

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

REVIEW DRAFT – CISCO CONFIDENTIAL***Cisco Unified CallManager Serviceability Administration Guide, Release 5.1(3)***

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/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Cisco Unified CallManager Serviceability System Guide, Release 5.1(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/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Cisco Unified CallManager System Guide, Release 5.1(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/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Cisco Unified Communications Operating System Administration Guide, Release 5.1(3)

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/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

Cisco Unified Reporting Administration Guide, Release 5.1(3)

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.

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

Release Notes for Cisco Unified CallManager Release 5.1(3)

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco Unified CallManager Release 5.1(3).

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

Troubleshooting Guide for Cisco Unified CallManager, Release 5.1(3)

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

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

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Cisco Unified CallManager Developer Guides

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

Cisco JTAPI Developers Guide, Release 5.0(4)

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/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html

Cisco TAPI Developers Guide, Release 5.0(4)

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/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html

Cisco Unified CallManager Call Detail Record Definitions, Release 5.1(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 5.1(3) system generates.

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

Cisco Unified CallManager Data Dictionary, Release 5.0(4)

This document describes the data that the primary Cisco Unified CallManager database stores for Release 5.0(4). 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/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html

REVIEW DRAFT – CISCO CONFIDENTIAL**Cisco Unified CallManager Developers Guide, Release 5.0(4)**

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/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html

**Note**

For additional information, refer to the *Cisco Unified CallManager New and Changed Information Guide*. This document acts as a supplement to the Cisco Unified CallManager Release 5.0(4) document set. Content in this guide supersedes information that the Cisco Unified CallManager Release 5.0(4) documents contain; however, chapters in this guide may contain references to Cisco Unified CallManager 5.0(4) documents for additional information.

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

Cisco Unified IP Phone Service Application Development Notes

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/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html

Session Initiation Protocol (SIP) Line Messaging Guide (Standard) for Cisco Unified Communications Manager Release 5.1(1)

This document describes the external interface for Cisco Unified Communications Manager SIP line-side devices. It highlights SIP primitives that are supported on the line-side interface and describes call flow scenarios that can be used as a guide for technical support and future development.

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

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Related Product Documentation

This section lists additional documentation that is available on the World Wide Web at www.cisco.com.

For voice product documentation that is not specified in this section, refer to http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html.

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/products/sw/voicesw/ps556/products_device_support_tables_list.html

Cisco Unified CallManager Security Token Advisory

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

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

Cisco Unified Communications SRND Based on Cisco Unified CallManager 5.0

This Solution Reference Network Design (SRND) document provides design considerations and guidelines for deploying the following components of the Cisco Unified Communications System: Cisco Unified CallManager, Cisco Unified MeetingPlace, Cisco Unity, and Cisco Unified Video Advantage.

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

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/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Installing Cisco Security Agent for Unified CallManager

This document provides installation instructions and information about Cisco Security Agent (CSA) for Cisco Unified CallManager Release 4.1, 4.2, and 5.0.

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

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