



Cisco Unified Communications Manager Documentation Guide for Release 6.0(1)

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

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



Note

This documentation guide represents the only printed document that ships with Cisco Unified Communications Manager Release 6.0(1). Because all the available documentation is online, this document provides the online URLs.

Cisco Unified Communications Manager Installation Documentation

This section lists Cisco Unified Communications Manager install-related documentation.



Tip

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

Data Migration Assistant (DMA) User Guide, Release 6.0(1)

This document describes the data migration tool that you must install and run on your existing Cisco Unified Communications Manager system (previously called Cisco Unified CallManager) prior to upgrading to Cisco Unified Communications Manager 6.0.

To obtain copies of this document, refer to the URL

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



Americas Headquarters:

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

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Disaster Recovery System Administration Guide, Release 6.0(1)

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

To obtain copies of this document, refer to the URL

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

Installing Cisco Unified Communications Manager, Release 6.0(1)

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

To obtain copies of this document, refer to the URL

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

Upgrading Cisco Unified Communications Manager, Release 6.0(1)

This document provides procedures for upgrading from previous versions of Cisco Unified Communications Manager to Cisco Unified Communications Manager 6.0(1). 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/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html

Cisco Unified Communications Manager Configuration Documentation

This section lists Cisco Unified Communications Manager 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 Communications Manager CDR Analysis and Reporting Administration Guide, Release 6.0(1)

This document describes how to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting (CAR), a tool that is used to create user, system, device, and billing reports. This document also includes definitions and formats of the call detail records (CDRs).

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager Administration Guide, Release 6.0(1)

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

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager Attendant Console User Guide, Release 6.0(1)

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

To obtain copies of this document, refer to the URL

http://www.cisco.com/en/US/products/ps7282/products_user_guide_list.html

Cisco Unified Communications Manager Bulk Administration Guide, Release 6.0(1)

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

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager Features and Services Guide, Release 6.0(1)

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

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager Security Guide, Release 6.0(1)

This document provides step-by-step instructions on how to configure authentication and encryption for Cisco Unified Communications Manager, Cisco Unified IP Phones, SRST references, Cisco MGCP gateways, and Cisco Unity and Cisco Unity Connection voice-messaging ports. It also covers authorization for SIP trunk messages.

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager System Guide, Release 6.0(1)

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

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Operating System Administration Guide for Cisco Unified Communications Manager, Release 6.0(1)

The *Cisco Unified Communications Operating System Administration 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.

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Cisco Unified Communications Manager Real-Time Monitoring Tool Administration Guide, Release 6.0(1)

This document provides descriptions and step-by-step instructions for installing and using the Cisco Unified Communications Manager Real-Time Monitoring Tool.

To obtain copies of this document, refer to the URL

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

Cisco Unified Serviceability Administration Guide for Cisco Unified Communications Manager, Release 6.0(1)

This document provides descriptions and procedures for configuring alarms, traces, SNMP, and so on through Cisco Unified Serviceability. It also describes how to activate, start, and stop feature and network services.

To obtain copies of this document, refer to the URL

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

Release Notes for Cisco Unified Communications Manager Release 6.0(1)

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco Unified Communications Manager Release 6.0(1).

To obtain copies of this document, refer to the URL

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

Troubleshooting Guide for Cisco Unified Communications Manager, Release 6.0(1)

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

To obtain copies of this document, refer to the URL

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

Integration Note for Configuring Cisco Click-to-Call Plug-in with IBM Lotus Sametime

This document provides the configuration steps to install the Cisco Click-to-Call plug-in on an IBM Lotus Sametime server and to configure Cisco Unified Communications Manager to handle the calls that the plug-in originates.

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager Developer Guides

This section lists Cisco Unified Communications Manager 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 Unified Communications Manager JTAPI Developers Guide, Release 6.0(1)

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

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager TAPI Developers Guide, Release 6.0(1)

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 Manager Solutions.

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager Data Dictionary, Release 6.0(1)

This document describes the data that the primary Cisco Unified Communications Manager database stores for Release 6.0(1). This document automatically generates from the actual development data dictionary that is used to create the SQL scripts for installing the Cisco Unified Communications Manager database.

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager Developers Guide, Release 6.0(1)

This guide includes the AXL, AXL serviceability, extension mobility, and Cisco Web Dialer APIs.

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

Cisco Unified Communications Manager Real-Time Monitoring Tool 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 Web Dialer application enables click-to-dial functionality by creating hyperlinked telephone numbers in a company directory.

To obtain copies of this document, refer to the URL

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

Cisco Unified IP Phone Service Application Development Notes for Cisco Unified Communications Manager 6.0(1)

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 Communications Manager 6.0, by 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.

To obtain copies of this document, refer to the URL

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

Related Product Documentation

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



Note

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 Communications Manager 6.0 TCP and UDP Port Usage

This document provides a list of the TCP and UDP ports that Cisco Unified Communications Manager 6.0 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.

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications Manager Attendant Console Keyboard Shortcuts

This quick-reference guide lists keyboard shortcuts that are used with the Cisco Unified Communications Manager 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-7818205=

Cisco Unified Communications Manager Compatibility Matrix

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

To obtain copies of this document, refer to the URL

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

Cisco Unified Communications System Release Summary Matrix for IP Telephony

This document lists the supported product release version for IP telephony products.

To obtain copies of this document, refer to the URL

<http://cisco.com/go/unified-techinfo>

Cisco Unified Communications Manager Security Token Advisory

This document describes the purpose of the Cisco System Administrator Security Token. To obtain copies of this document, refer to the URL

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

Cisco Unified Communications SRND Based on Cisco Unified Communications Manager 6.x

The *Cisco Unified Communications Solution Reference Network Design (SRND)* document provides design considerations and guidelines for deploying the following components of the Cisco Unified Communications System: Cisco Unified Communications Manager, Cisco Unified MeetingPlace, Cisco Unified MeetingPlace Express, Cisco Unity, Cisco Unity Connection, Cisco Unified Presence, Cisco Unified Video Advantage, and Cisco Unified Mobility.

To obtain copies of this document, refer to the URL

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 Unified 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 Cisco Unified Communications Manager

This document provides installation instructions and information about Cisco Security Agent (CSA) for Cisco Unified Communications Manager Release 4.1, 4.2, 5.0, and 6.0. To obtain copies of this document, refer to the URL

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

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