



User Assistance Guide for Cisco Unified Communications Domain Manager 8.1.3

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Preface

The aim of this document is to provide an overview of the available user assistance literature relevant to the system. This includes what content is available and how this content can be accessed.

A wide range of user assistance literature is available to the users of the system. This literature is delivered via two primary channels:

- Context Sensitive Online Help
- PDF Guides and Manuals

This system supports various deployments/solutions including HCS and Large Enterprise (LE). This document describes the product in general and is not specific to a particular deployment/solution. Information may vary slightly depending on the installation environment.

Purpose

This document is aimed at system engineers and administrators who will be required to use the system.

Typographic Conventions

The following typographic conventions are used in this document:

Item	Character format	Example
Buttons	Bold	Click the Enter button.
Checkboxes	<i>italic</i>	Select the <i>Country</i> checkbox.
Dialog boxes menu items, tab names, radio buttons	<i>italic</i>	Select the <i>Configuration</i> option, or select the <i>Parameters</i> tab.



CHAPTER 1

Online Help

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There are four key ways to access the system's online help, these include:

- **Context Sensitive Help:** By selecting the *Help* link in the top left of the screen you are browsing, the system will present you with a help screen pertinent to where you currently are in the system.
- **Browsing the Index:** If you know what section of the system you are interested in, you can launch help by selecting the *Help* option from the main menu and then browse to the relevant section of help using the help index (table of contents).
- **Searching Help:** If you know the concept or topic you are interested in, you can launch help by selecting the *Help* option from the main menu, then search for the term and select the result appropriate to you. For example, you could search for, "Adding a phone". More information on searching is available below.
- **Browse the Glossary:** If you are looking for the meaning of a term or acronym, you can launch help by selecting the *Help* option from the main menu then browse the glossary to find the definition.

Browsing the Help Index

The Help Index (Table of Contents) is a very powerful way of exploring the user assistance content. It can be used to discover the structure of all the User Assistance content on offer and enables you to go directly to a document.

Think of the Index as a tree structure, each entry in it is a branch and each branch itself has branches, and so on. Every menu item in the Index contains an icon and a title. If the icon is a plus (+) sign, the menu item can be expanded by selecting the icon. If the icon is a minus (-) sign, the menu item is already expanded; selecting the icon will hide the menu.

Procedure

Follow these steps to navigate the Help Index

- Step 1** To expand a branch, select the **plus (+)** sign adjacent to the appropriate title.
- Step 2** To close a branch, select the **minus (-)** sign adjacent to the appropriate title.
- Step 3** Each entry in the tree will either consist of blue or black text. Blue text means that the entry is active and links directly to a help page, black text means that the entry does not link directly to a help page but is rather a parent or root topic to a branch.

Searching Help

To search for a term, enter the term in the text field at the top of the page and select the **Search** button.

For example, if you want to search for documents that have the term "computer", type in the following:

`computer`

Browsing the Glossary

To browse the glossary, select the tab named **Glossary** and then select a term to view its definition.



CHAPTER 2

User Guides

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An updated suite of guides is released with each major and service pack release of the system. The guides are grouped into eight categories, these include:

- User Assistance Guides
- Install and Deployment
- Phone Registration Guides
- Administration Guides
- Advanced Administration Guides
- Bulk and Model Loader Guides
- General Guides
- End-User Guides

Format

Documents are distributed in Adobe® PDF format. To obtain a copy of Adobe® Reader®, please visit the Adobe® website.

Available Guides

The following guides are available for this release of the system:

Guide Name	Description
User Assistance Guides	
User Assistance Guide	A guide to assist system users understand, and best use, the system's user assistance offering.
Install and Deployment Guides	
Deployment Guide	A guide to assist system engineers and advanced administrators with the deployment of the system
CUCM Build Guide	A guide to assist system engineers and advanced administrators with the preparation of a CUCM for the system
CUC Build Guide	A guide to assist system engineers and advanced administrators with the preparation of a CUC server for the system

Guide Name	Description
Cisco Unified Communications Manager IM and Presence (IM and Presence) Build Guide	A guide to assist system engineers and advanced administrators with the preparation of IM and Presence for the system
PGW Build Guide	A guide to assist system engineers and advanced administrators with the preparation of a PGW Server for the system
Phone Registration Guides	
Phone Based Registration Guide	A guide aimed at users of the system's Phone Based Registration functionality
AutoCCMnewphone Guide	A guide aimed at users of the AutoCCMNewPhone functionality
Advanced Administration Guides	
Brand Management Guide	A guide aimed at users of the system's Branding functionality
Dial Plan Guide	A guide aimed at users of the system's DialPlan functionality
PGW - Transit Deferral Guide	A guide to assist administrators with the configuration and management of transit deferral in the system
PGW - Pre and Post Functions Guide	A guide outlining the PGW Pre and Post Commands contained in the PGW MML Model within the system
Shared SLC Guide	A guide to assist with understanding shared Site Location Codes within the system
IOS Gateways Guide	The aim of this document is to provide an overview of the gateway functionality within the system. This includes legacy gateways, SRST functionality, analog gateways, IOS functionality and local PSTN gateways.
Emergency DDI Guide	A guide to assist administrators understand the system's emergency DDI functionality.
LDAP Integration Guide	A guide to assist administrators in configuring the system, Unified Communications Manager and Cisco Unity Connection to function in an LDAP integrated environment.
Advanced Phone Settings Guide	A guide to the phone settings supported by CUCDM
Self Care Themes Guide	A guide to how themes are set up for Self Care
Language Pack User Guide	A guide to help end users understand the language pack functionality
Bulk and Model Loader Guides	
Bulk loader Guide	A guide aimed at users of the system's bulk loader functionality
IOS Model Guide	A guide aimed at users of the IOS Model functionality
PGW Model Guide	A guide aimed at users of the PGW Model functionality
Call Manager Model Guide	A guide to Call Manager Models within the system
Gatekeeper Model Guide	A guide aimed at users of the Gatekeeper Model functionality
AssociateFNN Guide	A guide to assist with understanding AssociateFNN logic within the system
General Guides	
Troubleshooting Guide	A guide to assist support and administrative staff with resolving issues within the system

Guide Name	Description
Security Guide	A guide to assist administrative staff run the system in a safe and secure manner
Platform Guides	
Backup and Restore Guide	This document explains the backup and restore processes on the platform.
Command Line Interface Guide	This document is a guide to assist administrators and system engineers understand the CUCDM Server command line interface.
High Availability Deployment Guide VM only	This document provides an overview of the deployment of the CUCDM platform in a High Availability configuration, using VMWare. It is aimed at Technical and Operational personnel responsible for the deployment and configuration of a CUCDM platform that includes High Availability.
Network Ports Guide	This document provides detailed information about network ports used by the application and may assist the configuration of network routing and firewall rules.
Platform Overview	This document provides a technical overview of the CUCDM Server. It is aimed at Technical and Operational personnel responsible for the deployment, management and configuration of a CUCDM-Server (platform).
Redundancy and Disaster Recovery Guide	This document provides a technical overview of the Redundancy and Disaster Recovery Capabilities in CUCDM. It is aimed at Technical and Operational personnel responsible for the design, deployment and/or operation of a CUCDM platform that includes Disaster Recovery.
SNMP Guide	This document is aimed at internal system engineers and advanced system engineers and administrators who will be required to manage and configure a CUCDM server.
SSL Certificate Guide	This document provides an overview of the security features within the system and outlines the steps administrators can take to ensure that the system is run in a secure and responsible manner.
Upgrade Guide	This document provides a description of the steps required to upgrade a platform and its software. It is aimed at technical and operational personnel responsible for the deployment, management and configuration of a CUCDM Server.
End-User Guides	
Basic Introduction to the System	A quick start guide aimed at end users of the web based GUI
Self-Care Guide	A guide to assist end-users with the system's self-care

Accessing the Guides

Contact your local service representative for the relevant guide/s.