



Preface

This preface describes the purpose, audience, organization, and conventions of this guide and provides information on how to obtain related documentation.



Note

The PDF of the entire book represents a snapshot of the information that is available when the book is first published. The book PDF does not necessarily reflect subsequent updates to the content.

Chapters that contain updates use a (Revised mm/dd/yyyy) indicator that follows the chapter title. Consult the HTML and PDF versions of those chapters for the latest content.

You can obtain the most current version of this book at this URL:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/ime/8_0_2/ime802.html or
http://www.cisco.com/en/US/docs/voice_ip_comm/cucmbe/ime/8_0_2/ime802.html

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Purpose

This document provides instructions for installing and administering the Cisco Intercompany Media Engine (Cisco IME). This guide includes descriptions of procedural tasks that you complete by using Cisco Unified Communications Manager Administration and the Cisco IME command line interface.

Audience

This guide provides information for network administrators who are responsible for managing the Cisco Unified Communications Manager system. This guide requires knowledge of telephony and IP networking technology.

Organization

The following table provides the organization of this guide.

| Chapter | Description |
|-----------|--|
| Chapter 1 | <p>“Overview”</p> <p>Contains general information about the Cisco Intercompany Media Engine feature and describes how the feature establishes direct IP connectivity between enterprises.</p> |
| Chapter 2 | <p>“Installation and Cisco IME Server Configuration”</p> <p>Contains information on installing and configuring the Cisco Intercompany Media Engine server.</p> |
| Chapter 3 | <p>“Cisco IME Configuration in Cisco Unified Communications Manager Administration”</p> <p>Contains information on how to configure the Cisco Intercompany Media Engine feature in Cisco Unified Communications Manager Administration.</p> |
| Chapter 4 | <p>“Cisco ASA Configuration”</p> <p>Contains information on configuring ASA using the command-line interface, as well as the ASDM, a web-based GUI application.</p> |
| Chapter 5 | <p>“Backing up and Restoring the Cisco IME Server”</p> <p>Contains information on performing backup- and restore-related tasks on the Cisco Intercompany Media Engine server.</p> |
| Chapter 6 | <p>“Managing Services on the Cisco Intercompany Media Engine Server”</p> <p>Contains information on the available services on the Cisco Intercompany Media Engine server.</p> |
| Chapter 7 | <p>“Using RTMT with Cisco Intercompany Media Engine”</p> <p>Contains descriptions and step-by-step instructions for installing and using the Real Time Monitoring Tool.</p> |
| Chapter 8 | <p>“Generating the Cisco IME Client Call Activity Report”</p> <p>Contains information on how to generate the Cisco IME Client Call Activity Report in Cisco Unified Serviceability.</p> |
| Chapter 9 | <p>“Configuring SNMP on the Cisco IME Server”</p> <p>Contains procedures for configuring SNMP version 3, configuring SNMP trap and inform parameters, and configuring the system contact and system location objects for the MIB-II system group. Administrators use SNMP to troubleshoot and to perform diagnostics and network management tasks.</p> |

| Chapter | Description |
|------------|---|
| Chapter 10 | “Troubleshooting” Contains information on tools to help you to troubleshoot the Cisco Intercompany Media Engine server. |
| Chapter 11 | “Cisco Intercompany Media Engine Performance Objects and Counters” Contains a list of performance objects and their associated counters for Cisco Intercompany Media Engine. |
| Chapter 12 | “Cisco Intercompany Media Engine Alert Descriptions and Default Settings” Contains descriptions and default configurations of Cisco Intercompany Media Engine alerts. |

Related Documentation

Refer to the following documents for further information about related Cisco IP telephony applications and products:

- *Cisco Unified Communications Manager Documentation Guide*
- *Release Notes for Cisco Unified Communications Manager*
- *Release Notes for Cisco Intercompany Media Engine*
- *Cisco Intercompany Media Engine Release 8.5(1) TCP and UDP Port Usage*
- *Cisco Intercompany Media Engine Command Line Interface Reference Guide*
- *Cisco Unified Communications Manager System Guide*
- *Cisco Unified Communications Manager Features and Services Guide*
- *Cisco Unified Communications Manager Administration Guide*
- *Cisco Unified Serviceability Administration Guide*
- *Cisco Unified Real-Time Monitoring Tool Administration Guide*
- *Cisco Unified Communications Manager Bulk Administration Guide*
- *Cisco Unified Communications Solution Reference Network Design (SRND)*

Conventions

This document uses the following conventions.

| Convention | Description |
|----------------------|---|
| boldface font | Commands and keywords are in boldface . |
| <i>italic</i> font | Arguments for which you supply values are in <i>italics</i> . |
| [] | Elements in square brackets are optional. |
| { x y z } | Alternative keywords are grouped in braces and separated by vertical bars. |
| [x y z] | Optional alternative keywords are grouped in brackets and separated by vertical bars. |

| Convention | Description |
|-----------------------------|--|
| string | A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks. |
| screen font | Terminal sessions and information the system displays are in <code>screen font</code> . |
| boldface screen font | Information you must enter is in boldface screen font . |
| <i>italic screen font</i> | Arguments for which you supply values are in <i>italic screen font</i> . |
| → | This pointer highlights an important line of text in an example. |
| ^ | The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key. |
| < > | Nonprinting characters, such as passwords, are in angle brackets. |

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:



Timesaver

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:



Tip

Means *the information contains useful tips*.

Cautions use the following conventions:



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:



Warning

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

