Preface

Purpose

This guide provides the information a system administrator needs to troubleshoot problems with Cisco Unified Personal Communicator.

Audience

This guide is intended for the system administrator who has a thorough understanding of voice and data networking terminology and concepts. This guide is *not* for end users.

Because of the close interaction of this application with Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager), Cisco Unified Presence, Cisco voice-mail servers, and Cisco web conferencing servers, many of the tasks in this guide require familiarity with these products.

For changes that occurred to this product after the publish date of this guide, see the release notes at this URL:

http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html

The release notes include important information about system requirements, product limitations, restrictions, caveats, and documentation updates.

Organization

Table 1 provides the organization of this guide.

Table 1 Document Organization

Chapter and Title	Description
Chapter 1, "Troubleshooting Cisco Unified Personal Communicator"	Describes how to troubleshoot problems with the application.
Appendix A, "Third-Party Copyright and License Information"	Provides third-party copyright and license information.

Conventions

Notes, cautions, and timesavers use these conventions and symbols:

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

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

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

Tip Means *the information contains useful tips*.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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

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/wwl/export/crypto/tool/stqrg.html. If you require further assistance please contact us by sending e-mail to export@cisco.com.