Documentation Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 11.5(1)

Documentation Guide

About this Guide

This guide summarizes the documentation that is available for Release 11.5(1) of Cisco Unified Communications Manager and the IM and Presence Service, including 11.5(1)SU releases.

SU Releases

For SU releases, use these guidelines to determine which document to use:

- If an SU document version exists that matches the specific SU release that you are running, use that SU document rather than the baseline 11.5(1) version as the document contains updated information that was not in the 11.5(1) baseline.

- If the document was republished for SU releases, but not the specific SU that you are running, use the latest version of the document where the version is less than, or equal to, the version that you are running. For example, if you are running 11.5(1)SU2, you can use documents from 11.5(1), 11.5(1)SU1 or 11.5(1)SU2 can be used (use the latest version), but you cannot use documents from 11.5(1)SU3 or higher as those documents may contain features that are not included in your release.

- If no SU version of the document exists, use the 11.5(1) baseline version.

Documents for Cisco Unified Communications Manager

This section contains information on the documents that are available for Release 11.5(x) of Cisco Unified Communications Manager, including 11.5(1) and subsequent SU releases.

Table 1: Documents for Cisco Unified Communications Manager, Release 11.5(x)

Document	Description
Release Guides	
Compatibility Matrix	Provides detailed information about upgrade paths and compatible devices and applications for Cisco Unified Communications Manager and IM and Presence Service. • Compatibility Matrix 11.x • Compatibility Matrix 11.5(1)SU5-SU7 • Compatibility Matrix 11.5(1)SU5-SU8

Document	Description
Release Notes	Lists and describes release-specific information such as system requirements, new features, changed information, documentation updates, and open caveats for the latest release of Cisco Unified Communications Manager and IM and Presence Service. • Release Notes 11.5(1) • Release Notes 11.5(1)SU1 • Release Notes 11.5(1)SU2 • Release Notes 11.5(1)SU3 • Release Notes 11.5(1)SU4 • Release Notes 11.5(1)SU5 and SU6 • Release Notes 11.5(1)SU7 • Release Notes 11.5(1)SU8 • Release Notes 11.5(1)SU9
New and Changed Features	This chapter from the Release Notes contains information on the new and changed features for this release. • New and Changed Features 11.5(1) • New and Changed Features 11.5(1)SU1 • New and Changed Features 11.5(1)SU2 • New and Changed Features 11.5(1)SU3 • New and Changed Features 11.5(1)SU4 • New and Changed Features 11.5(1)SU5 • New and Changed Features 11.5(1)SU7 • New and Changed Features 11.5(1)SU8 • New and Changed Features 11.5(1)SU9
Documentation Updates for Defects	This chapter from the 11.5(1) Release Notes contains documentation updates from defects that were not available when the guides in this list were published as well as errors and omissions in the published guides. You can also access this document by clicking the Release Notes link. • Documentation Updates for Defects 11.5(1) • Documentation Updates for Defects 11.5(1)SU1 • Documentation Updates for Defects 11.5(1)SU2 • Documentation Updates for Defects 11.5(1)SU3

Document	Description
Readme Files	If you have installed an SU release of Cisco Unified Communications Manager, the documentation in this guide applies to the SU release. In addition, refer to the Readme file specific to your SU release for supplementary installation procedures and resolved caveats: • OVA Readme File 11.5(1) • Readme File 11.5(1)SU1 • Readme File 11.5(1)SU2 • Readme File 11.5(1)SU3a • Readme File 11.5(1)SU3b • Readme File 11.5(1)SU4 • Readme File 11.5(1)SU5 • Readme File 11.5(1)SU6 • Readme File 11.5(1)SU7 • Readme File 11.5(1)SU8 • Readme File 11.5(1)SU9
Release Notes for Cisco Prime Collaboration Deployment	Release-specific information for the latest release of Cisco Prime Collaboration Deployment. • Release Notes for Prime Collaboration Deployment 11.5(1) • Release Notes for Prime Collaboration Deployment 11.5(2) • Release Notes for Prime Collaboration Deployment 11.5(3) • Release Notes for Prime Collaboration Deployment 11.6(1) • Release Notes for Prime Collaboration Deployment 11.6(2)

Document	Description
Open Source Used Documents	This document contains licenses and notices for open source software used in this product. Cisco Unified Communications Manager Open Source: • Release 11.5(1) • Release 11.5(1)SU1 • Release 11.5(1)SU2 • Release 11.5(1)SU3 • Release 11.5(1)SU4 • Release 11.5(1)SU5 • Release 11.5(1)SU6 • Release 11.5(1)SU7 • Release 11.5(1)SU8 • Release 11.5(1)SU9
Design Guides	
Cisco Collaboration System 11.x Solution Reference Network Design	Provides design considerations and guidelines for deploying Cisco Unified Communications and Collaboration solutions, including Cisco Unified Communications Manager, Cisco TelePresence Video Communication Server, IM and Presence Service, and other components of a Cisco Unified Communications and Collaboration System.
Install and Upgrade Guides	
Install Guide	Use this guide to install Cisco Unified Communications Manager and IM and Presence Service on the publisher database and subscriber nodes.
Upgrade Guide	Use this guide to upgrade to the latest release of Cisco Unified Communications Manager and IM and Presence Service.
Replacing a Single Server or Cluster	Use this guide to replace an entire cluster or a single server in a cluster for Cisco Unified Communications Manager.
Cisco Collaboration on Virtual Servers	Use this guide to get technical information that you need to run Cisco Unified Communications Manager on virtual servers.
Configuration Guides	
System Configuration Guide	Use this guide to configure the call control system of Cisco Unified Communications Manager. This guide includes Day 1 configurations such as inbound and outbound calling, dial plans, and network resources. • System Configuration Guide 11.5(1) • System Configuration Guide 11.5(1)SU1

Document	Description
Feature Configuration Guide	Use this guide to configure features on Cisco Unified Communications Manager. Refer to this guide after you configure the call control system. • Feature Configuration Guide 11.5(1) • Feature Configuration 11.5(1)SU7 • Feature Configuration 11.5(1)SU8 • Feature Configuration 11.5(1)SU9
Push Notifications Deployment for Cisco Jabber on iPhone and iPad	This document describes how to configure Push Notifications for Cisco Jabber on iPhone and iPad with Cisco Unified Communications Manager and the IM and Presence Service. • Push Notifications Deployment Guide
Programming Guides	
JTAPI Developers Guide	Describes the Cisco implementation of JTAPI for the Cisco Unified Communications Manager platform.
TAPI Developers Guide	Describes the Cisco TAPI Service Provider (TSP), which allows developers to create customized IP telephony applications for Cisco users. 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.
Maintain and Operate Guides	
Administration Guide	Use this guide to perform administrative tasks on a configured system. You can use this to perform tasks such as adding users, adding devices, or running backups and restores for Cisco Unified Communications Manager and IM and Presence Service. • Administration Guide 11.5(1) • Administration Guide, 11.5(1)SU1
Security Guide	Use this guide to configure authentication and encryption for Cisco Unified Communications Manager, Cisco Unified IP Phones, Cisco Unified Survivable Remote Site Telephony (Unified SRST) references, Media Gateway Control Protocol (MGCP) gateways, and Cisco Unity and Cisco Unity Connection voice-messaging ports. • Security Guide 11.5(1) • Security Guide 11.5(1)SU1 • Security Guide 11.5(1)SU3 • Security Guide 11.5(1)SU9
SAML SSO Deployment Guide	Use this guide to learn key concepts, terminology, and high-level information that you need to configure and enable the SAML-based SSO solution across a defined set of Cisco collaboration applications.

Document	Description
Cisco Prime Collaboration Deployment Administration Guide	Use Cisco Prime Collaboration Deployment to migrate existing Unified Communication server clusters to new clusters. It also describes how to perform operations on existing clusters such as fresh installs, upgrades, migrations, installs, upgrades, and IP address or hostname changes. • Cisco Prime Collaboration Deployment Administration 11.5(1) • Cisco Prime Collaboration Deployment Administration 11.5(2) • Cisco Prime Collaboration Deployment Administration 11.5(3) • Cisco Prime Collaboration Deployment Administration 11.6(1) • Cisco Prime Collaboration Deployment Administration 11.6(2)
Bulk Administration Guide	Use the Bulk Administration Tool to add, update, or delete a large numbers of users, devices, or ports in Cisco Unified Communications Manager. • Bulk Administration Guide 11.5(1)SU8
Serviceability Administration Guide	Use Cisco Unified Serviceability to configure alarms, traces, and SNMP for Cisco Unified Communications Manager and the IM and Presence Service. This document also describes how to activate, start, and stop feature and network services. • Serviceability Administration Guide 11.5(1) • Serviceability Administration Guide 11.5(1)SU1
Real-Time Monitoring Tool Administration Guide	Use this guide to install and use the Cisco Unified Real-Time Monitoring Tool to monitor the real-time behavior of system components for Cisco Unified Communications Manager and IM and Presence Service. • Real-Time Monitoring Tool Administration Guide 11.5(1) • Real-Time Monitoring Tool Administration Guide 11.5(1)SU6 and SU7 • Real-Time Monitoring Tool Administration Guide 11.5(1)SU8 • Real-Time Monitoring Tool Administration Guide 11.5(1)SU9
Changing the IP Address and Hostname	Use this guide to change the IP address, hostname, or domain for Cisco Unified Communications Manager and IM and Presence Service.
Call Detail Records Administration Guide	Refer to this guide for examples and descriptions of CDR and CMR records in CDR Analysis and Reporting. **Note** For 11.5(1)SU7, this guide is replaced by the *Call Reporting and Billing Administration Guide*.
CDR Analysis and Reporting Administration Guide	Use this guide to configure and use Cisco Unified Communications Manager CDR Analysis and Reporting (CAR), to create user, system, device, and billing report. **Note** For 11.5(1)SU7, this guide is replaced by the *Call Reporting and Billing Administration Guide*.

Document	Description
Call Reporting and Billing Administration Guide 11.5(1)SU7	This guide describes how to configure and use Cisco CDR Analysis and Reporting to generate system reporting. In addition, it contains descriptions and examples of actual CDR and CMR records. **Note** This guide replaces both the *Call Detail Records Administration Guide* and the *CDR Analysis and Reporting Administration Guide* for 11.5(1)SU7 and later SUs.
Cisco Unified Reporting Administration Guide	Refer to this guide for an overview of the Cisco Unified Reporting web application on Cisco Unified Communications Manager and Cisco Unified Communications Manager IM and Presence Service.
Command Line Interface Reference Guide	Refer to this guide for the Command Line Interface (CLI) commands that are available for a Cisco Unified Communications Solution. • Command Line Interface Reference Guide 11.5(1) • Command Line Interface Reference Guide 11.5(1)SU3 • Command Line Interface Reference Guide 11.5(1)SU8
Dial Plan Deployment Guide	Use this guide to deploy a dial plan. This guide applies to all releases of Cisco Unified Communications Manager.
Dialed Number Analyzer Guide	Use the Dialed Number Analyzer to test and diagnose a deployed Cisco Unified Communications Manager dial plan configuration.
Managed Services Guide	Use this guide to monitor and maintain service provider networks, including the monitoring of system health, SNMP traps and syslog messages, MIBs, Cisco Unified Serviceability alerts and alarms, CiscoLog messages, and Cisco Unified Real-Time Monitoring Tool traces, perfmons, and alerts.
End User Guides	
Self-Care Portal User Guide	Refer your end users to this user guide for procedures on how to use the Cisco Unified Communications Self Care Portal to customize user options such as speed dials, conference settings, and IM and Presence status on their Cisco Unified IP Phones.
Manager Assistant User Guide	Use this guide to configure the Cisco Unified Communications Manager Assistant (Manager Assistant).
Troubleshooting Guides	
Troubleshooting Guide	Use this guide to troubleshoot and resolve Cisco Unified Communications Manager system and configuration problems.
Preview Feature	
Cisco Headset and Finesse Integration for Contact Center	Cisco Headset and Finesse Integration is available as a preview feature with 11.5(1)SU8. The feature improves productivity of contact center agents by enabling them to change the Ready/Not Ready status from their Cisco headset.

Documents for the IM and Presence Service

This section contains information on the documents that are available for Release 11.5(x) of IM and Presence Service. If there are different documents for 11.5(1) and various 11.5(1)SU versions, then links are provided to each version. Otherwise, the documents can be used across all 11.5(x) releases.

Document	Description
Release Guides	
Compatibility Matrix	Provides detailed information about upgrade paths and compatible devices and applications for Cisco Unified Communications Manager and IM and Presence Service. • Compatibility Matrix 11.x • Compatibility Matrix 11.5(1)SU5
Release Notes	Contains release-specific information such as system requirements, new changed information, documentation updates, and open caveats for the latest release of Cisco Unified Communications Manager and IM and Presence Service • Release Notes 11.5(1) • Release Notes 11.5(1)SU1 • Release Notes 11.5(1)SU2 • Release Notes 11.5(1)SU3 • Release Notes 11.5(1)SU4 • Release Notes 11.5(1)SU5 • Release Notes 11.5(1)SU8 • Release Notes 11.5(1)SU9
New and Changed Features	This chapter from the 11.5(1) Release Notes contains information on the new and changed features for this release • New and Changed Features 11.5(1) • New and Changed Features 11.5(1)SU1 • New and Changed Features 11.5(1)SU2 • New and Changed Features 11.5(1)SU3 • New and Changed Features 11.5(1)SU4 • New and Changed Features 11.5(1)SU5 • New and Changed Features 11.5(1)SU8 • New and Changed Features 11.5(1)SU9

Document	Description
Documentation Updates for Defects	This chapter from Release Notes contains documentation updates from defects that were not available when the guides in this list were published as well as errors and omissions in the published guides. • Documentation Updates for Defects 11.5(1) • Documentation Updates for Defects 11.5(1)SU1 • Documentation Updates for Defects 11.5(1)SU2 • Documentation Updates for Defects 11.5(1)SU3
Readme Files	Lists and describes release-specific information such as system requirements, new features, changed information, documentation updates, and open caveats for the latest release of Cisco Prime Collaboration Deployment. • Readme File 11.5(1)SU1 • Readme File 11.5(1)SU2 • Readme File 11.5(1)SU3 • Readme File 11.5(1)SU4 • Readme File 11.5(1)SU5 • Readme File 11.5(1)SU6 • Readme File 11.5(1)SU8 • Readme File 11.5(1)SU9
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Design Guides	
Cisco Collaboration System 11.x Solution Reference Network Design (SRND)	Provides design considerations and guidelines for deploying Cisco Unified Communications and Collaboration solutions, including Cisco Unified Communications Manager, Cisco TelePresence Video Communication Server, IM and Presence Service, and other components of a Cisco Unified Communications and Collaboration System.
Install and Upgrade Guides	
Install Guide	Use this guide to install Cisco Unified Communications Manager and IM and Presence Service on the publisher database and subscriber nodes.

Document	Description
Upgrade and Migration Guide	This document provides information about upgrading software for the Cisco Unified Communications Manager and the IM and Presence Service or migrating to a new server.
Configuration Guides	
Configuration and Administration for the IM and Presence Service	Use this guide to configure and administer the IM and Presence Service. • Release 11.5(1) • Release 11.5(1)SU5
Database Setup Guide	Use this guide to configure an external database to store information synchronized from the IM and Presence Service. • Database Setup 11.5(1) • Database Setup 11.5(1)SU3
Instant Messaging and Compliance Guide	Use this guide to configure the Instant Messaging Compliance feature on the IM and Presence Service. • Release 11.5(1) • Release 11.5(1)SU5
Microsoft Exchange Integration Guide	Use this guide to configure IM and Presence Service for interdomain federation over the SIP protocol with Microsoft Lync/OCS, and over the XMPP protocol with IBM Sametime, Googletalk, Webex Connect, and another IM and Presence Service enterprise.
Interdomain Federation Guide	Use this guide to configure Partitioned Intradomain Federation between IM and Presence Service and Microsoft Lync/OCS. • Interdomain Federation 11.5(1) • Interdomain Federation 11.5(1)SU2
Partitioned Intradomain Federation Guide	Use this guide to integrate IM and Presence Service with Microsoft Exchange Calendar 2003, 2007, or 2010. • Partitioned Intradomain Federation 11.5(1) • Partitioned Intradomain Federation 11.5(1)SU2
Microsoft Office Communicator Call Control with OCS	Use this guide to integrate IM and Presence Service with Microsoft Office Communications Server or Microsoft Live Communications Server for Microsoft Office Communicator (MOC) call control.
Remote Call Control with Microsoft Lync Server	Use this guide to integrate IM and Presence Service with Microsoft Lync Server for Remote Call Control (RCC).
Jabber for Everyone	This quick start guide provides a solution-level deployment overview of Cisco "Jabber for Everyone"; from core functionality to advanced features.

Document	Description
Push Notifications Deployment for Cisco Jabber on iPhone and iPad	This document describes how to configure Push Notifications for Cisco Jabber on iPhone and iPad with Release 11.5(1)SU3 of Cisco Unified Communications Manager and the IM and Presence Service. • Push Notifications Deployment Guide
MS Outlook Calendar Integration	Use this guide to integrate IM and Presence Service with Microsoft Exchange Calendar 2003, 2007, or 2010. • MS Outlook Calendar Integration 11.5(1)SU8
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