

Documentation Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 15 and SUs

Documentation Guide 2

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Documentation Guide

About This Guide

This guide contains an overview of the documentation that is available for Release 15 of Cisco Unified Communications Manager and the IM and Presence Service, in addition to subsequent SU releases.

Documents for Cisco Unified Communications Manager Release 15 and SUs

This section summarizes the documents that are available for Cisco Unified Communications Manager Release 15 and SUs.

Table 1: Documents for Cisco Unified Communications Manager, Release 15 and SUs

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.
Release Notes for Cisco Unified Communications Manager and the IM and Presence Service	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 15 • Release Notes 15SU1 • Release Notes 15SU2 • Release Notes 15SU3 • Release Notes 15SU4
New and Changed Features	This chapter from the Release Notes contains information on the new and changed features for this release. • New and Changed 15 • New and Changed 15SU1 • New and Changed 15SU2 • New and Changed 15SU3 • New and Changed 15SU4

Document	Description
Readme Files	The Readme files contain information on bug fixes and updates that are included in this release. • Readme 15 • Readme 15SU1a • Readme 15SU2 • Readme 15SU3a • Readme 15SU4a
Release Notes for Prime Collaboration Deployment	Release-specific information for the latest release of Cisco Prime Collaboration Deployment. • Release Notes for Prime Collaboration Deployment 15 • Release Notes for Prime Collaboration Deployment 15SU1 • Release Notes for Prime Collaboration Deployment 15SU2 • Release Notes for Prime Collaboration Deployment 15SU3 • Release Notes for Prime Collaboration Deployment 15SU4
Open Source Documents	The Open Source document contains licenses and notices for open source software used in the respective products.
Install and Upgrade/Migration Guides	
Cisco Virtualization Guide for Cisco On-premises Calling Applications	This document covers common virtualization baseline support. Cisco supports on-premises calling applications in virtualization environments only when they are configured in accordance with this document.
Installation Guide	Use this guide to install Cisco Unified Communications Manager and IM and Presence Service on the publisher database and subscriber nodes.
Upgrade and Migration 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.
Migrate from Unified CM to Webex Calling	Migrate Unified CM settings to Webex Calling for a better user experience and to leverage enterprise-grade Cisco Webex cloud calling, mobility, and messaging.
Transitioning from Unified CM to Webex Calling	This document focuses on transitions from Unified CM to Webex Calling multi-tenant only
Design Guides	

Document	Description
Solution Reference Network Designs (SRND)	Use this guide to know about design considerations and guidelines for deploying Cisco Collaboration solutions, including Cisco Unified Communications Manager and IM and Presence Service.
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.
Feature Configuration Guide	Use this guide to configure features for Cisco Unified Communications Manager. See this guide after you configure the call control system.
Push Notifications Deployment Guide	This document describes how to configure Push Notifications on Cisco Unified Communications Manager and the IM and Presence Service for compatible Cisco Jabber and Cisco Webex clients that run on iOS or Android devices.
Programming Guides	
Cisco Unified JTAPI Developers Guide	Describes the Cisco implementation of JTAPI for the Cisco Unified Communications Manager platform.
Cisco Unified TAPI Developers Guide	Describes the Cisco TAPI Service Provider (TSP), which allows developers to create customized IP telephony applications for Cisco users. We conform 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.
SIP Line Messaging Guide (Standard Edition)	Describes the external interface for Cisco Unified CM SIP line-side devices.
Maintain and Operate Guides	
Administration Guide	Use this guide to complete administrative tasks on a configured Cisco Unified Communications Manager system. You can use this to perform tasks such as adding users, adding devices, running backups and restores.
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 Connection voice-messaging ports.
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.
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.
Bulk Administration Guide	Use the Bulk Administration Tool to add, update, or delete a large number of users, devices, or ports in Cisco Unified Communications Manager.

Document	Description
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.
Command Line Interface Reference Guide	See this guide for the Command Line Interface (CLI) commands that are available for a Cisco Unified Communications Solution.
Dial Plan Deployment Guide	Use this guide to deploy a dial plan. This guide applies to all releases of Cisco Unified Communications Manager.
Call Reporting and Billing Administration Guide	This guide contains configuration information to set up call reporting and billing via the CDR Analysis and Reporting system as well as a description of the CDR and CMR contents.
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 Service status on their Cisco Unified IP Phones.
Webex Calling Hybrid	
Customer Assist for Webex Calling Hybrid	This article contains information for integrating Webex Calling Customer Assist call center capabilities into Unified Communications Manager through a hybrid model with seamless call routing and collaboration.

Documents for IM and Presence Service Release 15 and SUs

This section summarizes the documents that are available for the IM and Presence Service Release 15 and SUs.

Table 2: Documents for IM and Presence Service, Release 15 and SUs

Document	Description
Compatibility Matrix	Provides detailed information about upgrade paths and compatible devices and applications for Cisco Unified Communications Manager and IM and Presence Service.
Release Notes for Cisco Unified Communications Manager and the IM and Presence Service	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 15 • Release Notes 15SU1 • Release Notes 15SU2 • Release Notes 15SU3 • Release Notes 15SU4

Document	Description
Readme Files	The Readme files contain information on bug fixes and updates that are included in this release. • Readme 15 • Readme 15SU1 • Readme 15SU2 • Readme 15SU3 • Readme 15SU4
Release Notes for Prime Collaboration Deployment	Release-specific information for the latest release of Cisco Prime Collaboration Deployment. • Release Notes for Prime Collaboration Deployment 15 • Release Notes for Prime Collaboration Deployment 15SU1 • Release Notes for Prime Collaboration Deployment 15SU2 • Release Notes for Prime Collaboration Deployment 15SU3 • Release Notes for Prime Collaboration Deployment 15SU4
Install and Upgrade Guides	
Cisco Virtualization Guide for Cisco On-premises Calling Applications	This document covers common virtualization baseline support. Cisco supports on-premises calling applications in virtualization environments only when they are configured in accordance with this document.
Installation Guide	Use this guide to install Cisco Unified Communications Manager and IM and Presence Service on the publisher database and subscriber nodes.
Upgrade and Migration Guide	Use this guide to upgrade to the latest release of Cisco Unified Communications Manager and IM and Presence Service.
Design Guides	
Solution Reference Network Designs (SRND)	Use this guide to know about design considerations and guidelines for deploying Cisco Collaboration solutions, including Cisco Unified Communications Manager and IM and Presence Service.
Configuration Guides	
Configuration and Administration Guide	Use this guide to configure and administer the IM and Presence Service.
Database Setup Guide	Use this guide to configure an external database to store information synchronized from the IM and Presence Service. • Database Setup Guide

Document	Description
Interdomain Federation 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
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
Push Notifications Deployment Guide	This document describes how to configure Push Notifications on Cisco Unified Communications Manager and the IM and Presence Service for compatible Cisco Jabber and Cisco Webex clients that run on iOS or Android devices.
Programming Guides	
Cisco Unified TAPI Developers Guide	Describes the Cisco TAPI Service Provider (TSP), which allows developers to create customized IP telephony applications for Cisco users. We conform 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	
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 Connection voice-messaging ports.
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.
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.
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.
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.
Jabber for Everyone Quick Start Guide	Jabber for everyone makes Cisco Jabber presence and instant messaging (IM) available at a small end user cost for customers who have deployed Cisco Unified Communications Manager for all or part of their organization. This document describes the necessary steps required for deployment of Cisco Jabber. This is a quick start guide and won't cover any of the advanced features supported by Cisco Jabber.

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