Preface

Introduction

Cisco IPICS Server Administration Guide provides the information that you need to understand, configure, manage, and use the Cisco IP Interoperability and Collaboration System (*Cisco IPICS*), release 4.5(1).

This preface contains the following sections:

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- Organization, page xix
- Related Documentation, page xxi
- Obtaining Documentation, Obtaining Support, and Security Guidelines, page xxii

Tip If you use Cisco IPICS only for communicating with other users and do not require any other introductory material, go to Chapter 4, "Performing Cisco IPICS User Tasks," which provides information about logging into Cisco IPICS, downloading and setting up your IPICS Dispatch Console, and completing your user profile.

Audience

Cisco IPICS Server Administration Guide is intended for users who configure, operate, and manage tasks *for the Cisco IPICS server. It also is intended for users who perform any of a*ll of the Cisco IPICS roles.

Organization

This document is organized as follows:

Chapter 1, "Introducing Cisco IPICS"	Provides an overview of Cisco IPICS and directs users to the appropriate sections in this document for their particular roles.
Chapter 2, "Performing Cisco IPICS System Administrator Tasks"	Describes the tasks that the system administrator can perform in the Admin Console.

Chapter 3, “Performing Cisco IPICS Operator Tasks”	Describes the tasks that the operator can perform in the Admin Console.
Chapter 5, “Performing Cisco IPICS Dispatcher Tasks”	Describes the tasks that the dispatcher can perform in the Admin Console.
Chapter 4, “Performing Cisco IPICS User Tasks”	Discusses how a user interacts with the Admin Console. Topics covered include logging in, downloading the IDC application, and setting up a user profile.
Chapter 7, “Configuring and Managing Cisco IPICS Operational Views”	Explains the Cisco IPICS operational view functions.
Chapter 6, “Using the Cisco IPICS Policy Engine”	Describes many of the day-to-day activities that you perform with the Cisco IPICS IP Policy Engine.
Chapter 8, “Configuring and Managing the Cisco IPICS Policy Engine”	Describes how to configure and manage the Dial Engine, and how to configure a SIP provider for the Cisco IPICS IP Policy Engine.
Chapter 9, “Managing Radios and Radio Descriptors”	Explains how Cisco IPCIS uses radios and radio descriptors, and provides information about configuring and managing these items.
Chapter 10, “Configuring and Managing Cisco IPICS High Availability”	Explains the operation of Cisco IPICS high availability and explains how to configure and manage high availability.
Chapter 11, “Performing Cisco IPICS Database Backup and Restore Operations”	Describes the procedures that you perform to back up and restore the Cisco IPICS database.
Chapter 12, “Understanding Cisco IPICS Serviceability and Diagnostic Information”	Describes serviceability and diagnostic information that is available for Cisco IPICS.
Appendix A, “Configuring the Cisco IPICS RMS Component”	Describes how to configure and RMS for use with Cisco IPICS.
Appendix B, “Using Cisco IPICS for External Notifications”	Describes how to set up Cisco IPICS for external notifications and how to invoke external notifications.
Appendix C, “Configuring System Event E-Mail Notifications”	Describes how to configure Cisco IPICS to send e-mail notifications to the system administrator when major system events occur.
Appendix D, “Setting Up and Using a Cisco Unified IP Phone as a Cisco IPICS Push-to-Talk Device”	Describes how to set up and use supported Cisco IP Phones with Cisco IPICS.
Appendix E, “Generating SSL Certificates”	Explains how to create an SSL certificate on a Cisco IPICS server to allow access from a Cisco IPICS Mobile Client.
Appendix F, “Multicast Recording”	Describes how third party voice recording systems can be set up to record multicast voice traffic from Cisco IPICS.
Appendix G, “Frequently Asked Questions”	Provides answers to frequently asked questions regarding Cisco IPICS.

Related Documentation

The following sections describe other Cisco IPICS documentation and documentation for related Cisco products.

Cisco IPICS Documentation

For more information about Cisco IPICS and the IDC application, see the latest releases of the following documentation:

- *Cisco IPICS Server Installation and Upgrade Guide*—This document describes how to install, configure, and upgrade the Cisco IPICS server software and Cisco IPICS operating system.
- *IPICS Dispatch Console User Guide*—This document describes how to install, configure, manage, and operate the IDC application
- *Release Notes for Cisco IPICS*—This document contains a description of the new and changed features, important notes, caveats, and documentation updates for this release of Cisco IPICS.
- *Cisco IPICS Resources Card (Documentation Locator)*—This document provides a summary of the documentation that is available for this release of Cisco IPICS.
- *Cisco IPICS Compatibility Matrix*—This document contains information about compatible hardware and software that is supported for use with Cisco IPICS.

To access the documentation for Cisco IPICS, go to the following URL:

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

For information about Cisco Unified Communications Manager, see the documentation at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unified Communications Manager Express Documentation

For information about Cisco Unified Communications Manager Express, see the documentation at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps4625/tsd_products_support_series_home.html?q=&task=default

Cisco Unified IP Phone 7900 Series Documentation

For information about Cisco Unified IP Phones, see the documentation at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html?q=&task=default

Session Initiation Protocol Documentation

The dial engine, which controls the dial-in and dial-out functionality of the policy engine, uses the Session Initiation Protocol (SIP). For information about SIP, see the documentation at this URL:

http://www.cisco.com/en/US/tech/tk652/tk701/tk587/tsd_technology_support_sub-protocol_home.html?q=&task=default

Cisco Security Agent

For information about Cisco Security Agent, see the documentation at this URL:

http://www.cisco.com/en/US/products/sw/secursw/ps5057/tsd_products_support_series_home.html?q=&task=default

Cisco IOS Documentation

The Cisco IOS software documentation set describes the tasks and commands necessary to configure certain system components and other Cisco products, such as access servers, routers, and switches. Each configuration guide can be used in conjunction with its corresponding command reference.

For information about Cisco IOS software configuration, see the documentation at this URL:

http://www.cisco.com/en/US/products/ps6441/tsd_products_support_series_home.html

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*. This document also lists all new and revised Cisco technical documentation.

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