Preface

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Audience and Use

The *Administration Guide for Cisco Unity Connection Serviceability* provides descriptions and procedures for configuring alarms, traces, clusters, and services through Cisco Unity Connection Serviceability. It is intended for administrators who configure, troubleshoot, and support a Cisco Unity Connection or a Cisco Unified Communications Manager Business Edition system. This guide requires knowledge of IP networking technology.

Tip For Cisco Unity Connection, you must perform serviceability-related tasks in both Cisco Unified Serviceability and Cisco Unity Connection Serviceability; for example, you may need to start and stop services, view alarms, and configure traces in both applications to troubleshoot a problem.

Cisco Unified Serviceability supports the functionality described in the *Cisco Unified Serviceability Administration Guide*; for tasks that are specific to Cisco Unity Connection Serviceability, use this guide, the *Administration Guide for Cisco Unity Connection Serviceability*.

Documentation Conventions

Table 1 Conventions in the Administration Guide for Cisco Unity Connection Serviceability

Convention	Description
boldfaced text	Boldfaced text is used for: • Key and button names. (Example: Select **OK**.) • Information that you enter. (Example: Enter **Administrator** in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In your browser, go to https://<Cisco Unity Connection server IP address>/cuadmin.)
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press **Ctrl-Alt-Delete**.)
> (right angle bracket)	A right angle bracket is used to separate selections that you make in the navigation bar of Cisco Unity Connection Administration. (Example: In Cisco Unity Connection Administration, go to **Contacts > System Contacts**.)

The *Administration Guide for Cisco Unity Connection Serviceability* also uses the following conventions:

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

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

Related Documentation

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 9.x*. The document is shipped with Cisco Unity Connection and is available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/roadmap/9xcucdg.html.

For descriptions and URLs of Cisco Unified Communications Manager Business Edition documentation on Cisco.com, see the *Cisco Unified Communications Manager Business Edition Documentation Guide*. The document is shipped with Cisco Unified CMBE and is available at http://www.cisco.com/en/US/products/ps7273/products_documentation_roadmaps_list.html.

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.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.