



Preface

This preface describes the purpose, audience, organization, and conventions for this guide and provides information on how to obtain related documentation:

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Purpose

This *Cisco Voice Provisioning Tool System Management and Security Guide* provides information on the following topics:

- Overview of components of the VPT system and how they fit together
- Procedures for setting up and managing administrators, roles, and product systems for use in provisioning multiple Cisco CallManager and/or Cisco Unity systems
- Procedures and tips for setting up system security, managing the VPT database, and using audit logging to track changes
- Information about monitoring the VPT system.



Tip

For more information on the topics that this guide provides, see the [““Organization” section on page ii.](#)

Audience

The *Cisco Voice Provisioning Tool System Management and Security Guide*, which is written for system administrators and information systems professionals, serves as a guide for managing and maintaining the Cisco Voice Provisioning Tool software and hardware.

You can perform all the procedures in this guide that involve actions taken on the Cisco Voice Provisioning Tool website by using the superadmin account that was created during installation. Other administrator accounts may or may not have appropriate permissions to perform a given procedure; where necessary, a note appears before each procedure or set of procedures describing these permissions.

Organization

Table 1 provides a list of chapters and chapter descriptions for this guide.

Table 1 **Chapters for Guide**

Chapter	Description
Chapter 1, “Cisco Voice Provisioning Tool System Overview”	Provides a basic overview of the components of the Cisco Voice Provisioning Tool (VPT).
Chapter 2, “Accessing the Cisco Voice Provisioning Tool”	Provides information about accessing the VPT interface; also includes information about navigational aids within the interface.
Chapter 3, “Administering the Cisco Voice Provisioning Tool”	Provides step-by-step procedures for configuring the main administrative components of the tool.
Chapter 4, “Configuring System Security”	Discusses procedures for configuring browser security, securing the communications between the VPT system and the individual product systems, and securing passwords
Chapter 5, “Database Management”	Describes the types of information that are stored in the VPT database; also provides procedures for backing up and restoring the database by using OSQL commands.
Chapter 6, “Audit Logging”	Describes how to configure and access the VPT audit logs, which provide a record of actions taken on the system, when they were performed, and who performed them.
Chapter 7, “Monitoring the VPT System”	Discusses different approaches for monitoring the health and activity of the VPT system.

Related Documentation

Refer to the following documents for more information on the Cisco Voice Provisioning Tool, Cisco CallManager, and Cisco Unity:

- *Cisco Voice Provisioning Tool Installation and Upgrade Guide*
This document describes how to install and upgrade the Cisco Voice Provisioning Tool.
- *Cisco Voice Provisioning Tool User and Phone Management Guide*
This document provides information on how to provision users, phones, and device profiles for Cisco CallManager and Cisco Unity.
- *Cisco Voice Provisioning Tool Release Notes*
This document describes bugs that are categorized as severity 1, 2, and 3.
- *Cisco CallManager Documentation Guide for Release 4.1(x)*
This document provides a list of Cisco CallManager documents that are available with the 4.1(x) release (for example, the 4.1(3) release). The document also provides a URL for each document, so you can locate the document on the web. To obtain this documentation guide, click the following URL:
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_1/doc_gd/index.htm
- *Cisco Unity Documentation Guide*
This document provides a list of Cisco Unity documents that are available with the 4.0(x) release (for example, the 4.0(5) release). The document also provides a URL for each document, so you can locate the document on the web. To obtain this documentation guide, click the following URL:
http://www.cisco.com/en/US/products/sw/voicew/ps2237/products_documentation_roadmaps_list.html

Conventions

This section contains conventions for the Cisco Voice Provisioning Tool graphical user interface and the documentation.

Graphical User Interface

Consider the following information as you perform tasks in the Cisco Voice Provisioning Tool. Use the information in conjunction with the descriptions and procedures that this guide discusses.

The Cisco Voice Provisioning Tool uses popup windows. Ensure that your browser is configured to accept popup windows.

The Refresh button that displays in your browser does not refresh the contents in the current configuration window in the Cisco Voice Provisioning Tool. Instead, clicking the Refresh button in your browser takes you to the Cisco Voice Provisioning Tool home page. To refresh the contents in the current window, click the current node in the navigation pane.

When you want to move backward or forward in the Cisco Voice Provisioning Tool, particularly in a wizard, do not click the browser Forward or Back buttons. In fact, we recommend that you do not use these buttons when you perform any tasks in the Cisco Voice Provisioning Tool.

Clicking the Stop button on your browser does not stop the task that is occurring on the Cisco Voice Provisioning Tool server. The Stop button only controls the browser, not the server. Be aware that task results will not display in the browser if you click the Stop button.

You can navigate to pages via the navigation pane or via the hyperlinks that display in the configuration windows themselves. Likewise, the Cisco Voice Provisioning Tool may provide buttons that allow you to navigate throughout the tool.

If you cannot perform certain tasks because you do not have the appropriate RBAC permissions, you will find that most often, the configuration options that are associated with the tasks—including the buttons, menus, hyperlinks, and so on—do not display in the graphical user interface (GUI). If the option displays for some reason and you do not have the appropriate RBAC permissions, the GUI displays a message that insufficient privileges exist and informs you that the tool does not permit the action. For example, if you have the appropriate RBAC permissions to delete users on one product system and not another system, the delete button displays. However, the Cisco Voice Provisioning Tool will only allow you to delete the users for the systems where you have the appropriate RBAC permissions.

If a single configuration option relies on other configuration options, the single option appears disabled until you configure the related configuration options.

Documentation

Procedures in this guide that specify doing a step in the Cisco Voice Provisioning Tool should be performed by logging in to the graphical user interface with a supported web browser. Procedures that specify doing a step on the VPT server require access to an account that can log in to the Windows 2000 operating system and access files or applications on the server on which the Cisco Voice Provisioning Tool is installed.

Consider the following documentation conventions as you use this guide.

Table 2 **Documentation Conventions**

Convention	Description
boldface screen font	Information that you must enter displays in boldface screen font.
blue text	Information acts as a hyperlink; click the blue text to go to the step, URL, chapter section, and so on.

Notes use the following convention:



Note

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

Timesavers use the following convention:



Timesaver

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

Tips use the following convention:



Tip

Means the information contains useful tips.

Cautions use the following convention:



Caution

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

Warnings use the following convention:



Warning

Means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
<http://www.cisco.com/go/marketplace/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
or view the digital edition at this URL:
<http://ciscoiq.texterity.com/ciscoiq/sample/>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>

