



## Cisco CallManager Group

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Use Cisco CallManager groups to specify which Cisco CallManager controls which devices on your network. Cisco CallManager groups provide two important features for your system:

- **Distributed call processing**—This feature enables you to distribute the control of devices across multiple Cisco CallManagers. See the “Distributed Call Processing” section on page 1-1.
- **Redundancy**—This feature enables you to designate a primary and backup Cisco CallManagers for each group. See the “Redundancy” section on page 2-1.

Each Cisco CallManager must be a member of at least one group, but for most systems you will want to assign a single Cisco CallManager to multiple groups to achieve better load distribution and redundancy.

Use the following procedures to add, update, or delete a Cisco CallManager group:

- Adding a Cisco CallManager Group, page 10-2
- Updating a Cisco CallManager Group, page 10-3
- Deleting a Cisco CallManager Group, page 10-4

# Adding a Cisco CallManager Group

This section describes how to configure a new Cisco CallManager group.

## Before You Begin

Before configuring a Cisco CallManager group, you must configure the Cisco CallManagers that you want to assign as members of that group. See:

- Adding a Cisco CallManager, page 9-1

## Procedure

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- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **System > Cisco CallManager Group**.
- Step 3** If there is an existing Cisco CallManager group with settings that are similar to the new group you want to configure, select the existing group to display its settings. If you want to use a copy of the existing Cisco CallManager group to configure the new group, click **Copy**.
- Step 4** Enter the name of the new group in the Cisco CallManager Group box.
- Step 5** In response to the question about auto-registration, click **Yes** if you want this to be the default group for devices that auto-register with Cisco CallManager. Click **No** if you do not want devices to auto-register with this Cisco CallManager group. You can define only one default auto-registration group for the entire cluster of Cisco CallManagers. A cluster is a set of Cisco CallManagers that share a common database.
- Step 6** In the Cisco CallManager selection area, select the Cisco CallManager names and use the arrows to arrange the lists the way you want them. Cisco CallManagers in the *Selected* list become members of the group when you click **Insert**, and Cisco CallManagers in the *Available* list are left out of the group. A group can contain up to three Cisco CallManagers in the *Selected* list.



### Note

The order of the Cisco CallManagers in the *Selected* list determines their priority order for purposes of redundancy. The first entry in the list is the primary Cisco CallManager for the group, and the other entries are successive backups. See the “Redundancy” section on page 2-1.

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**Step 7** Click **Insert** to save the Cisco CallManager group in the database.

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#### **Additional Information**

For more information about distributed call processing and redundancy, see:

- Distributed Call Processing, page 1-1
- Redundancy, page 2-1

#### **Related Procedures**

After adding a Cisco CallManager group to the database, you can use it to configure device pools. For more information, see:

- Adding a Device Pool, page 14-1

## Updating a Cisco CallManager Group

This section describes how to update an existing Cisco CallManager group.

#### **Procedure**

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- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **System > Cisco CallManager Group**.
- Step 3** From the Cisco CallManager group list, select the group you want to update.
- Step 4** Make the desired changes in the fields you want to update. Before saving the changes, you can click **Cancel** to reset all fields to their original value.
- Step 5** Click **Update** to save the changes in the database.
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**Additional Information**

The Restart Devices button restarts all devices in the selected Cisco CallManager group. This button is only for your convenience in restarting devices. You do not have to use it when making changes to a Cisco CallManager group.

**Caution**

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Restarting devices can cause them to drop calls.

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## Deleting a Cisco CallManager Group

This section describes how to delete a Cisco CallManager group from the database.

**Before You Begin**

You cannot delete a Cisco CallManager group from the database if it is assigned to any device pools. If you try to delete a Cisco CallManager group that is in use, an error message displays. Before deleting a Cisco CallManager group that is currently in use, you must perform either or both of the following tasks:

- Update the device pools and assign them to a different Cisco CallManager group. See the “Updating a Device Pool” section on page 14-3.
- Delete the device pools assigned to the Cisco CallManager group you want to delete. See the “Deleting a Device Pool” section on page 14-4.

**Procedure**

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- Step 1** Open Cisco CallManager Administration.
  - Step 2** Select **System > Cisco CallManager Group**.
  - Step 3** From the Cisco CallManager group list, select the group you want to delete.
  - Step 4** Click **Delete**.
  - Step 5** When asked to confirm the delete operation, click either **OK** to delete or **Cancel** to cancel the delete operation.
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