



Configuring Cisco CallManager Groups

A Cisco CallManager group is a prioritized list of up to three Cisco CallManagers. The first Cisco CallManager in the list is the primary Cisco CallManager for that group, and the other members of the group are used as secondary (backup) Cisco CallManagers.

One Cisco CallManager group is assigned to each device pool. When a device registers, it attempts to connect to the primary (first) Cisco CallManager in the group assigned to its device pool. If the primary Cisco CallManager is not available, the device tries to connect to the next Cisco CallManager listed in the group, and so on.

Cisco CallManager groups provide two important features for your system:

- **Redundancy**—This feature enables you to designate a primary and backup Cisco CallManagers for each group. Refer to the “Understanding Redundancy” section on page 3-1.
- **Call processing load balancing**—This feature enables you to distribute the control of devices across multiple Cisco CallManagers. Refer to the “Understanding Distributed Call Processing” section on page 2-1.

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 13-2
- Updating a Cisco CallManager Group, page 13-4
- Copying a Cisco CallManager Group, page 13-5
- Deleting a Cisco CallManager Group, page 13-6

Adding a Cisco CallManager Group

This section describes how to configure a new Cisco CallManager group. You can also create a new Cisco CallManager group by copying an existing one. Refer to “Copying a Cisco CallManager Group” section on page 13-5 for more information.

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. Refer to the “Adding a Cisco CallManager” section on page 12-1 for more information.

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **System > Cisco CallManager Group**.
- Step 3** Enter the name of the new group in the Cisco CallManager Group field.
- Step 4** Click the Auto-registration Cisco CallManager Group check box if you want this Cisco CallManager group to be the default Cisco CallManager group when auto-registration is enabled.

Leave this box unchecked if you do not want devices to auto-register with this Cisco CallManager group.



Note There can be one default auto-registration group per cluster. When you select a different Cisco CallManager group as the default group for auto-registration and apply the change, the previously selected default auto-registration group for the cluster is automatically deselected.

Step 5 In the Cisco CallManager selection area, select the Cisco CallManager names and use the arrows to arrange the lists the way you want them.

- Use the left and right arrows to move Cisco CallManager groups from the *Available* list to the *Selected* list.

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.

The *Selected* list can contain up to three Cisco CallManagers.

- Use the up and down arrows to arrange the groups in the *Selected* list in the order that you want.

The order of the Cisco CallManagers in the *Selected* list determines their priority. The first entry in the list is the primary Cisco CallManager for the group, and the other entries are successive backups. See the “Understanding Redundancy” section on page 3-1.

Step 6 Click **Insert** to save the Cisco CallManager group in the database.

Related Topics

- Understanding Distributed Call Processing, page 2-1
- Understanding Redundancy, page 3-1
- Adding a Device Pool, page 17-1

Updating a Cisco CallManager Group

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

Procedure

- 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. Refer to the “Adding a Cisco CallManager Group” section on page 13-2 for information about configuration settings.



Note To make a group the default Auto-registration Cisco CallManager group, check in the Auto-registration Cisco CallManager check box.

If the currently selected group is the default group for auto-registration, you can not deselect it by un-checking the Auto-registration Cisco CallManager check box. You must first select a different default auto-registration group. When you do so, the currently selected default auto-registration group will be automatically deselected.

- Step 5** Click **Update** to save the changes in the database.

You must restart the devices that use the updated Cisco CallManager group to apply the changes. To restart all the devices that use this Cisco CallManager group, click **Restart Devices**.

The **Restart Devices** button restarts all devices in the device pool that uses this Cisco CallManager group. This button is for your convenience in restarting devices.

**Caution**

Restarting devices can cause them to drop calls.

Related Topics

- Adding a Cisco CallManager Group, page 13-2
- Deleting a Cisco CallManager Group, page 13-6

Copying a Cisco CallManager Group

Use the following procedure to add a new Cisco CallManager group by copying settings from an existing group.

Procedure

- Step 1** Open Cisco CallManager Administration.
 - Step 2** Select **System > Cisco CallManager Group**.
 - Step 3** Select the name of the group you want to copy from the list on the left side of the page.
 - Step 4** Click **Copy**.
 - Step 5** Enter the name of the new group in the Cisco CallManager Group field. You must change the name of the group.
 - Step 6** Make the desired changes. Refer to the “Adding a Cisco CallManager Group” section on page 13-2 for information about configuration settings.
 - Step 7** Click **Insert** to apply the changes and add the new Cisco CallManager group to the database.
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Related Topics

- Adding a Cisco CallManager Group, page 13-2
- Updating a Cisco CallManager Group, page 13-4
- Deleting a Cisco CallManager Group, page 13-6

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 if it is assigned to any device pools or if it is the current Auto-registration CallManager Group for the cluster. 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 some or all of the following tasks:

- Assign a different Cisco CallManager group to the device pools that are currently using this Cisco CallManager group. See the “Updating a Device Pool” section on page 17-3.
- Create or select a different Cisco CallManager group to be the Auto-registration 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 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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Related Topics

- Adding a Cisco CallManager Group, page 13-2
- Updating a Cisco CallManager Group, page 13-4

■ Deleting a Cisco CallManager Group