



Cisco CallManager Configuration

Use Cisco CallManager configuration to specify the ports and other properties for each Cisco CallManager that is installed in the same cluster. A cluster comprises a set of Cisco CallManagers that share the same database.

Use the following topics to add, update, or delete a Cisco CallManager configuration or to view system component version information:

- [Finding a Cisco CallManager, page 3-1](#)
- [Adding a Cisco CallManager, page 3-4](#)
- [Updating a Cisco CallManager, page 3-5](#)
- [Deleting a Cisco CallManager, page 3-6](#)
- [Cisco CallManager Configuration Settings, page 3-8](#)
- [Viewing Cisco CallManager Component Versions, page 3-11](#)
- [Cisco CallManager Service Activation/Deactivation, page 3-13](#)

Finding a Cisco CallManager

Because you might have several Cisco CallManagers in your network, Cisco CallManager Administration lets you locate specific Cisco CallManagers on the basis of specific criteria. Use the following procedure to locate Cisco CallManagers.



Note During your work in a browser session, Cisco CallManager Administration retains your Cisco CallManager search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your Cisco CallManager search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **System > Cisco CallManager**.

The Find and List Cisco CallManagers window displays. Use the two drop-down list boxes to search for a Cisco CallManager.

Step 2 From the first Find Cisco CallManagers where drop-down list box, choose one of the following criteria:

- Name
- Description



Note The criterion that you choose in this drop-down list box specifies how the list of Cisco CallManagers that your search generates will be sorted. For example, if you choose Description, the Description column will display as the left column of the results list.

From the second Find Cisco CallManagers where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly
- is not empty
- is empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.

**Tip**

To find all Cisco CallManagers that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco CallManagers displays by

- Cisco CallManager icon
- Cisco CallManager name
- Description

**Note**

You can delete multiple Cisco CallManagers from the Find and List Cisco CallManagers window by checking the check boxes next to the appropriate Cisco CallManagers and clicking **Delete Selected**. You can delete all Cisco CallManagers in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

Step 4 From the list of records, click the Cisco CallManager icon or name or the Description that matches your search criteria.

The window displays the Cisco CallManager that you choose.

Related Topics

- [Adding a Cisco CallManager, page 3-4](#)
- [Updating a Cisco CallManager, page 3-5](#)
- [Deleting a Cisco CallManager, page 3-6](#)
- [Cisco CallManager Configuration Settings, page 3-8](#)
- [Viewing Cisco CallManager Component Versions, page 3-11](#)

Adding a Cisco CallManager

This section describes how to add a new Cisco CallManager to the database.

Before You Begin

Before adding a new Cisco CallManager to the database, perform the following tasks:

- Configure the address of the server where this Cisco CallManager is installed. See the [“Adding a Server” section on page 2-4](#).
- If you want to specify a partition for directory numbers that are used in auto-registration with this Cisco CallManager, configure that partition. See the [“Adding a Partition” section on page 19-3](#).



Note

You should not have to manually add a Cisco CallManager to the database unless you have mistakenly deleted it. When you activate the Cisco CallManager service, a Cisco CallManager entry gets added to the database automatically.

Procedure

Step 1 Choose **System > Cisco CallManager**.

Step 2 Use one of the following methods to add a Cisco CallManager:

- If a Cisco CallManager already exists with settings that are similar to the one that you want to add, choose the existing Cisco CallManager to display its settings, click **Copy**, and modify the settings as needed.
- To add a Cisco CallManager without copying an existing one, continue with [Step 3](#).

Step 3 In the upper, right corner of the window, click the **Add a New Cisco CallManager** link.

The Cisco CallManager Configuration window displays.

Step 4 Enter the appropriate settings as described in [Table 3-1](#).

Step 5 Click **Insert** to save the Cisco CallManager configuration in the database.

Related Topics

- [Finding a Cisco CallManager, page 3-1](#)
- [Adding a Cisco CallManager Group, page 4-4](#)
- [Updating a Cisco CallManager, page 3-5](#)
- [Deleting a Cisco CallManager, page 3-6](#)
- [Cisco CallManager Configuration Settings, page 3-8](#)
- [Viewing Cisco CallManager Component Versions, page 3-11](#)

Updating a Cisco CallManager

This section describes how to update a Cisco CallManager configuration.

Procedure

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- Step 1** Find the Cisco CallManager by using the procedure in the [“Finding a Cisco CallManager”](#) section on page 3-1.
 - Step 2** Click the Cisco CallManager that you want to update.
 - Step 3** Update the appropriate settings as described in [Table 3-1](#).
 - Step 4** Click **Update** to save the changes in the database.

Changes to the settings for auto-registration partition, external phone number mask, and voice message box mask do not take effect until you restart Cisco CallManager. For information on restarting the Cisco CallManager service, refer to the *Cisco CallManager Serviceability Administration Guide*.



Caution

The **Reset Devices** button shuts down all devices that are registered with this Cisco CallManager and then brings the devices back up again. This action temporarily interrupts call processing for those devices. Use this button only if you have made configuration changes to most of the devices on this Cisco CallManager and you want to reset all of them at once. For configuration changes to smaller groupings of devices, reset only the affected devices. If possible, avoid resetting devices during peak hours.

Related Topics

- [Finding a Cisco CallManager, page 3-1](#)
- [Adding a Cisco CallManager, page 3-4](#)
- [Deleting a Cisco CallManager, page 3-6](#)
- [Cisco CallManager Configuration Settings, page 3-8](#)
- [Viewing Cisco CallManager Component Versions, page 3-11](#)

Deleting a Cisco CallManager

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

Before You Begin

You cannot delete a Cisco CallManager while it is running. To find out which Cisco CallManager groups or features are using the Cisco CallManager, click the **Dependency Records** link from the Cisco CallManager Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#). If you try to delete a Cisco CallManager that is in use, an error message displays. Before deleting a Cisco CallManager that is currently in use, you must perform either or both of the following tasks:

- Update the Cisco CallManager group, so it no longer contains the Cisco CallManager that you want to delete. See the [“Updating a Cisco CallManager Group” section on page 4-5](#).
- Delete the Cisco CallManager group that contains the Cisco CallManager that you want to delete. See the [“Deleting a Cisco CallManager Group” section on page 4-7](#).

**Note**

If you delete a Cisco CallManager configuration from the database, the Cisco CallManager service continues to run in the background on the server. To deactivate the service, use Cisco CallManager Serviceability. Refer to the *Cisco CallManager Serviceability Administration Guide* for more information.

Procedure

- Step 1** Find the Cisco CallManager by using the procedure in the [“Finding a Cisco CallManager”](#) section on page 3-1.
- Step 2** From the Cisco CallManagers list, choose the Cisco CallManager that you want to delete.
- Step 3** Click **Delete**.
- Step 4** When asked to confirm the delete operation, click **OK** to delete or click **Cancel** to cancel the delete operation.
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Related Topics

- [Finding a Cisco CallManager, page 3-1](#)
- [Adding a Cisco CallManager, page 3-4](#)
- [Updating a Cisco CallManager, page 3-5](#)
- [Cisco CallManager Configuration Settings, page 3-8](#)
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Cisco CallManager Configuration Settings

Table 3-1 describes the Cisco CallManager configuration settings.

Table 3-1 Cisco CallManager Configuration Settings

Field	Description
Cisco CallManager Server	Select the server where this Cisco CallManager is installed. Note Assign each Cisco CallManager server address only once (that is, you assign only one Cisco CallManager per server). After you assign a server address to a particular Cisco CallManager, that address disappears from the list.
Cisco CallManager Name	Enter the name that you want to assign to this Cisco CallManager.
Description	Enter a description of the Cisco CallManager.
Starting Directory Number	Enter the first directory number to use for auto-registration of devices.
Ending Directory Number	Enter the last directory number to use for auto-registration of devices. Specifying a valid range of directory numbers in the Starting Directory Number and Ending Directory Number fields automatically enables auto-registration. Setting the starting and ending directory numbers to the same value disables auto-registration.

Table 3-1 Cisco CallManager Configuration Settings (continued)

Field	Description
Partition	<p>If you are not using partitions, choose <None>.</p> <p>If you are using partitions, choose the partition to which auto-registered directory numbers belong from the drop-down list box.</p> <p>You must choose a range for auto-registration before you can choose a partition, external phone number mask, or voice message box mask.</p> <p>If more than 250 partitions exist, the ellipsis (...) button displays next to the drop-down list box. Click the ... button to display the Select Partition window. Enter a partial partition name in the List items where Name contains field. Click the desired partition name in the list of partitions that displays in the Select item to use box, and click OK.</p>
External Phone Number Mask	<p>Specify the mask that is used to format caller ID information for external (outbound) calls that are made from the auto-registered devices. The mask can contain up to 50 characters. Enter the literal digits that you want to appear in the caller ID information and use Xs to represent the directory number of the auto-registered device.</p> <p>For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234 if the Use External Phone Number Mask option is checked on the route pattern that is used to make the external call.</p> <p>If you specify a mask of all literal digits, such as 9728135000 to represent a main attendant number, that literal number (9728135000) displays as the caller ID for an external call from any auto-registered device.</p>

Table 3-1 Cisco CallManager Configuration Settings (continued)

Field	Description
Auto-registration Disabled on this Cisco CallManager	<p>Cisco CallManager disables the auto-registration by default to prevent unauthorized connections to the network:</p> <ul style="list-style-type: none"> • Uncheck the Auto-registration Disabled check box to enable auto-registration for this Cisco CallManager. • Check the Auto-registration Disabled check box to disable auto-registration for this Cisco CallManager. <p>When auto-registration is disabled, you must configure the directory numbers manually whenever you add new devices to your network.</p> <p>Setting the Starting Directory Number and Ending Directory Number to the same value also disables auto-registration.</p> <p>If starting and ending directory numbers are currently specified when you disable auto-registration by checking this option, Cisco CallManager sets the starting and ending directory numbers to the same value.</p> <p>Cisco CallManager resets the partition and external phone mask information when Auto-registration is disabled.</p>
Ethernet Phone Port	<p>Cisco CallManager uses this TCP port to communicate with the Cisco IP Phones on the network. Accept the default port of 2000 unless this port is already in use on your system. Ensure all port entries are unique. Valid port numbers range from 1024 to 49151.</p>
Digital Port	<p>Cisco CallManager uses this TCP port to communicate with Cisco Access Digital Trunk Gateways (such as the DT-24+ or DE-30+) on the network. Accept the default port of 2001 unless this port is already in use on your system. Ensure all port entries are unique. Valid port numbers range from 1024 to 49151.</p>

Table 3-1 Cisco CallManager Configuration Settings (continued)

Field	Description
Analog Port	Cisco CallManager uses this TCP port to communicate with Cisco Access Analog Gateways (such as the WS-6624 FXS) on the network. Accept the default port of 2002 unless this port is already in use on your system. Ensure all port entries are unique. Valid port numbers range from 1024 to 49151.
MGCP Listen Port	Cisco CallManager uses this TCP port to detect messages from its associated MGCP gateway. Accept the default port of 2427 unless this port is already in use on your system. Ensure all port entries are unique. Valid port numbers range from 1024 to 49151.
MGCP Keep-alive Port	Cisco CallManager uses this TCP port to exchange keepalive messages with its associated MGCP gateway. Accept the default port of 2428 unless this port is already in use on your system. Ensure all port entries are unique. Valid port numbers range from 1024 to 49151.

Related Topics

- [Finding a Cisco CallManager, page 3-1](#)
- [Adding a Cisco CallManager, page 3-4](#)
- [Updating a Cisco CallManager, page 3-5](#)
- [Deleting a Cisco CallManager, page 3-6](#)
- [Viewing Cisco CallManager Component Versions, page 3-11](#)

Viewing Cisco CallManager Component Versions

The Cisco CallManager Component Versions page in Cisco CallManager Administration displays view-only software component version information for any Cisco CallManager server, lists servers in the cluster with out-of-sync software components, and displays latest installed component version information across all Cisco CallManager servers in the cluster.

Use the following procedure to display version information for system software components.

Procedure

- Step 1** Choose **Help > Component Versions**.
- Step 2** From the Servers list, choose a server to display component version information for that server.
- The information that displays includes the name of the component, the version number of the component, and the installation ID of the program that installed the component. The list will vary, depending on which components are currently installed on that server.
- Step 3** Click **Out of Sync** to locate any system components that are installed on Cisco CallManager servers in the cluster that do not match the latest component version that is installed in the cluster.
- Step 4** Click **Latest Installed Version** to list the most recent (highest numbered) installed version of each system component across all servers in the cluster.
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Related Topics

- [Finding a Cisco CallManager, page 3-1](#)
- [Adding a Cisco CallManager, page 3-4](#)
- [Updating a Cisco CallManager, page 3-5](#)
- [Deleting a Cisco CallManager, page 3-6](#)
- [Cisco CallManager Configuration Settings, page 3-8](#)
- [Cisco CallManager Group Configuration, page 4-1](#)
- [Device Pool Configuration, page 8-1](#)
- [Device Defaults Configuration, page 6-1](#)

Cisco CallManager Service Activation/Deactivation

The following requirements apply to Cisco CallManager service activation and deactivation.

Cisco CallManager Service Activation

Before adding a new Cisco CallManager to the database, activate the Cisco CallManager service as described in the *Cisco CallManager Serviceability Administration Guide*.

Cisco CallManager Renamed After Restarting Services

If you deactivate the Cisco CallManager service in Cisco CallManager Serviceability, the Cisco CallManager where you deactivated the service gets removed from the database. Hence, you cannot choose the Cisco CallManager for configuration operations in Cisco CallManager Administration because it will not display in the graphical user interface (GUI).

If you reactivate the Cisco CallManager service on the Cisco CallManager, the database automatically creates a Cisco CallManager and adds a “CM_” prefix to the server name or IP address; for example, if you reactivate the Cisco CallManager service on a server with an IP address of 172.19.140.180, CM_172.19.140.180 displays in Cisco CallManager Administration. You can choose the new Cisco CallManager in Cisco CallManager Administration.

For more information about Service Activation, refer to the *Cisco CallManager Serviceability System Guide* and the *Cisco CallManager Serviceability Administration Guide*.

Related Topic

- [Adding a Cisco CallManager, page 3-4](#)

