



# Cisco Unified CallManager Group Configuration

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A Cisco Unified CallManager group specifies a prioritized list of up to three Cisco Unified CallManagers. The first Cisco Unified CallManager in the list serves as the primary Cisco Unified CallManager for that group, and the other members of the group serve as secondary and tertiary (backup) Cisco Unified CallManagers.

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

Cisco Unified CallManager groups provide important features for your system:

- **Redundancy**—This feature enables you to designate a primary and backup Cisco Unified CallManagers for each group.
- **Call processing load balancing**—This feature enables you to distribute the control of devices across multiple Cisco Unified CallManagers.

For most systems, you need to have multiple groups, and you need to assign a single Cisco Unified CallManager to multiple groups to achieve better load distribution and redundancy.

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

- [Finding a Cisco Unified CallManager Group, page 4-2](#)
- [Adding a Cisco Unified CallManager Group, page 4-4](#)

- [Updating a Cisco Unified CallManager Group, page 4-5](#)
- [Copying a Cisco Unified CallManager Group, page 4-6](#)
- [Deleting a Cisco Unified CallManager Group, page 4-7](#)
- [Cisco Unified CallManager Group Configuration Settings, page 4-8](#)

## Finding a Cisco Unified CallManager Group

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

**Note**

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

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**Procedure**

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

The Find and List Cisco Unified CallManager Groups window displays. Use the drop-down list box to search for a Cisco Unified CallManager Group.

**Step 2** From the Find Cisco Unified CallManager Groups 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.



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

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A list of discovered Cisco Unified CallManager groups displays by

- Cisco Unified CallManager Group icon
- Cisco Unified CallManager Group name
- Auto-registration Default



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

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

The window displays the Cisco Unified CallManager group that you choose.

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#### Related Topics

- [Adding a Cisco Unified CallManager Group, page 4-4](#)
- [Updating a Cisco Unified CallManager Group, page 4-5](#)
- [Copying a Cisco Unified CallManager Group, page 4-6](#)
- [Deleting a Cisco Unified CallManager Group, page 4-7](#)
- [Cisco Unified CallManager Group Configuration Settings, page 4-8](#)

# Adding a Cisco Unified CallManager Group

This section describes how to configure a new Cisco Unified CallManager group. You can also create a new Cisco Unified CallManager group by copying an existing one. See the [“Copying a Cisco Unified CallManager Group”](#) section on [page 4-6](#) for more information.

## Before You Begin

Before configuring a Cisco Unified CallManager group, you must configure the Cisco Unified CallManagers that you want to assign as members of that group. See the [“Adding a Cisco Unified CallManager”](#) section on [page 3-4](#) for more information.

## Procedure

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- Step 1** Choose **System > Cisco Unified CallManager Group**.
- Step 2** In the upper, right corner of the window, click the **Add a New Cisco Unified CallManager Group** link.
- The Cisco Unified CallManager Group Configuration window displays.
- Step 3** Enter the appropriate settings as described in [Table 4-1](#).
- Step 4** Click **Insert** to save the Cisco Unified CallManager group in the database.

After you have configured the Cisco Unified CallManager group, you can use it to configure device pools. Devices obtain their Cisco Unified CallManager group list setting from the device pool to which they are assigned.

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## Related Topics

- [Finding a Cisco Unified CallManager Group](#), page 4-2
- [Updating a Cisco Unified CallManager Group](#), page 4-5
- [Copying a Cisco Unified CallManager Group](#), page 4-6
- [Deleting a Cisco Unified CallManager Group](#), page 4-7
- [Cisco Unified CallManager Group Configuration Settings](#), page 4-8

# Updating a Cisco Unified CallManager Group

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

## Procedure

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



### Note

To designate a group as the default Auto-registration Cisco Unified CallManager Group, check the Auto-registration Cisco Unified CallManager Group check box.

If the currently selected group is the default group for auto-registration, you cannot change it by unchecking the Auto-registration Cisco Unified CallManager Group check box. You must choose a different default auto-registration group. When you do so, the Cisco Unified CallManager automatically changes the currently selected default auto-registration group.

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- Step 4** Click **Update** to save the changes in the database.
- You must reset the devices that use the updated Cisco Unified CallManager group to apply the changes. To reset all the devices that use this Cisco Unified CallManager group, click **Reset Devices**.



### Tip

For your convenience in resetting devices, the **Reset Devices** button resets all devices in the device pool that uses this Cisco Unified CallManager group.

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**Caution**

Resetting devices can cause calls in progress to drop.

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**Related Topics**

- [Finding a Cisco Unified CallManager Group, page 4-2](#)
- [Adding a Cisco Unified CallManager Group, page 4-4](#)
- [Copying a Cisco Unified CallManager Group, page 4-6](#)
- [Deleting a Cisco Unified CallManager Group, page 4-7](#)
- [Cisco Unified CallManager Group Configuration Settings, page 4-8](#)

## Copying a Cisco Unified CallManager Group

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

**Procedure**

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- Step 1** Find the Cisco Unified CallManager group by using the procedure in the [“Finding a Cisco Unified CallManager Group”](#) section on page 4-2.
- Step 2** Click the **Copy** icon that corresponds to the Cisco Unified CallManager group that you want to copy.
- Step 3** In the Cisco Unified CallManager Group field, enter the name of the new group. You must change the name of the group.
- Step 4** Edit the fields that you want to change as described in [Table 4-1](#).
- Step 5** Click **Insert** to apply the changes and add the new Cisco Unified CallManager group to the database.
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### Related Topics

- [Finding a Cisco Unified CallManager Group, page 4-2](#)
- [Adding a Cisco Unified CallManager Group, page 4-4](#)
- [Updating a Cisco Unified CallManager Group, page 4-5](#)
- [Deleting a Cisco Unified CallManager Group, page 4-7](#)
- [Cisco Unified CallManager Group Configuration Settings, page 4-8](#)

## Deleting a Cisco Unified CallManager Group

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

### Before You Begin

You cannot delete a Cisco Unified CallManager group if it is assigned to any device pools or MGCP gateways or if it is the current Auto-registration Cisco Unified CallManager Group for the cluster. To find out which devices are using the Cisco Unified CallManager group, click the **Dependency Records** link from the Cisco Unified CallManager Group 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 Unified CallManager group that is in use, an error message displays. Before deleting a Cisco Unified CallManager group that is currently in use, you must perform some or all of the following tasks:

- Assign a different Cisco Unified CallManager group to the device pools or MGCP gateways that are currently using this Cisco Unified CallManager group. See the [“Updating a Device Pool” section on page 8-5](#).
- Create or choose a different Cisco Unified CallManager group to be the Auto-registration Cisco Unified CallManager Group.

### Procedure

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- Step 1** Find the Cisco Unified CallManager group by using the procedure in the [“Finding a Cisco Unified CallManager Group” section on page 4-2](#).
- Step 2** From the list of matching records, choose the group that you want to delete.

- Step 3** Click **Delete**.
- Step 4** 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

- [Finding a Cisco Unified CallManager Group, page 4-2](#)
- [Adding a Cisco Unified CallManager Group, page 4-4](#)
- [Updating a Cisco Unified CallManager Group, page 4-5](#)
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# Cisco Unified CallManager Group Configuration Settings

[Table 4-1](#) describes the configuration settings for Cisco Unified CallManager groups.

**Table 4-1** *Cisco Unified CallManager Group Configuration Settings*

Field	Description
Cisco Unified CallManager Group	Enter the name of the new group.

**Table 4-1 Cisco Unified CallManager Group Configuration Settings (continued)**

Field	Description
Auto-registration Cisco Unified CallManager Group	<p>Check the Auto-registration Cisco Unified CallManager Group check box if you want this Cisco Unified CallManager group to be the default Cisco Unified CallManager group when auto-registration is enabled.</p> <p>Leave this check box unchecked if you do not want devices to auto-register with this Cisco Unified CallManager group.</p> <p><b>Note</b> Each Cisco Unified CallManager cluster can have only one default auto-registration group. If you select a different Cisco Unified CallManager group as the default auto-registration group, the previously chosen auto-registration group no longer serves as the default for the cluster.</p>
Available Cisco Unified CallManagers	<p>This field displays the list of available Cisco Unified CallManager that are not a part of the Cisco Unified CallManager group.</p> <p>Choose the Cisco Unified CallManager names and use the left and right arrows to move Cisco Unified CallManagers between the <i>Selected</i> list and the <i>Available</i> list.</p>
Selected Cisco Unified CallManagers	<p>This field displays the Cisco Unified CallManagers that are in the Cisco Unified CallManager group. The <i>Selected</i> list can contain up to three Cisco Unified CallManagers. Cisco Unified CallManagers in the <i>Selected</i> list become members of the group when you click <b>Insert</b>.</p> <p>Choose the Cisco Unified CallManager names and use the left and right arrows to move Cisco Unified CallManagers between the <i>Selected</i> list and the <i>Available</i> list. Use the up and down arrows to arrange the groups in the <i>Selected</i> list in the order that you want.</p>

**Related Topics**

- [Finding a Cisco Unified CallManager Group, page 4-2](#)
- [Adding a Cisco Unified CallManager Group, page 4-4](#)
- [Updating a Cisco Unified CallManager Group, page 4-5](#)
- [Copying a Cisco Unified CallManager Group, page 4-6](#)
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