



# Installing Cisco CallManager Dialed Number Analyzer

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Dialed Number Analyzer includes a separate executable that is available in Cisco CallManager. You can install Dialed Number Analyzer 2.0 only if Cisco CallManager version 4.0(1) or later has been installed.

Use the following topics to install and uninstall Dialed Number Analyzer:

- [Installing Cisco CallManager Dialed Number Analyzer, page 2-1](#)
- [Uninstalling Cisco CallManager Dialed Number Analyzer, page 2-3](#)

## Installing Cisco CallManager Dialed Number Analyzer

Dialed Number Analyzer 2.0 installs on Cisco CallManager version 4.0(1) and later. You can install Dialed Number Analyzer on any Cisco CallManager node in a cluster, either Publisher or Subscriber. Install Dialed Number Analyzer preferably on a Publisher. It installs as an NT service on the Cisco CallManager server and can be accessed directly from the server where it is installed or from a remote PC through a web URL.

This section describes how to install the tool on a Cisco CallManager server.

## Procedure

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- Step 1** Access Cisco CallManager and choose **Application > Install Plugins**.  
The Install Plugins window displays.
- Step 2** Locate the Dialed Number Analyzer Plugin.
- Step 3** Click the executable icon for Dialed Number Analyzer Plugin to launch the InstallShield Wizard.
- Step 4** Click **Open**. The InstallShield Wizard for Cisco Dialed Number Analyzer window displays.
- Step 5** Click **Next** at the Welcome to the InstallShield Wizard for Cisco Dialed Number Analyzer window.  
The Enter Private Phrase window displays.
- Step 6** Enter the private phrase that you used at the time of installing Cisco CallManager Administration in the Enter Private Phrase window.
- Step 7** Click **Next**.  
If the private phrase is incorrect, an error message displays. Return to [Step 6](#). If the private phrase is correct, the Ready to Install the Program window displays.
- Step 8** Click **Install** at the Ready to Install the Program window.
- Step 9** Click **Finish** at the InstallShield Wizard Completed window.  
The tool installs the Cisco Dialed Number Analyzer service on the machine.



**Note** After the tool installs, you must manually restart the Cisco Database Layer Monitor service on all Cisco CallManager nodes. Refer to the *Cisco CallManager Serviceability Administration Guide* for information on accessing the Cisco Database Layer Monitor service.

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When installation is successful, the Dialed Number Analyzer service installs and starts. The service startup type gets set to Manual.

**Related Topics**

- [Uninstalling Cisco CallManager Dialed Number Analyzer, page 2-3](#)
- [Where to Find More Information, page 2-4](#)

# Uninstalling Cisco CallManager Dialed Number Analyzer

Uninstalling Dialed Number Analyzer uninstalls the tool. Use either of the following procedures to uninstall Dialed Number Analyzer.

**Procedure 1**

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- Step 1** Choose **Start > Settings > Control Panel > Add/Remove Programs**.
- Step 2** The Add/Remove Programs dialog displays and shows a list of programs that are installed on the machine.
- Step 3** Choose Cisco Dialed Number Analyzer from the list.
- Step 4** Click **Remove**.
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**Procedure 2**

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- Step 1** Choose **Start > Programs > Dialed Number Analyzer > Uninstall**.
- Step 2** Follow the instructions to uninstall Dialed Number Analyzer.
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**Related Topics**

- [Installing Cisco CallManager Dialed Number Analyzer, page 2-1](#)
- [Where to Find More Information, page 2-4](#)

# Where to Find More Information

## Related Topic

- [Installing Cisco CallManager Dialed Number Analyzer, page 2-1](#)

## Additional Cisco Documentation

- *Cisco CallManager Administration Guide*
- *Cisco CallManager System Guide*
- *Cisco CallManager Features and Services Guide*
- *Cisco CallManager Serviceability Administration Guide*