



Cisco CallManager Documentation Guide for Release 3.2(3)

Installation Documentation

Table 1 lists the documentation that you need to complete the installation and initial configuration for Cisco CallManager. Click the URL to access a document.

Table 1 Cisco CallManager Installation Documentation

Document Title and Description	URL
<i>Installing Cisco CallManager Release 3.2(3)</i>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/install/install/index.htm
<i>Upgrading Cisco CallManager Release 3.2(3)</i> This document describes how to upgrade your Cisco IP Telephony Applications Server via the web or CD-ROM.	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/install/upgrade/upgra323.htm
<i>Installing the Operating System on the Cisco IP Telephony Applications Server</i> This document provides procedures for installing the Cisco-provided Windows 2000 operating system. Cisco IP telephony applications that use this operating system include Cisco CallManager, Cisco Customer Response Applications (CRA), Cisco Conference Connection, Cisco Personal Assistant (PA), and Cisco Emergency Responder. Documentation for the operating system includes corresponding online-only release notes, which are available at the same URL.	http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm



Table 1 Cisco CallManager Installation Documentation (continued)

Document Title and Description	URL
<p><i>Using the Cisco IP Telephony Applications Backup Utility, Version 3.5.18</i> (or later).</p> <p>This document provides backup utility installation and configuration procedures for Cisco CallManager, Cisco Customer Response Solutions, Cisco CDR Analysis and Reporting, and Cisco uOne. This document also provides procedures for restoring data and servers.</p> <p>Documentation for the backup and restore utility includes corresponding online-only release notes, which are available at the same URL.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm</p>
<p><i>Software License Agreement</i></p> <p>The Software License Agreement provides a legally binding end user license agreement between Cisco CallManager customers and Cisco Systems, Inc.</p>	<p>You cannot access this document online.</p>

Configuration Documentation

Table 2 lists the documentation that you need to configure and maintain Cisco CallManager.

Table 2 Related Documentation

Document Title and Description	URL	Part Number
<p><i>Bulk Administration Tool User Guide, Release 4.3(1)</i></p> <p>This document provides step-by-step instructions for adding, updating, or deleting large numbers of users, devices, and ports on specific devices.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/bulk_adm/index.htm</p>	<p>Online only</p>
<p><i>Cisco CallManager Administration Guide</i></p> <p>The Cisco CallManager Administration Guide provides step-by-step instructions for configuring, maintaining, and administering the Cisco CallManager voice over IP network.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/sys_ad/3_2_1/ccmcfp/index.htm</p>	<p>Online only</p>
<p><i>Cisco CallManager Attendant Console Installation and Administration Guide</i></p> <p>This document, intended for the system administrator, provides a configuration checklist, examples, and step-by-step instructions for installing and configuring the Cisco CallManager Attendant Console.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm</p>	<p>Online only</p>

Table 2 *Related Documentation (continued)*

Document Title and Description	URL	Part Number
<p><i>Cisco CallManager Attendant Console User Guide</i></p> <p>This document provides reference and procedural information for users who are operating the Cisco CallManager Attendant Console. This release provides localized versions of the <i>Cisco CallManager Attendant Console User Guide</i>.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm	Online only
<p><i>Cisco CallManager Multilevel Administration Access Guide, Release 1.1(1)</i></p> <p>This document provides information on installing and configuring multiple levels of security for access to Cisco CallManager Administration.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/admin_gd/index.htm	Online only
<p><i>Cisco CallManager Serviceability Administration Guide</i></p> <p>This document provides step-by-step instructions for configuring alarms, traces, and other reporting for Cisco CallManager serviceability and remote serviceability.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/service/ccmsrva/index.htm	Online only
<p><i>Cisco CallManager Serviceability System Guide</i></p> <p>This document provides descriptions of the Cisco CallManager serviceability and remote serviceability.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/service/ccmsrsvs/index.htm	Online only
<p><i>Cisco CallManager System Guide</i></p> <p>The Cisco CallManager System Guide provides descriptions of the Cisco CallManager system and its components, configuration checklists, and links to associated <i>Cisco CallManager Administration Guide</i> procedures.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/sys_ad/3_2_1/ccmsys/index.htm	Online only
<p><i>Installing and Configuring the Cisco Customer Directory Configuration Plugin</i></p> <p>This document describes how to install and configure Microsoft Active Directory Server or Netscape Directory Server on the Cisco IP Telephony Applications Server.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_0/install/index.htm	Online only

Table 2 *Related Documentation (continued)*

Document Title and Description	URL	Part Number
<p><i>Personal Directory Configuration Guide</i></p> <p>This document describes how to install, configure, and use the Cisco IP Phone Address Book Synchronizer and the Personal Directory services: Personal Address Book and Personal Fast Dials.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/config/index.htm</p>	Online only
<p><i>Release Notes for Cisco CallManager Release 3.2(3)</i></p> <p>This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco CallManager release 3.2(3).</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/re1_note/323cmrn.htm</p>	Online only

Related Product Documentation

Table 3 lists additional documentation that is available on the World Wide Web, at www.cisco.com.

Table 3 *Related Documentation*

Document Title and Description	URL	Part Number
<p><i>Cisco CallManager Compatibility Matrix</i></p> <p>This document lists Cisco CallManager releases and upgrade paths and provides detailed information about compatible releases and loads for devices, applications, application programming interfaces, features, and services.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/ccmcomp.htm</p>	Online only
<p><i>Cisco IP Telephony BIOS and Operating System Version Roadmap</i></p> <p>This document lists the latest operating system and BIOS upgrades for Cisco CallManager, Cisco Conference Connection, Personal Assistant, and Customer Response Applications.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm</p>	Online only

Table 3 *Related Documentation (continued)*

Document Title and Description	URL	Part Number
<p><i>Using Virtual Network Computing Version 3.3.3r9</i></p> <p>This document describes how a system administrator can use a server to install applications or perform configuration tasks on a remote server while the user on the remote server views the tasks that occur.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm	Online only
<p><i>Cisco CallManager Attendant Console Keyboard Shortcuts</i></p> <p>This quick-reference guide lists all keyboard shortcuts that are used with the Cisco CallManager Attendant Console. The attendant can attach this document to the monitor or place in on the keyboard.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm	DOC-7815233 = You can order additional documents through Manufacturing.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support

- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:
http://www.cisco.com/en/US/products/products_catalog_links_launch.html
- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:
http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html
- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:
http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

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