



Cisco CallManager Documentation Guide for Release 3.3(2)

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 Documentation Shipped with Product

Document Title and Description	URL
<i>Installing Cisco CallManager Release 3.3(2)</i> This document provides procedures for installing Cisco CallManager on the publisher database and subscriber servers.	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/index.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.	http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm



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Table 1 Documentation Shipped with Product (continued)

Document Title and Description	URL
<p><i>Upgrading Cisco CallManager Release 3.3(2)</i></p> <p>This document provides procedures for reimaging the publisher database server in the Cisco CallManager cluster. This document also provides procedures for installing Cisco CallManager on the subscriber servers.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/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>

Cisco CallManager Configuration Documentation

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

Table 2 Cisco CallManager Configuration Documentation

Document Title and Description	URL	Part Number
<p><i>Backing Up and Restoring Cisco CallManager Release 3.3</i></p> <p>This document provides procedures for backing up data and restoring the server, cluster, and data. This document also provides procedures for replacing an existing or failed server.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/index.htm</p>	<p>Online only</p>
<p><i>Bulk Administration Tool User Guide, Release 4.4(2)</i></p> <p>This document provides step-by-step instructions for adding, updating, or deleting large numbers 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, Release 3.3(2)</i></p> <p>This document 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_3/sys_ad/3_3_2/ccmcfg/index.htm</p>	<p>Online only</p>
<p><i>Cisco CallManager Attendant Console User Guide, Release 1.1(3)</i></p> <p>This document provides reference and procedural information for users who are operating the Cisco CallManager Attendant Console. Release 1.1(1) provides localized versions of the <i>Cisco CallManager Attendant Console User Guide</i> in multiple languages.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm</p>	<p>Online only</p>

Table 2 Cisco CallManager Configuration Documentation (continued)

Document Title and Description	URL	Part Number
<p><i>Cisco CallManager Features and Services Guide, Release 3.3(2)</i></p> <p>This document provides key concepts, terminology, and descriptive information about features, devices, and high-level administrative tasks involving Cisco CallManager.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_callmg/3_3/sys_ad/3_3_2/ccmfeat/index.htm	Online only
<p><i>Cisco CallManager Multilevel Administration Access Guide, Release 1.2(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/voic/e/c_callmg/3_3/mla/1_2_1/index.htm	Online only
<p><i>Cisco CallManager System Guide, Release 3.3(2)</i></p> <p>This document 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/voic/e/c_callmg/3_3/sys_ad/3_3_2/ccmsys/index.htm	Online only
<p><i>Cisco CallManager Serviceability Administration Guide, Release 3.3(2)</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/voic/e/c_callmg/3_3/service/serv332/ccmsrva/index.htm	Online only
<p><i>Cisco CallManager Serviceability System Guide, Release 3.3(2)</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/voic/e/c_callmg/3_3/service/serv332/ccmsrvs/index.htm	Online only
<p><i>Installing the Cisco Customer Directory Configuration Plugin for Cisco CallManager Release 3.3</i></p> <p>This document describes how to integrate Microsoft Active Directory and Netscape Directory with Cisco CallManager.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_callmg/3_3/install/plugins/index.htm	Online only
<p><i>Release Notes for Cisco CallManager Release 3.3(2)</i></p> <p>This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco CallManager release 3.3(2).</p>	http://www.cisco.com/univercd/cc/td/doc/product/voic/e/c_callmg/3_3/rel_note/index.htm	Online only

Table 2 Cisco CallManager Configuration Documentation (continued)

Document Title and Description	URL	Part Number
<p><i>Troubleshooting Guide for Cisco CallManager, Release 3.3(2)</i></p> <p>This document provides troubleshooting procedures for solving Cisco CallManager system and configuration problems.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/trouble/3_3_2/index.htm	Online only
<p><i>Using the Cisco IP Telephony Locale Installer</i></p> <p>This document describes how to install the latest locales for your Cisco CallManager server. This document also provides troubleshooting tips and caveats about localization.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/locinst/index.htm	Online only

Related Product Documentation

Table 3 lists additional documentation 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 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	78-15233-01 You can order additional documents through manufacturing.
<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>	http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/cmcocompmatrl.pdf	Online only
<p><i>Cisco IP Manager Assistant User Guide</i></p> <p>This document provides instructions and examples to help managers and assistants use the Cisco IP Manager Assistant (Cisco IPMA) feature.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/index.htm	78-14189-02
<p><i>Cisco IP Manager Quick Reference for Managers</i></p> <p>This document provides basic instructions to help managers use the Cisco IP Manager Assistant (Cisco IPMA) feature.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/index.htm	78-14190-02

Table 3 *Related Documentation (continued)*

Document Title and Description	URL	Part Number
<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, Cisco Emergency Responder, and Customer Response Applications.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm	Online only
<p><i>Cisco IP Telephony Solutions Installation and Configuration Overview</i></p> <p>This guide provides a high-level overview of the tasks involved in installing and configuring a Cisco IP telephony system.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/ip_tele/index.htm	Online only
<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

Ordering Documentation

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- The Documentation CD-ROM (product number DOC-CONDOCCD=) is available through the online Subscription Store at the following URL:
http://www.cisco.com/cgi-bin/order/order_root.pl

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- http://www.cisco.com/cgi-bin/order/order_root.pl

World Wide Web

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

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

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