



Cisco CallManager Documentation Guide for Release 3.3(4)

Cisco CallManager Printed Documentation

Table 1 lists Cisco CallManager documentation that is included in the Cisco CallManager 3.3(4) software kit or that is orderable through manufacturing.



Tip

The documents in **Table 1** also post to www.cisco.com and Cisco Connection Online (CCO).

Table 1 *Printed Documentation*

Document Title and Description	URL	Notes
<i>Cisco CallManager Attendant Console Keyboard Shortcuts</i> 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 it on the keyboard.	http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_att/index.htm	DOC-7815504= By using the preceding customer order number, you can order additional copies of this document.



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Table 1 Printed Documentation (continued)

Document Title and Description	URL	Notes
<p><i>Cisco IP Telephony Backup and Restore System (BARS) Administration Guide, Version 4.0(2) (or later)</i></p> <p>This document describes how to install the BARS utility, configure backup settings, back up Cisco CallManager data, and restore data/server. This document also provides a list of files that the utility backs up.</p> <p>This document supports Cisco CallManager, Cisco Customer Response Solutions (CRS)/Cisco Customer Response Applications (CRA), CDR Analysis and Reporting, and Cisco Emergency Responder.</p> <p>You can access the backup utility release notes at the same URL as this document.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/index.htm</p>	<p>This document ships with the Cisco CallManager software. To obtain additional copies of this document, refer to the URL.</p>
<p><i>Installing Cisco CallManager Release 3.3(4)</i></p> <p>This document provides procedures for installing Cisco CallManager on the publisher database and subscriber servers.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/instcall/index.htm</p>	<p>This document ships with the Cisco CallManager software. To obtain additional copies of this document, refer to the URL.</p>
<p><i>Installing the Operating System on the Cisco IP Telephony Applications Server, Version 2000.2.4 (or later)</i></p> <p>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.</p> <p>You can access the operating system release notes at the same URL as this document.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm</p>	<p>This document ships with the Cisco CallManager software. To obtain additional copies of this document, refer to the URL.</p>
<p><i>Upgrading Cisco CallManager Release 3.3(4)</i></p> <p>This document provides procedures for reimaging the publisher database server in the Cisco CallManager cluster. This document provides procedures for installing Cisco CallManager on the subscriber servers.</p> <p>This document also provides information on replacing hardware while you perform the upgrade.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/index.htm</p>	<p>This document ships with the Cisco CallManager software. To obtain additional copies of this document, refer to the URL.</p>

Table 1 Printed Documentation (continued)

Document Title and Description	URL	Notes
<p><i>Using Cisco CallManager Upgrade Assistant Utility 3.3(4)</i></p> <p>This document provides procedures for running this pre-upgrade utility, which verifies that your system is in a good state before the upgrade.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/install/index.htm	This document ships with the Cisco CallManager software. To obtain additional copies of this document, refer to the URL.
<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>	You cannot access this document online.	This document ships with the Cisco CallManager software.

Cisco CallManager Online-Only Documentation

[Table 2](#) lists the Cisco CallManager configuration documentation that is available only on www.cisco.com and CCO. Cisco does not print the documentation in [Table 2](#), and you cannot order the documentation through manufacturing.

Table 2 Cisco CallManager Online-Only Documentation

Document Title and Description	URL
<p><i>Bulk Administration Tool User Guide, Release 4.4(4)</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>	http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/bulk_adm/index.htm
<p><i>Cisco CallManager Administration Guide, Release 3.3(4)</i></p> <p>This document provides step-by-step instructions for configuring, maintaining, and administering the Cisco CallManager voice over IP network.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/sys_ad/3_3_4/ccmcfmg/index.htm
<p><i>Cisco CallManager Attendant Console User Guide, Release 1.2(1)</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> in multiple languages.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/attendnt/call_at/index.htm

Table 2 Cisco CallManager Online-Only Documentation (continued)

Document Title and Description	URL
<p><i>Cisco CallManager Features and Services Guide, Release 3.3(4)</i></p> <p>This document provides key concepts, terminology, and descriptive information about features and high-level administrative tasks involving Cisco CallManager.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/sys_ad/3_3_4/ccmfeat/index.htm
<p><i>Cisco CallManager Multilevel Administration Access Guide, Release 1.2(3)</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_3/mla/1_2_3/index.htm
<p><i>Cisco CallManager System Guide, Release 3.3(4)</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> and <i>Cisco CallManager Features and Service Guide</i> procedures.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/sys_ad/3_3_4/ccmsys/index.htm
<p><i>Cisco CallManager Serviceability Administration Guide, Release 3.3(4)</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_3/service/serv334/ccmsrva/index.htm
<p><i>Cisco CallManager Serviceability System Guide, Release 3.3(4)</i></p> <p>This document provides descriptions of the Cisco CallManager serviceability and remote serviceability as well as links to associated <i>Cisco CallManager Serviceability Administration Guide</i> procedures.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/service/serv334/ccmsrvs/index.htm
<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/voice/c_callmg/3_3/install/plugins/index.htm
<p><i>Installing Cisco Security Agent 4.0.1.539-1.1.3 for Cisco CallManager Releases 3.2(3), 3.3, and 4.0(1)</i></p> <p>This document provides installation instructions and information about Cisco Security Agent for Cisco CallManager 3.2(3) and 3.3.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/csa/index.htm

Table 2 Cisco CallManager Online-Only Documentation (continued)

Document Title and Description	URL
<p><i>Release Notes for Cisco CallManager Release 3.3(4)</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(4).</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_3/rel_note/index.htm
<p><i>Troubleshooting Guide for Cisco CallManager, Release 3.3(3)</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_3/index.htm
<p><i>Using the Cisco IP Telephony Locale Installer for Cisco CallManager 3.3(4)</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> <p>Tip The locale installer releases after Cisco CallManager. If you use locales other than English_United States with Cisco CallManager, do not upgrade Cisco CallManager until a compatible version of the locale installer releases.</p> <p>You can access the locale installer release notes at the same URL as this document.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/locinst/index.htm

Related Voice Product Documentation

Table 3 lists additional documentation that is available on www.cisco.com.



Note

For voice product documentation that is not specified in Table 3, refer to <http://www.cisco.com/univercd/cc/td/doc/product/voice/index.htm>.

Table 3 Related Documentation

Document Title and Description	URL
<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/univercd/cc/td/doc/product/voice/c_callmg/cmcomp.htm

Table 3 *Related Documentation (continued)*

Document Title and Description	URL
<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>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/index.htm</p>
<p><i>Cisco IP Manager Assistant: 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>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/index.htm</p>
<p><i>Cisco IP Phone Administration Guide for Cisco CallManager</i></p> <p>The administration documents provide the information that you need to understand, install, configure, and manage your Cisco IP Phone.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm</p>
<p><i>Cisco IP Telephony Operating System, SQL Server, Security Updates</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>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm</p>
<p><i>Cisco IP Telephony Solutions Installation and Configuration Overview</i></p> <p>This guide provides a high-level overview of the tasks that are involved in installing and configuring a Cisco IP telephony system.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/ip_tele/index.htm</p>
<p><i>Using Virtual Network Computing Version 3.3.7</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>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm</p>

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 websites can be accessed from this URL:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

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

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

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco Technical Support Website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco Technical Support Website is available 24 hours a day, 365 days a year. The Cisco Technical Support Website is located at this URL:

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

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

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

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:
<http://www.cisco.com/go/marketplace/>
- 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://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. 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 quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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