



Cisco CallManager Documentation Guide for Release 4.0(1)

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	Part Number
<p><i>Installing Cisco CallManager Release 4.0(1)</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/4_0/install/instcall/index.htm</p>	<p>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>To obtain additional copies of this document, refer to the URL.</p>



Table 1 Documentation Shipped with Product (Continued)

Document Title and Description	URL	Part Number
<p><i>Upgrading Cisco CallManager Release 4.0(1)</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/4_0/install/index.htm</p>	<p>To obtain additional copies of this document, refer to the URL.</p>
<p><i>Using the Cisco IP Telephony Applications Backup Utility, Version 3.5.52 (or later)</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. This document supports Cisco CallManager, CRS/CRA, CAR, and CER.</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/backup/index.htm</p>	<p>To obtain additional copies of this document, refer to the URL.</p>
<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 the backup settings, back up Cisco CallManager data, and restore the data/server.</p> <p>This document also provides a list of files that the utility backs up. This utility does not back up operating system files, except for Hosts/LMHosts files, if those files exist on the server.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/backup</p>	<p>To obtain additional copies of this document, refer to the URL.</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>	<p>Not applicable</p>

Cisco CallManager Configuration Documentation

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

Table 2 Cisco CallManager Configuration Documentation

Document Title and Description	URL	Part Number
<p><i>Bulk Administration Tool User Guide, Release 5.0(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/c_callmg/4_0/bulk_adm/5_0_1/index.htm</p>	Online only
<p><i>Cisco CallManager Administration Guide, Release 4.0(1)</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/4_0/sys_ad/4_0_1/ccmcfg/index.htm</p>	Online only
<p><i>Cisco CallManager Attendant Console User Guide, Release 1.3(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>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attendant/call_att/index.htm</p>	Online only
<p><i>Cisco CallManager Features and Services Guide, Release 4.0(1)</i></p> <p>This document provides key concepts, terminology, and descriptive information about features and high-level administrative tasks involving Cisco CallManager.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sys_ad/4_0_1/ccmfeat/index.htm</p>	Online only
<p><i>Cisco CallManager System Guide, Release 4.0(1)</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>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sys_ad/4_0_1/ccmsys/index.htm</p>	Online only
<p><i>Cisco CallManager Serviceability Administration Guide, Release 4.0(1)</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>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/service/serv401/ccmsrva/index.htm</p>	Online only

Table 2 Cisco CallManager Configuration Documentation (Continued)

Document Title and Description	URL	Part Number
<p><i>Cisco CallManager Serviceability System Guide, Release 4.0(1)</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/4_0/service/serv401/ccmsrvs/index.htm	Online only
<p><i>Installing the Cisco Customer Directory Configuration Plugin for Cisco CallManager Release 4.0</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/4_0/install/plugins/index.htm	Online only
<p><i>Release Notes for Cisco CallManager Release 4.0(1)</i></p> <p>This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco CallManager release 4.0(1).</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/rel_note/index.htm	Online only
<p><i>Troubleshooting Guide for Cisco CallManager, Release 4.0(1)</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/4_0/trouble/4_0_1/index.htm	Online only
<p><i>Using Cisco CallManager Upgrade Assistant Utility 4.0(1)</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/4_0/install/index.htm	Online Only
<p><i>Using the Cisco IP Telephony Locale Installer for Cisco CallManager 4.0(1)</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>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/c_callmg/locinst/index.htm	Online only

Related Product Documentation

Table 3 lists additional documentation that is available on the World Wide Web, at 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	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 it on the keyboard.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attendnt/call_att/index.htm	DOC-7816239= By using the preceding customer order number, you can order additional copies of this document.
<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/ccmcomp.htm	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	Online only
<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	Online only
<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>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm	Various. For details, refer to the online documents.
<p><i>Cisco IP Phone Authentication and Encryption for Cisco CallManager 4.0(1)</i></p> <p>This document describes how to implement authentication and encryption in the Cisco CallManager system to prevent identity theft of the phone/Cisco CallManager server, data tampering, and call-signaling/media-stream tampering.</p>	http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/ae/index.htm	Online only

Table 3 *Related Documentation (Continued)*

Document Title and Description	URL	Part Number
<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>	Online only
<p><i>Cisco IP Telephony Security Token Advisory</i></p> <p>This document describes the purpose of the Cisco System Administrator Security Token.</p>	<p>http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sec_vir/ae/etoken/index.htm</p>	To obtain additional copies of this document, refer to the URL.
<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>	Online only

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 websites 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 regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions 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_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 Networking Products MarketPlace:

<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, 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 comments by using the response card (if present) 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://tools.cisco.com/RPF/register/register.do>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type 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. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing 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.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. 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/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation 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 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 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/go/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/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

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