



# Cisco CallManager Documentation Guide for Release 4.0(2)

## Cisco CallManager Printed Documentation

**Table 1** lists Cisco CallManager documentation that is included in the Cisco CallManager software kit or that is orderable through manufacturing.



**Tip**

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

**Table 1** Documentation Shipped with Product

Document Title and Description	URL	Notes
<p><i>Cisco CallManager Attendant Console Keyboard Shortcuts</i></p> <p>This quick-reference guide lists 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>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attendnt/call_att/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attendnt/call_att/index.htm</a></p>	<p>DOC-7816239 =</p> <p>By using the preceding customer order number, you can order copies of this document.</p>
<p><i>Cisco IP Telephony Backup and Restore System (BARS) Administration Guide, Version 4.0(1)</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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm</a></p>	<p>To obtain additional copies of this document, refer to the URL.</p>



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**Table 1** Documentation Shipped with Product (Continued)

Document Title and Description	URL	Notes
<p><i>Installing Cisco CallManager Release 4.0(2)</i></p> <p>This document provides procedures for installing Cisco CallManager on the publisher database and subscriber servers.</p>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/instcall/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/instcall/index.htm</a></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, Versions 2000.2.4 or 2000.2.6 (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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/install/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/install/index.htm</a></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>
<p><i>Third-Party Application Advisory for Cisco CallManager 4.0</i></p> <p>This document describes how to determine whether compatibility exists between third-party applications and Cisco CallManager 4.0.</p>	<p>You cannot access this document online.</p>	<p>Not applicable</p>
<p><i>Upgrading Cisco CallManager Release 4.0(2)</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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/upgrade/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/upgrade/index.htm</a></p>	<p>To obtain additional copies of this document, refer to the URL.</p>
<p><i>Using Cisco CallManager Upgrade Assistant Utility 4.0(2)</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>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/upgrade/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/upgrade/index.htm</a></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	Notes
<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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/backup/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/backup/index.htm</a></p>	<p>To obtain additional copies of this document, refer to the URL.</p>

## Cisco CallManager Online-Only Documentation

**Table 2** lists the Cisco CallManager configuration documentation that is available only on [www.cisco.com](http://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 Configuration Documentation

Document Title and Description	URL
<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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/bulk_adm/5_0_1/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/bulk_adm/5_0_1/index.htm</a></p>
<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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sys_ad/4_0_1/ccmcfg/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sys_ad/4_0_1/ccmcfg/index.htm</a></p>
<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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attend/call_att/131/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/attend/call_att/131/index.htm</a></p>
<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 that involve Cisco CallManager.</p>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sys_ad/4_0_1/ccmfeat/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sys_ad/4_0_1/ccmfeat/index.htm</a></p>

Table 2 Cisco CallManager Configuration Documentation (Continued)

Document Title and Description	URL
<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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sys_ad/4_0_1/ccmsys/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sys_ad/4_0_1/ccmsys/index.htm</a></p>
<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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/service/serv401/ccmsrva/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/service/serv401/ccmsrva/index.htm</a></p>
<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>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/service/serv401/ccmsrvs/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/service/serv401/ccmsrvs/index.htm</a></p>
<p><i>Installing the Cisco Customer Directory Configuration Plugin for Cisco CallManager Release 4.0(1)</i></p> <p>This document describes how to integrate Microsoft Active Directory and Netscape Directory with Cisco CallManager.</p>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/plugins/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/install/plugins/index.htm</a></p>
<p><i>Installing the Cisco Security Agent for Cisco CallManager</i></p> <p>This document provides installation instructions and information about Cisco Security Agent for Cisco CallManager 3.2(3) and 3.3.</p>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/csa/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/csa/index.htm</a></p>
<p><i>Release Notes for Cisco CallManager Release 4.0(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 4.0(2).</p>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/release_note/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/release_note/index.htm</a></p>

**Table 2** Cisco CallManager Configuration Documentation (Continued)

Document Title and Description	URL
<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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/trouble/4_0_1/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/trouble/4_0_1/index.htm</a>
<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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/locinst/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/locinst/index.htm</a>

## Related Product Documentation

[Table 3](#) lists additional documentation that is available on the World Wide Web, at [www.cisco.com](http://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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/cmcomp.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/cmcomp.htm</a>
<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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/user/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/user/index.htm</a>
<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>	<a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/quickref/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipma/quickref/index.htm</a>

**Table 3** *Related Documentation (Continued)*

Document Title and Description	URL
<p><i>Cisco IP Phone Administrator 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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm</a></p>
<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>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/ae/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/ae/index.htm</a></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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm</a></p>
<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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sec_vir/ae/etoken/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/sec_vir/ae/etoken/index.htm</a></p>
<p><i>Cisco IP Telephony Solution Reference Network Design (SRND) for Cisco CallManager 4.0</i></p> <p>This document provides design considerations and guidelines for deploying Cisco IP Telephony solutions based on the Cisco Architecture for Voice, Video, and Integrated Data (AVVID).</p>	<p><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/srnd4_0/ipt4_0/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_0/srnd4_0/ipt4_0/index.htm</a></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><a href="http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/vnc/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/vnc/index.htm</a></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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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](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 send comments about technical documentation to [bug-doc@cisco.com](mailto: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

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

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

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

**Severity 1 (S1)**—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.

**Severity 2 (S2)**—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.

**Severity 3 (S3)**—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.

**Severity 4 (S4)**—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. Visit Cisco Marketplace, the company store, at this URL:  
<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 at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. 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>
- World-class networking training is available from Cisco. You can view current offerings at this URL:  
<http://www.cisco.com/en/US/learning/index.html>

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