



# Cisco CallManager Documentation Guide for Release 4.2(1)

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This document lists and describes the documents that make up the Cisco CallManager suite of installation and configuration documents. It contains the following sections:

- [Cisco CallManager Installation Documentation, page 1](#)
- [Cisco CallManager Configuration Documentation, page 3](#)
- [Related Product Documentation, page 5](#)



## Note

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This documentation guide is the only printed document that ships with Cisco CallManager Release 4.2. All the available documentation is online; this document provides the online URLs.

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## Cisco CallManager Installation Documentation

This section lists Cisco CallManager install-related documentation. This section lists documents that are included in the Cisco CallManager software kit or are orderable through Manufacturing.



## Tip

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

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### *Cisco CallManager Attendant Console Keyboard Shortcuts*

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.

To access copies of this document online, refer to the URL

[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)

You can order copies of this document by using the following customer order number:

DOC-7817425=



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## ***Cisco IP Telephony Backup and Restore System (BARS) Administration Guide, Version 4.0(9) (or later)***

This document describes how to install the BARS utility, configure the backup settings, back up Cisco CallManager data, and restore the data/server.

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.



### **Note**

You can find release notes for the Cisco IP Telephony Backup and Restore document at the following location.

<http://www.cisco.com/univercd/cc/td/doc/product/voice/backup/index.htm>

## ***Installing Cisco CallManager Release 4.2(1)***

This document provides procedures for installing Cisco CallManager on the publisher database and subscriber servers.

To obtain additional copies of this document, refer to the URL

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/install/instcall/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/install/instcall/index.htm)

## ***Installing the Operating System on the Cisco IP Telephony Applications Server, Version 2000.4.1 (or later)***

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.

To obtain additional copies of this document, refer to the URL. You can access the operating system release notes at the same URL as this document:

[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)

## ***Software License Agreement***

The Software License Agreement provides a legally binding end user license agreement between Cisco CallManager customers and Cisco Systems, Inc.

You cannot access this document online.

## ***Upgrading Cisco CallManager Release 4.2(1)***

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.

This document also provides information on replacing hardware while you perform the upgrade.

To obtain additional copies of this document, refer to the URL

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/install/upgrade/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/install/upgrade/index.htm)

## ***Using Cisco CallManager Upgrade Assistant Utility 4.2(1)***

This document provides procedures for running this pre-upgrade utility, which verifies that your system is in a good state before the upgrade.

To obtain additional copies of this document, refer to the URL

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/install/upgrade/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/install/upgrade/index.htm)

## ***Using the Cisco IP Telephony Applications Backup Utility, Version 3.5.53 (or later)***

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.

To obtain additional copies of this document, refer to the URL. You can access the backup utility release notes at the same URL as this document:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_1/install/backup/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_1/install/backup/index.htm)

# **Cisco CallManager Configuration Documentation**

This section lists Cisco CallManager configuration documentation that is available only on [www.cisco.com](http://www.cisco.com) and CCO. Cisco does not print the documentation that is in this section, and you cannot order the documentation through manufacturing.

## ***Bulk Administration Tool User Guide, Release 5.2(1)***

This document provides step-by-step instructions for adding, updating, or deleting large numbers of users, devices, and ports on specific devices.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/bulk\\_adm/5\\_2\\_1/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/bulk_adm/5_2_1/index.htm)

## ***Cisco CallManager Administration Guide, Release 4.2(1)***

This document provides step-by-step instructions for configuring, maintaining, and administering the Cisco CallManager voice over IP network.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/sys\\_ad/4\\_2\\_1/ccmcf/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/sys_ad/4_2_1/ccmcf/index.htm)

## ***Cisco CallManager Attendant Console User Guide, Release 1.5(1)***

This document provides reference and procedural information for users who are operating the Cisco CallManager Attendant Console. This release provides localized versions of the *Cisco CallManager Attendant Console User Guide* in multiple languages.

[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)

## ***Cisco CallManager Features and Services Guide, Release 4.2(1)***

This document provides key concepts, terminology, and descriptive information about features and high-level administrative tasks that involve Cisco CallManager.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/sys\\_ad/4\\_2\\_1/ccmfeat/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/sys_ad/4_2_1/ccmfeat/index.htm)

## ***Cisco CallManager Security Guide 4.2(1)***

This document provides step-by-step instructions on how to configure and troubleshoot authentication and encryption for Cisco CallManager, Cisco IP Phones, SRST references, Cisco MGCP gateways, and Cisco Unity voice mail ports.

[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)

## ***Cisco CallManager Serviceability Administration Guide, Release 4.2(1)***

This document provides step-by-step instructions for configuring alarms, traces, and other reporting for Cisco CallManager serviceability and remote serviceability.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/service/serv421/ccmsrva/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/service/serv421/ccmsrva/index.htm)

## ***Cisco CallManager System Guide, Release 4.2(1)***

This document provides descriptions of the Cisco CallManager system and its components, configuration checklists, and links to associated *Cisco CallManager Administration Guide* and *Cisco CallManager Features and Service Guide* procedures.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/sys\\_ad/4\\_2\\_1/ccmsys/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/sys_ad/4_2_1/ccmsys/index.htm)

## ***Cisco CallManager Serviceability System Guide, Release 4.2(1)***

This document provides descriptions of Cisco CallManager serviceability and remote serviceability as well as links to associated *Cisco CallManager Serviceability Administration Guide* procedures.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/service/serv421/ccmsrvs/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/service/serv421/ccmsrvs/index.htm)

## ***Installing the Cisco Customer Directory Configuration Plugin for Cisco CallManager Release 4.2(1)***

This document describes how to integrate Microsoft Active Directory and Netscape Directory with Cisco CallManager.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/install/plugins/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/install/plugins/index.htm)

## ***Installing the Cisco Security Agent for Cisco CallManager***

This document provides installation instructions and information about Cisco Security Agent (CSA) for Cisco CallManager 3.2(3), 3.3, 4.0, 4.1, and later releases.

[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)

## ***Release Notes for Cisco CallManager Release 4.2(1)***

This document lists and describes the system requirements, new features, changed information, documentation updates, and open caveats for Cisco CallManager release 4.2(1).

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/rel\\_note/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/rel_note/index.htm)

## ***Troubleshooting Guide for Cisco CallManager, Release 4.2(1)***

This document provides troubleshooting procedures for solving Cisco CallManager system and configuration problems.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/4\\_2/trouble/4\\_2\\_1/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/4_2/trouble/4_2_1/index.htm)

## ***Using the Cisco IP Telephony Locale Installer for Cisco CallManager 4.2(1)***

This document describes how to install the latest locales for your Cisco CallManager server. This document also provides troubleshooting tips and caveats about localization.

You can access the locale installer release notes at the same URL as this document:

[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)

# **Related Product Documentation**

This section lists additional documentation that is available on the World Wide Web at [www.cisco.com](http://www.cisco.com).



### **Note**

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For voice product documentation that is not specified in this section, refer to

<http://www.cisco.com/univercd/cc/td/doc/product/ipvoice.htm>

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## ***Cisco CallManager Compatibility Matrix***

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.

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/compat/ccmcompmatr1.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr1.pdf)

## ***Cisco IP Phones and Services***

The following location provides documentation for administering and using the Cisco IP Phones and services:

[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)

## ***Cisco IP Telephony Operating System, SQL Server, Security Updates***

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.

[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)

## ***Cisco IP Telephony Security Token Advisory***

This document describes the purpose of the Cisco System Administrator Security Token.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/sec\\_vir/ae/etoken/sec\\_tkn.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/sec_vir/ae/etoken/sec_tkn.htm)

## ***Using Virtual Network Computing Version 4.0***

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.

[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)

## ***Installing the Cisco Media Convergence Server Network Teaming Driver with Operating System Version 2000.4.2***

This document provides information about installing and configuring the Cisco Media Convergence Server Network Teaming Driver when you are running operating system version 2000.4.2 or later.

[http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel\\_os/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/iptel_os/index.htm)

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