



## INDEX

---

### A

- AAA mode [3-1](#)
- ACS mode
  - authentication [3-1](#)
  - user roles and privileges, configuring [C-5](#)
- audience for this document [vii](#)
- authentication
  - ACS mode [3-1](#)
  - non-ACS mode [3-1](#)

---

### B

- backup procedure [2-8](#)

---

### C

- call classification
  - data
    - configuring in Service Monitor [3-3](#)
    - recording from Service Statistics Manager [2-9](#)
  - reporting
    - CDR Call Report [3-3](#)
    - Service Statistics Manager reports [3-3](#)
- call data, migrating [2-9](#)
- cautions
  - license limit, surpassing [B-4](#)
  - significance of [viii](#)
- Cisco Secure Access Control Server (ACS) [3-1](#)
- Cisco Secure Agent, disabling [2-2](#)
- Common Services, ports used by [1-8](#)

### configuring

- SSL [3-2](#)
- users [3-2](#)

---

### D

- daemon manager, stopping and starting [2-8](#)
- database backup [2-8](#)
- data migration
  - tool, downloading [2-9](#)
  - understanding [2-9](#)
- documentation [viii](#)
  - audience for this [vii](#)
  - typographical conventions in [vii](#)

---

### E

- eDelivery system, about [B-4](#)

---

### I

- installation preparation [2-2](#)
- integrating CiscoWorks Server with ACS
  - AAA mode setup [C-4](#)
  - ACS support [C-1](#)
  - before you begin [C-3](#)
  - roles
    - assigning to users [C-5](#)
    - CiscoWorks authentication [C-2](#)
- IP address, static [2-2](#)

---

**L**

license  
 file  
   obtaining [B-4](#)  
   registering [B-4](#)  
 PAK, obtaining [B-4](#)  
 process [B-3](#)  
 scenarios [B-2](#)  
 status, verifying [B-1](#)  
 locale setting [2-2](#)

---

**M**

MAC address, importance of static [B-4](#)

---

**N**

non-ACS mode  
   authentication [3-1](#)  
   CiscoWorks Local Login module [3-2](#)  
   users, configuring [3-2](#)  
 NTP configuration [2-3](#)

---

**P**

PAK, obtaining [B-4](#)  
 Permission Report [3-1](#)  
 preparation  
   for installation [2-2](#)  
   for upgrade [2-7](#)

---

**R**

regional settings [2-2](#)  
 registration, license [B-4](#)  
 report data, migrating [2-9](#)

---

**S**

secure mode [3-2](#)  
 Secure Socket Layer [3-2](#)  
 security, Windows 2003 Server guidelines [2-2](#)  
 Service Statistics Manager  
   call categories [3-3](#)  
   call classification data, recording [2-9](#)  
   installation, order of [3-3](#)  
   server, stopping [2-11](#)  
   upgrade, order of [2-11, 3-3](#)  
 software claim certificate, obtaining [B-4](#)  
 SSL, enabling [3-2](#)

---

**T**

terminal services  
   application mode [1-6](#)  
   remote desktop administration [1-6](#)  
 typographical conventions in this document [vii](#)

---

**U**

upgrade preparation [2-7](#)  
 users, configuring [3-1](#)

---

**V**

verification, license status [B-1](#)  
 virus scan, disabling [2-2](#)  
 VMware  
   guidelines [1-4](#)  
   MAC address, static [B-4](#)  
   software version [1-4](#)

---

**W**

warnings

    significance of [viii](#)

Windows 2003 Service security guidelines [2-2](#)

