Configuring Cisco CallManager

For a Cisco CallManager cluster to operate within this solution, the following procedures must be performed:

- CTI Users
- Configuring AXL Users
- Configuring Gatekeepers
- Deactivating Cisco CallManager Call Back Feature
- Configuring Interworking With Cisco Unity

CTI Users

The Cisco EGW uses the Cisco CallManager default CTI user name and password. To ensure proper functioning of the Cisco EGW 2200 solution, your Cisco CallManager cluster should use the default CTI user name and password.

Configuring AXL Users

The Cisco EGW must be configured as an AVVID XML (AXL) user on the Cisco CallManager to enable access to the configuration database. The configuration database contains numbers and device names that the Cisco EGW uses to identify and monitor individual end-user lines. The ability to retrieve content from the configuration database is required to support features such as Call Back and Extension Status.

When configuring the Cisco EGW for the AXL Server, the Windows administrator user name (typically "Administrator") and password as configured on the Cisco CallManager should be used.

To enable the Cisco EGW to access the Cisco CallManager configuration database, you must complete the procedures in the AXL Troubleshooting Post Installation Checklist section of the *Cisco CallManager API Troubleshooting Guide*.

Configuring Gatekeepers

A gatekeeper device, also known as a Cisco Multimedia Conference Manager (MCM) is used for call admission control, bandwidth allocation, and dial pattern resolution (call routing). A gatekeeper is required in this solution when the design of your Cisco CallManager system calls for a centralized dial plan. A gatekeeper may also be used in this solution to provide the following functions:

- Call Admission Control—A gatekeeper is required when the H.323 Inter-cluster trunk is routed over a WAN.

- Redundancy—A gatekeeper can be used to provide a single entry point to the Cisco CallManager cluster for the Cisco EGW. This frees up resources in the Cisco EGW, since data paths are not maintained for each server in the cluster. The gatekeeper can also provide the same function to the Cisco CallManager cluster for a fault-tolerant Cisco EGW configuration.

- Congestion—A gatekeeper can be used to divert traffic away from a congested Cisco EGW, based upon congestion onset and abatement indicators from the Cisco EGW or Cisco CallManager servers. However, given expected calls per second rates across the H.323 Inter-cluster trunk, this should not be necessary.

You can find the procedure for configuring a RAS interface to the gatekeeper in the following documents, broken down by Cisco CallManager software release:

- Release 4.0(1)—Gatekeeper Configuration section of the *Cisco CallManager Administration Guide, Release 4.0(1)*.

- Release 4.1(2)—Gatekeeper Configuration section of the *Cisco CallManager Administration Guide, Release 4.1(2)*.

Related Topics

The following topics are related to configuring gatekeepers on a Cisco CallManager cluster:

- Release 4.0(1):
    - Configuring Trunks
    - Gatekeepers and Trunks
    - Gatekeeper and Trunk Configuration in Cisco CallManager
- Release 4.1(2):
    - Configuring Trunks
    - Gatekeepers and Trunks
    - Gatekeeper and Trunk Configuration in Cisco CallManager

Deactivating Cisco CallManager Call Back Feature

In the Cisco EGW 2200 solution, the Call Back feature is handled by the Cisco EGW. If the Cisco Call Back feature is activated in your Cisco CallManager cluster, you must deactivate it for the feature to work properly in your solution network.

Deactivating Call Back in Cisco CallManager 4.1(2)

To deactivate the Call Back feature in Release 4.1(2) of the Cisco CallManager, perform the following steps:

Step 1   From the Cisco CallManager Administration window, choose **Service > Service Parameters**. The Service Parameters Configuration window appears.

Step 2   From the dropdown Server list, choose your server, and from the dropdown Service list, choose Cisco CallManager. The Service Parameters Configuration window displays parameters for Cisco CallManager.

Step 3   Scroll down to Clusterwide Parameters (Feature - Call Back) and ensure that Callback Enabled Flag is set to False. If the current setting is True, select False from the dropdown list.

Step 4   Return to the top of the window (shortcut: **Ctrl+Home**) and click **Update**.

The updated parameter is applied.

Step 5   When the update is complete, restart Cisco CallManager:

 a.   From the Windows Start menu, choose **Programs > Administrative Tool**, then choose **Services**.

 b.   From the Services menu, choose **Cisco CallManager**.

 c.   Click **Action > Restart.**

Cisco CallManager restarts with the Call Back Enabled feature disabled.

Note   If you have an icon for the Services menu on your desktop you can use that as a shortcut to the Services menu.

Deactivating Call Back in Cisco CallManager 4.0(1)

You can deactivate the Cisco Call Back feature by deactivating the Cisco Extended Functions service. You can find more information in the Deactivating Cisco CallManager Services section of the *Cisco CallManager Serviceability Administration Guide, Release 4.0(1)*.

Configuring Interworking With Cisco Unity

Cisco CallManager users can use Cisco Unity for voice messaging. To configure the Cisco Call Manager cluster to communicate with Cisco Unity, perform the procedures described in the following documents, broken down by Cisco CallManager software release:

- *Cisco CallManager 4.0 Integration Guide for Cisco Unity 4.0*.
- *Cisco CallManager 4.1 Integration Guide for Cisco Unity 4.0*.