

# Getting Started with Cisco Voice Manager for Windows NT Server

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Cisco Voice Manager (CVM) Version 1.1 is the web-based solution to manage Voice over IP (VoIP) functionality in Cisco 2600 series and Cisco 3600 series routers, Cisco AS5300 universal access servers, and Cisco MC3810 multiservice access concentrators. With this task-oriented, easy-to-use application, you can:

- Configure dial plans and voice interfaces
- Monitor Simple Network Management Protocol (SNMP) traps and resource utilization
- Test dial path configuration and connectivity
- Generate call history reports

**Note** Cisco MC3810 multiservice access concentrator support is limited to call history polling and database backup.

# System Requirements and Recommendations

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This section lists the software requirements to run Cisco Voice Manager (CVM) on Windows NT servers and provides recommendations for running CVM on clients. Clients can access CVM from a variety of web browsers; however, for best results, Cisco recommends using one of the browsers listed in this section.

## Server Requirements

- Minimum 100 MB of available disk space—For high call volume networks, additional disk space is required. The required disk space is approximately 4K per call times the number of days the call history data is stored in the database. For example, 10,000 calls per day requires an additional 80 MB (10,000 calls x 4K x 2 days storage).
- Minimum 256 MB of memory—Additional memory required for high call volume networks.
- Processor running at 350 MHz—Additional processor speed needed for networks with high call volume.
- Microsoft Windows NT Server 4.0 installed.

- Microsoft IIS 2.0 (Internet Information Server, http server for Windows NT) upgraded to IIS 3.0 by installing Service Pack 3 or IIS 4.0.

**Note** IIS *must* be installed on the same disk drive where you want to install CVM.

- Virtual memory set to 64 MB (minimum) for PC clients.

## Client System Recommendations

- With Windows 95 or Windows NT clients, Netscape Communicator 4.0.4 or Internet Explorer 4.01.
- With Internet Explorer 4.01, the following browser configuration is required for the SNMP Trap Monitor to work:

Click **View > Internet Options > Security > Custom** (under Internet Zone).

Click the **Settings** button to bring up the Security Settings menu.

Under Java Permissions, select **Custom**.

Click **Java Custom Settings** to bring up the Internet Zone menu.

Click the **Edit Permissions** tab.

Under Run Unsigned Content, click **Run in sandbox**.

Under Additional Unsigned Permissions > Access to all Network Addresses, click **Enable**. Click **OK** three times.

- Telnet enabled on the browser.
- Java enabled on the browser.
- Minimum 32 MB of memory; 64 MB recommended.
- Virtual memory set to 64 MB for PC clients.

## **Client Display Setting Recommendations**

- Resolution: 1024 x 768
- Color Palette: 16 bit color (minimum)

## **Router Requirements**

- For Cisco 2600 and Cisco 3600 series, Cisco IOS Release 11.3(3a)T
- For Cisco AS5300, Cisco IOS Release 11.3(2)NA

- For Cisco Voice Manager Version 1.1 features:
  - Cisco MC3810, Cisco IOS Release 12.0(1)XA 12.0(2)T
  - Cisco 2600 or Cisco 3600 BRI, Cisco IOS Release 12.0(2)XD, 12.0(2)XD1, 12.0(3)T
  - Cisco AS5300, Cisco IOS Release 12.0(3)XH, 12.0(5)T

- SNMP enabled using the following command:

```
Router(config)# snmp-server community public RW
```

- Enable or secret password configured as follows:

```
Router(config)# enable password <password>
```

- Line password in the line configuration set to enable Telnet as follows:

```
Router(config)# line vty 0 4
```

```
Router(config)# password <password>
```

- Line password configured

- “Session timeout” configured for all vty lines (because Telnet is used to communicate with the router) as follows:

```
Router# config term  
Router(config)# line vty 0 4  
Router(config-line)# session-timeout 10
```

## Installing CVM

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This section describes the following:

- First-Time Installation
- Upgrading a Previous Version

### First-Time Installation

- 1 Insert the CD in the CD-ROM drive, and click **setup.exe** in the file listing. This will begin installation of Cisco Voice Manager.

**Note** If CVM is already installed on the system, use the upgrade procedure.

- 2 If IIS and Service Pack 3 are not found on the system, you will be prompted to install them, and you will automatically exit from CVM installation.
- 3 At the Welcome screen, click **Next** to continue with installation.
- 4 Read the Software License Agreement and click **Yes** if you accept the terms and would like to proceed with installation.
- 5 If your system has less than 100 MB of free space, the installation program will abort.
- 6 At the Information screen, read and note any information, if necessary, then click **Next** to proceed.
- 7 The directories and files that will be overwritten or modified by CVM installation are listed in the Cisco Voice Manager dialog box. Click **Yes** to copy files. Click **No** to abort the installation.
- 8 At the next prompt, click the check box next to “View README?” if you would like to view the README file. If you choose to view it, click **Next** when you finish.

- 9 It is *required* that you restart the computer to update the system environment in order for CVM to run properly. Select **Yes, I want to restart my computer now** and click **Finish** to start CVM now. To start CVM later, just click **Finish**.

**Note** You *must* restart the computer in order for CVM to run properly.

- 10 Proceed to the “Starting CVM” section on page 9 to start the program.

## Upgrading a Previous Version

To upgrade a previous version of CVM already installed on your system, follow these steps:

- 1 Disable CVM — See the “Disabling CVM” section on page 10.
- 2 Uninstall your current CVM version — See the “Uninstalling CVM” section on page 11.
- 3 Install the new CVM version — See the “First-Time Installation” section on page 6.



# Starting CVM

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- 1 Check if the IIS http server is running. To do this, select:

**Start > Programs > Microsoft Internet Information Server > Internet Service Manager**

If the states of all required programs (FTP, Gopher, WWW) are running, then you can start CVM. If any programs are not running, then you must first start them to run CVM.

- 2 Select **Start > Settings > Control Panel**.
- 3 Double-click the **Services** icon.
- 4 Select **Cisco Voice Manager** and click the **Start** button.
- 5 Check that CVM started properly by looking for **jre.exe** and **dbeng6.exe** under “Processes” in the Task Manager window (you can get there by pressing Ctrl-Alt-Delete simultaneously and selecting **Task Manager**). If **jre.exe** and **dbeng6.exe** are not running, return and check that you followed all instructions, including rebooting.

- 6 Start your browser and access the following URL:

`http: //machine name/CVMHomePage.html`

Log in with the username **admin** at the CVM login prompt. The default password is **admin**.

- 7 Click **Getting Started/Help** for more information on getting started.

## Disabling CVM

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- 1 Press Ctrl-Alt-Delete simultaneously, select **Task Manager**.
- 2 Select **jre.exe** in the list of Task Manager processes and click **End Process**.

If access is denied, perform the following steps before ending the process:

- (a) Select **Start > Settings > Control Panel**.
- (b) Double-click **Services**.
- (c) Select **Cisco Voice Manager** and click **Startup ...**.
- (d) In the Log On As section, select the **This Account** button and enter your login name and password.

- (e) Click **OK**.
- (f) Select **Cisco Voice Manager**, click **Stop**, and then click **Start**.

This might cause two **dbeng6.exe** processes to appear in the Task Manager list. In Step 4, ensure both instances of this process are stopped.

- 3 Select **Start > Programs > Microsoft Internet Information Server > Internet Service Manager** and stop the FTP, Gopher, and WWW programs.
- 4 If any of the processes **jre.exe**, **dbeng6.exe**, or **inetinfo.exe** still appear in the list of Task Manager processes, select the task and click **End Process**.

## Uninstalling CVM

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- 1 Disable CVM. See the previous section, “Disabling CVM.”
- 2 From the Windows NT menu bar, select:  
**Start > Settings > Control Panel**
- 3 Double-click the **Add/Remove Programs** icon.

- 4 From the list, select **Cisco Voice Manager**.
- 5 Click the **Add/Remove** button. CVM is now removed from the Windows NT registry. Click **Yes** to confirm deletion.
- 6 Click **OK** in the Remove Programs From Your Computer dialog box.
- 7 Reboot your system to update the Windows NT registry.

## Backing Up Router and User Lists

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CVM must be running in order for the following scripts to function.

- 1 Go to:

```
disk drive: \CSCovoip\db
```

where *disk drive* is the drive on which CVM is located.

- 2 Double-click **backup\_rtr.bat**.
- 3 Double-click **backup\_user.bat**.

# Restoring Router and User Lists

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CVM must be running in order for the following scripts to function.

- 1 Go to:

```
disk drive: \CSCOvoip\db
```

where *disk drive* is the drive on which CVM is located.

- 2 Double-click **restore\_rtr.bat**. Press any key to continue.
- 3 Double-click **restore\_user.bat**.

## Getting Started for Administrative Users

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All administrative users must complete the tasks in the Administrative Task List before end users can use the Cisco Voice Manager (CVM) application to configure and monitor their VoIP network. To access the CVM Administrative Task List, log in as **admin** with the default password, **admin**, or with a customized password.

The administrator always has read/write privileges for all routers. This cannot be changed.

The administrative tasks are as follows:

- **Create Router List**—Create a list that contains all the voice-enabled routers to be managed and their SNMP and router configuration passwords. Use this Router List in all the Router selection pull-down menus in the VoIP tasks.

**Note** Cisco MC3810 multiservice access concentrator support is limited to call history polling and database backup.

- **Create User List**—Create a list that contains all the valid end users that can access the CVM application and configure and monitor VoIP. The access privilege (Read only or Read/Write) for each router and for each VoIP end user can also be specified here.
- **Define Message Log Options**—Configure the types of messages to keep on the server.
- **Define System Parameters**—Configure call history polling on the routers, which is required to generate the call history reports. This task also configures the parameters for the database in CVM.
- **Go to Voice Manager**—Access the VoIP task list.

# Additional Documentation

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Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more current than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or as an annual subscription. You can also access Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

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