



Cisco CallManager Group Configuration

A Cisco CallManager Group specifies a prioritized list of up to three Cisco CallManagers. The first Cisco CallManager in the list serves as the primary Cisco CallManager for that group, and the other members of the group serve as secondary and tertiary (backup) Cisco CallManagers.

Each device pool has one Cisco CallManager Group assigned to it. When a device registers, it attempts to connect to the primary (first) Cisco CallManager in the group that is assigned to its device pool. If the primary Cisco CallManager is not available, the device tries to connect to the next Cisco CallManager that is listed in the group, and so on.

Cisco CallManager Groups provide important features for your system:

- **Redundancy**—This feature enables you to designate a primary and backup Cisco CallManagers for each group.
- **Call processing load balancing**—This feature enables you to distribute the control of devices across multiple Cisco CallManagers.

For most systems, you need to have multiple groups, and you need to assign a single Cisco CallManager to multiple groups to achieve better load distribution and redundancy.

Use the following topics to add, update, or delete a Cisco CallManager group:

- [Finding a Cisco CallManager Group, page 4-1](#)
- [Configuring a Cisco CallManager Group, page 4-3](#)
- [Cisco CallManager Group Configuration Settings, page 4-3](#)
- [Deleting a Cisco CallManager Group, page 4-4](#)
- [Related Topics, page 4-5](#)

Finding a Cisco CallManager Group

Because you might have several Cisco CallManager groups in your network, Cisco CallManager Administration lets you locate specific Cisco CallManager groups on the basis of specific criteria. Use the following procedure to locate Cisco CallManager groups.



Note

During your work in a browser session, your find/list search preferences are stored in the cookies on the client machine. If you navigate to other menu items and return to this menu item, or if you close the browser and then reopen a new browser window, your Cisco CallManager search preferences are retained until you modify your search.

Procedure**Step 1** Choose **System > Cisco CallManager Group**.

The Find and List Cisco CallManager Groups window displays. Use the drop-down list box to search for a Cisco CallManager Group.

Step 2 From the Find Cisco CallManager Groups window drop-down list box, choose one of the following criteria:

- begins with
- contains
- is exactly
- ends with
- is empty
- is not empty

Step 3 Specify the appropriate search text, if applicable, and click **Find**.**Tip**

To find all Cisco CallManager groups that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco CallManager groups displays by

- Cisco CallManager Group name
- Auto-registration Cisco CallManager Group

From the Find and List Cisco CallManager Groups window, you can also specify how many items per page to display.

**Note**

You can delete multiple Cisco CallManager groups from the Find and List Cisco CallManager Groups window by checking the check boxes next to the appropriate Cisco CallManager groups and clicking **Delete Selected**. You can delete all Cisco CallManager groups in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

Step 4 From the list of records, click the Cisco CallManager Group name that matches your search criteria.

The window displays the Cisco CallManager group that you chose.

Additional Information

See the [“Related Topics”](#) section on page 4-5.

Configuring a Cisco CallManager Group

This section describes how to add, copy, or update a Cisco CallManager group.

Before You Begin

Before configuring a Cisco CallManager group, you must configure the Cisco CallManagers that you want to assign as members of that group. See the [“Updating a Cisco CallManager” section on page 3-2](#) for more information.

Procedure

Step 1 Choose **System > Cisco CallManager Group**.

The Find and List Cisco CallManager Groups displays.

Step 2 Perform one of the following tasks:

- To copy an existing Cisco CallManager Group, locate the appropriate Cisco CallManager Group as described in the [“Finding a Cisco CallManager Group” section on page 4-1](#), choose the Cisco CallManager Group that you want to copy, click **Copy**, and continue with [Step 3](#).
- To add a new Cisco CallManager Group, click Add New button, and continue with [Step 3](#).
- To update an existing Cisco CallManager Group, locate the appropriate Cisco CallManager Group as described in the [“Finding a Cisco CallManager Group” section on page 4-1](#), and continue with [Step 3](#).

Step 3 Enter the appropriate settings as described in [Table 4-1](#).

Step 4 Click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save** button that displays at the bottom of the window) to save the Cisco CallManager Group configuration in the database.

After you have configured the Cisco CallManager Group, you can use it to configure device pools. Devices obtain their Cisco CallManager Group list setting from the device pool to which they are assigned.

Additional Information

See the [“Related Topics” section on page 4-5](#).

Cisco CallManager Group Configuration Settings

[Table 4-1](#) describes the configuration settings for Cisco CallManager groups. For related procedures, see the [“Related Topics” section on page 4-5](#).

Table 4-1 Cisco CallManager Group Configuration Settings

Field	Description
Cisco CallManager Group Settings	
Name	Enter the name of the new group.

Table 4-1 Cisco CallManager Group Configuration Settings (continued)

Field	Description
Auto-registration Cisco CallManager Group	Check the Auto-registration Cisco CallManager Group check box if you want this Cisco CallManager group to be the default Cisco CallManager group when auto-registration is enabled. Leave this check box unchecked if you do not want devices to auto-register with this Cisco CallManager group. Note Each Cisco CallManager cluster can have only one default auto-registration group. If you choose a different Cisco CallManager group as the default auto-registration group, the previously chosen auto-registration group no longer serves as the default for the cluster.
Cisco CallManager Group Members	
Available Cisco CallManagers	This field displays the list of available Cisco CallManager that are not a part of the Cisco CallManager group. Choose the Cisco CallManager names and use the up and down arrows to move Cisco CallManagers between the <i>Selected</i> list and the <i>Available</i> list.
Selected Cisco CallManagers	This field displays the Cisco CallManagers that are in the Cisco CallManager group. The <i>Selected</i> list, which can contain up to three Cisco CallManagers, lists the Cisco CallManagers in order by highest priority. Cisco CallManagers in the <i>Selected</i> list become members of the group when you click Save. Choose the Cisco CallManager names and use the up and down arrows to move Cisco CallManagers between the <i>Selected</i> list and the <i>Available</i> list. Within the <i>Selected</i> list, use the up and down arrows to arrange the groups in the <i>Selected</i> list in the order that you want.

Deleting a Cisco CallManager Group

This section describes how to delete a Cisco CallManager Group from the database.

Before You Begin



Note

You cannot delete a Cisco CallManager group if it is assigned to any device pools or MGCP gateways or if it is the current Auto-registration Cisco CallManager Group for the cluster.

To find out which devices are using the Cisco CallManager group, choose **Dependency Records** from the Related Links drop-down list box on the Cisco CallManager Group Configuration window and click **Go**.

If the dependency records feature is not enabled for the system, the dependency records summary window displays a message that shows the action that you can take to enable the dependency records; the message also displays information about high CPU consumption that is related to the dependency records feature. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-2](#).

If you attempt to delete a Cisco CallManager group that is in use, an error message displays. Before deleting a Cisco CallManager group that is currently in use, you must perform some or all of the following tasks:

- Assign a different Cisco CallManager group to the device pools or MGCP gateways that currently use this Cisco CallManager group. See the [“Configuring a Device Pool” section on page 9-3](#).
- Create or choose a different Cisco CallManager group to be the Auto-registration Cisco CallManager Group.

Procedure

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|---------------|--|
| Step 1 | Find the Cisco CallManager group by using the procedure in the “Finding a Cisco CallManager Group” section on page 4-1 . |
| Step 2 | From the list of matching records, choose the group that you want to delete. |
| Step 3 | Click the Delete Selected Item icon that displays in the tool bar in the upper, left corner of the window (or click the Delete Selected button that displays at the bottom of the window) to delete the Cisco CallManager group. |
| Step 4 | When asked to confirm the delete operation, click either OK to delete or Cancel to cancel the delete operation. |
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Additional Information

See the [“Related Topics” section on page 4-5](#).

Related Topics

- [Cisco CallManager Group Configuration, page 4-1](#)
- [Finding a Cisco CallManager Group, page 4-1](#)
- [Configuring a Cisco CallManager Group, page 4-3](#)
- [Deleting a Cisco CallManager Group, page 4-4](#)

