



Cisco Unified CallManager Group Configuration

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

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

Cisco Unified CallManager Groups provide important features for your system:

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

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

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

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

Finding a Cisco Unified CallManager Group

Because you might have several Cisco Unified CallManager groups in your network, Cisco Unified CallManager Administration lets you locate specific Cisco Unified CallManager groups on the basis of specific criteria. Use the following procedure to locate Cisco Unified 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 Unified CallManager search preferences are retained until you modify your search.

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

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

Step 2 From the Find Cisco Unified 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 Unified CallManager groups that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco Unified CallManager groups displays by

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

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

**Note**

You can delete multiple Cisco Unified CallManager groups from the Find and List Cisco Unified CallManager Groups window by checking the check boxes next to the appropriate Cisco Unified CallManager groups and clicking **Delete Selected**. You can delete all Cisco Unified 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 Unified CallManager Group name that matches your search criteria.

The window displays the Cisco Unified CallManager group that you chose.

Additional Information

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

Configuring a Cisco Unified CallManager Group

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

Before You Begin

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

Procedure

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- Step 1** Choose **System > Cisco Unified CallManager Group**.
- The Find and List Cisco Unified CallManager Groups displays.
- Step 2** Perform one of the following tasks:
- To copy an existing Cisco Unified CallManager Group, locate the appropriate Cisco Unified CallManager Group as described in the [“Finding a Cisco Unified CallManager Group” section on page 4-1](#), choose the Cisco Unified CallManager Group that you want to copy, click **Copy**, and continue with [Step 3](#).
 - To add a new Cisco Unified CallManager Group, click Add New button, and continue with [Step 3](#).
 - To update an existing Cisco Unified CallManager Group, locate the appropriate Cisco Unified CallManager Group as described in the [“Finding a Cisco Unified 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 Unified CallManager Group configuration in the database.

After you have configured the Cisco Unified CallManager Group, you can use it to configure device pools. Devices obtain their Cisco Unified 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 Unified CallManager Group Configuration Settings

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

Table 4-1 Cisco Unified CallManager Group Configuration Settings

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

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

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

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

Before You Begin



Note

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

To find out which devices are using the Cisco Unified CallManager group, choose **Dependency Records** from the Related Links drop-down list box on the Cisco Unified 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 Unified CallManager group that is in use, an error message displays. Before deleting a Cisco Unified CallManager group that is currently in use, you must perform some or all of the following tasks:

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

Procedure

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|---------------|--|
| Step 1 | Find the Cisco Unified CallManager group by using the procedure in the “Finding a Cisco Unified 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 Unified 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 Unified CallManager Group Configuration, page 4-1](#)
- [Finding a Cisco Unified CallManager Group, page 4-1](#)
- [Configuring a Cisco Unified CallManager Group, page 4-3](#)
- [Deleting a Cisco Unified CallManager Group, page 4-4](#)

