



Device Support

This section provides general information about how Cisco Unified CallManager interacts with Cisco Unified Communications devices in your network and covers the following topics:

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Supported Devices

The Cisco Unified CallManager supports many types of devices, including those in the following list:

- Cisco Unified IP Phones
- Analog gateway ports
- T1 gateway
- E1 gateway
- Transcoding resource
- Software Media Termination Point (MTP)
- Annunciator
- Conference resource (hardware)
- Conference resource (software)
- CTI port (TAPI and JTAPI)
- Cisco SoftPhone
- Messaging (voice mail)
- Intercluster trunk
- SIP trunks
- Video inputs

Device Configuration Files

The Cisco Trivial File Transfer Protocol (Cisco TFTP), a Windows 2000 service, builds configuration files from information that is found in the Cisco Unified CallManager database.

The device-specific configuration files use the name format SEP, SAA, SDA, CFB, VGC, or MTP + MAC address:

- SEP—Selsius Ethernet Phone (Cisco IP Phone model 12 SP+, Cisco IP Phone model 30 VIP, Cisco Unified IP Phone 7902, Cisco Unified IP Phone 7905, Cisco Unified IP Phone 7910, Cisco Unified IP Phone 7912, Cisco Unified IP Phone 7920, Cisco Unified IP Phone 7935, Cisco Unified IP Phone 7936, Cisco Unified IP Phone 7940, Cisco Unified IP Phone 7960, and Cisco Unified IP Phone 7970)
- SAA—Selsius Analog Access (Cisco Catalyst 6000 24 Port FXS Analog Interface Module)
- SDA—Selsius Digital Access (DT-24+, DE-30+, Cisco Catalyst 6000 8 Port Voice E1/T1)
- VGC—Cisco VG248 Analog Phone Gateway (Cisco VG248 ports and units appear as distinct devices in the same Cisco Unified CallManager. All 48 device ports register within the same Cisco Unified CallManager cluster as device type “Cisco VGC Phone.”)
- MTP—Media Termination Point

Configuration files also contain a list of Cisco Unified CallManagers in priority order. Network addresses comprise either the fully qualified domain name, for example, “cm1.cisco.com,” or dotted IP address “172.116.21.12” plus a TCP port. See the [“Cisco TFTP” section on page 10-1](#) for more information.

When a device needs to get its configuration file, the device sends a TFTP request for the device-specific configuration filename.

**Note**

You can specify button URLs in device configuration for Cisco Unified IP Phone Models 7970, 7960, and 7940. If the URL is blank, Cisco Unified CallManager uses the enterprise values. Refer to the [“Enterprise Parameters Configuration”](#) section in the *Cisco Unified CallManager Administration Guide*.

Device Firmware Loads

Loads comprise files that contain updated firmware for devices. Four types of firmware loads exist: phone loads, gateway loads, MTP loads, and conference bridge loads. During installation or upgrade, Cisco Unified CallManager provides the latest loads; however, you can also receive a load between releases that can contain patches or other information that is important to the devices that use loads, such as phones or gateways.

The /usr/local/cm/tftp subdirectory stores these load files as *.bin, .zup, or .sbin files; for example, D501A022.bin. During installation or upgrade, this location stores the latest loads. You must copy new loads that you receive between releases to this location for the system to access them.

The [Loads Table](#) contains the most current information on load descriptions for each device type.

Updating Device Loads

You can apply a new load to a single device before applying it as a systemwide default. This method can prove useful for testing purposes. Remember, however, that only the device that you have updated with the new load will use that load. All other devices of that type use the old load until you update the systemwide defaults for that device with the new load.

Device Pools

Device pools scale and simplify the distribution of Cisco Unified CallManager redundancy groups. A device pool allows the following primary attributes to be assigned globally to a device:

- **Cisco Unified CallManager Group**—This group specifies a list of up to three Cisco Unified CallManagers, which can be used for call processing in a prioritized list.
- **Date/Time Group**—Date/Time group specifies the date and time zone for a device.
- **Region**—You require regions only if multiple voice codecs are used within an enterprise. Regions define the voice codecs that are used within and between regions.
- **Softkey Template**—Assign specific softkey templates to device pools and then assign the device pool to users who require the template.
- **SRST Reference**—Disable or use default gateway for SRST.

Optional calling search space can prevent rogue installations of IP phones on your network. For example, rogue phones that are plugged into the network autoregister in a device pool that has a calling search space that is restricted only to the Cisco Unified CallManager administrator. This search space can have a Primary Line Automatic Ringdown that is assigned to it, so, when the user goes off hook, the call immediately connects to security or the Cisco Unified CallManager administrator.

Typically, the following scenario applies with respect to configuring device pools. The deployment model drives the exact model of clustering and device pools that are used:

- **Redundancy for single-site cluster, multisite WAN centralized call processing, and multisite WAN distributed call processing**—Device pool configuration uses Cisco Unified CallManager groups as redundancy basis. For example, a cluster can have up to eight Cisco Unified CallManager servers: A, B, C, D, E, F, G, and H; four configured as active and four configured as backup. Using 1:1 redundancy, the groups would comprise servers AB, CD, EF, and GH. Using 1:1 redundancy with load balancing, the groups would comprise AB, BA, CD, DC, EF, FE, GH, and HG.



Note

A Cisco Unified CallManager cluster with more than 20,000 IP phones requires 1:1 redundancy. You may also configure 2:1 redundancy for smaller clusters; for example, AC, BC, DF, and EF, where ABDE comprise primary servers, and CF comprise the backup servers.

- **Region requirements for single-site cluster**—This scenario does not require use of regions because all calls use the G.711 codec for calls.
- **Region requirements for multisite WAN centralized and distributed call processing**—Each cluster could potentially have a G.711 and G.729 region per Cisco Unified CallManager redundancy group.
- **Total device pools = Number of sites x regions.**

Total device pools = Regions x Cisco Unified CallManager redundancy groups.

Refer to the [“Device Pool Configuration”](#) section in the *Cisco Unified CallManager Administration Guide* for information on how to configure device pools.

Call Preservation

The call preservation feature of Cisco Unified CallManager ensures that an active call will not be interrupted when a Cisco Unified CallManager fails or when communication fails between the device and the Cisco Unified CallManager that set up the call.

Cisco Unified CallManager supports full call preservation for an extended set of Cisco Unified Communications devices. This support includes call preservation between Cisco Unified IP Phones, Media Gateway Control Protocol (MGCP) gateways that support Foreign Exchange Office (FXO) (non-loop-start trunks) and Foreign Exchange Station (FXS) interfaces, and, to a lesser extent, conference bridge, MTP, and transcoding resource devices.

Enable H.323 call preservation by setting the advanced service parameter, Allow Peer to Preserve H.323 Calls, to True. For information on configuring service parameters and accessing advanced service parameters, see [Configuring Service Parameters for a Service on a Server](#) in the *Cisco Unified CallManager Administration Guide*.

The following devices and applications support call preservation. If both parties connect through one of the following devices, Cisco Unified CallManager maintains call preservation:

- Cisco Unified IP Phones
- Software conference bridge
- Software MTP
- Hardware conference bridge (such as Cisco Catalyst 6000 8 Port Voice E1/T1 and Services Module, Cisco Catalyst 4000 Access Gateway Module)
- Transcoder (such as Cisco Catalyst 6000 8 Port Voice E1/T1 and Services Module, Cisco Catalyst 4000 Access Gateway Module)
- Non-IOS MGCP gateways (such as Catalyst 6000 24 Port FXS Analog Interface Module, Cisco DT24+, Cisco DE30+, Cisco VG200)
- Cisco IOS H.323 gateways (such as Cisco 2800 series, Cisco 3800 series)
- Cisco IOS MGCP gateways (such as Cisco VG200, Catalyst 4000 Access Gateway Module, Cisco 2620, Cisco 3620, Cisco 3640, Cisco 3660, Cisco 3810)
- Cisco VG248 Analog Phone Gateway
- Cisco Unified CallManager Attendant Console

The following devices and applications do not support call preservation:

- Annunciator
- H.323 endpoints such as NetMeeting or third party H.323 endpoints
- CTI applications
- TAPI applications
- JTAPI applications

Call Preservation Scenarios

Table 11-1 lists and describes how call preservation is handled in various scenarios.

Table 11-1 **Call Preservation Scenarios**

Scenario	Call Preservation Handling
Cisco Unified CallManager fails.	A Cisco Unified CallManager failure causes the call-processing function for all calls that were set up through the failed Cisco Unified CallManager to be lost. The affected devices recognize that their current Cisco Unified CallManager failed. Similarly, the other Cisco Unified CallManagers in the cluster detect the Cisco Unified CallManager failure. Cisco Unified CallManager maintains affected active calls until the end user hangs up or until the devices can determine that the media connection has been released. Users cannot invoke any call-processing features for calls that are maintained as a result of this failure.
Communication failure occurs between Cisco Unified CallManager and device.	When communication fails between a device and the Cisco Unified CallManager that controls it, the device recognizes the failure and maintains active connections. The Cisco Unified CallManager recognizes the communication failure and clears call-processing entities that are associated with calls in the device where communication was lost. The Cisco Unified CallManagers still maintain control of the surviving devices that are associated with the affected calls. Cisco Unified CallManager maintains affected active calls until the end user hangs up or until the devices can determine that the media connection has been released. Users cannot invoke any call-processing features for calls that are maintained as a result of this failure.
Device failure (Phone, gateway, conference bridge, transcoder, MTP)	When a device fails, the connections that exist through the device stop streaming media. The active Cisco Unified CallManager recognizes the device failure and clears call-processing entities that are associated with calls in the failed device. The Cisco Unified CallManagers maintain control of the surviving devices that are associated with the affected calls. Cisco Unified CallManager maintains the active connections (calls) that are associated with the surviving devices until the surviving end users hang up or until the surviving devices can determine that the media connection has been released.

Table 11-1 **Call Preservation Scenarios (continued)**

Scenario	Call Preservation Handling
Cisco Unified CallManager Attendant Console	Call preservation does not apply for Computer Telephony Integration (CTI) route point devices because a call is only accepted for redirect. If a Cisco Unified CallManager goes down before the call is extended to Telephony Call Dispatcher (TCD), the call does not transfer to TCD. If the Cisco Unified CallManager goes down before the call arrives at a phone after TCD redirects the call, the call will be lost. The attendant console inherits call preservation from the phone because it is a third-party control for a phone. Any active calls continue after Cisco Unified CallManager goes down, but calls on hold do not. The attendant console only supports call preservation via the associated phone.

Where to Find More Information

Related Topics

- [Cisco TFTP](#), page 10-1
- [Understanding Cisco Unified CallManager Voice Gateways](#), page 39-1
- [Cisco Unified IP Phones](#), page 43-1

Additional Cisco Documentation

- [Device Defaults Configuration](#), *Cisco Unified CallManager Administration Guide*
- [Device Pool Configuration](#), *Cisco Unified CallManager Administration Guide*
- [Gateway Configuration](#), *Cisco Unified CallManager Administration Guide*
- [Cisco Unified IP Phone Configuration](#), *Cisco Unified CallManager Administration Guide*
- [Cisco Unified CallManager Group Configuration](#), *Cisco Unified CallManager Administration Guide*
- [Date/Time Group Configuration](#), *Cisco Unified CallManager Administration Guide*
- [Service Parameters Configuration](#), *Cisco Unified CallManager Administration Guide*