CHAPTER 1

The Basics

CiscoWorks Voice Manager (CWVM) is a client-server, web-based voice management tool used by network administrators to configure and manage voice ports, create and modify dial plans on voice-enabled Cisco routers, and provide call monitoring and reporting features. It has a distributed architecture allowing system changes to be shared among all network elements within the system. For example, if a gateway, group, Cisco Unified Border Element (UBE) gatekeeper, or Cisco UBE directory gatekeeper is added, modified, moved, or deleted, all associated clients logged into CWVM are notified.

This section contains the following topics:

Key Features in CWVM

The following table describes the key features of CWVM.

Table 1-1 Key Features

Feature	Description
Voice Port Management	CWVM manages FXO, FXS, E&M, and ISDN configurations in single or batch mode.
Dial Plan Management	CWVM creates and manages POTS dial plans and VoIP, VoFR, and VoATM network dial plans.
Cisco UBE Gatekeeper Management	CWVM enables users to create local and remote zones on Cisco UBE gatekeepers and to configure Cisco UBE gatekeeper parameters, such as bandwidth.
Multicapability support	CWVM supports devices with Cisco Communications Manager Express (CME) and Survivable Remote Site Telephony (SRST) capabilities on all router platforms that support these capabilities. **Note** CME was previously known as Cisco CallManager Express.

Table 1-1 Key Features (continued)

Feature	Description
SIP User Agent Configuration	CWVM allows users to configure SIP User Agent parameters such as the server interface type and maximum number of hops.
Call History Data Collection	CWVM allows users to generate detailed call history and resource utilization reports using Microsoft Excel or another third party reporting tool.
Multiple Platform Support	CWVM clients run in web browsers on the Windows 2000, Windows XP, Windows Professional, or Solaris platform.
Integration with CiscoWorks Common Services	CWVM is integrated with CiscoWorks Common Services 3.0, which provides a common platform for running different applications that manage a wide variety of router functions.
Scalability	CWVM scales to support combinations of voice-enabled Cisco devices. For specific supported devices, see *Supported Devices for CiscoWorks Voice Manager* on Cisco.com at this URL: http://cisco.com/en/US/docs/net_mgmt/ciscoworks_voice_manager/3.1/device_support/table/CWVM_dst.html
Distributed Architecture	Multiple CWVM servers can manage one network. Users can see a unified view of their entire network from any CWVM client. A central CWVM master manages CWVM servers, networks, and users.

CWVM Master and CWVM Server Overview

CWVM comprises two main components:

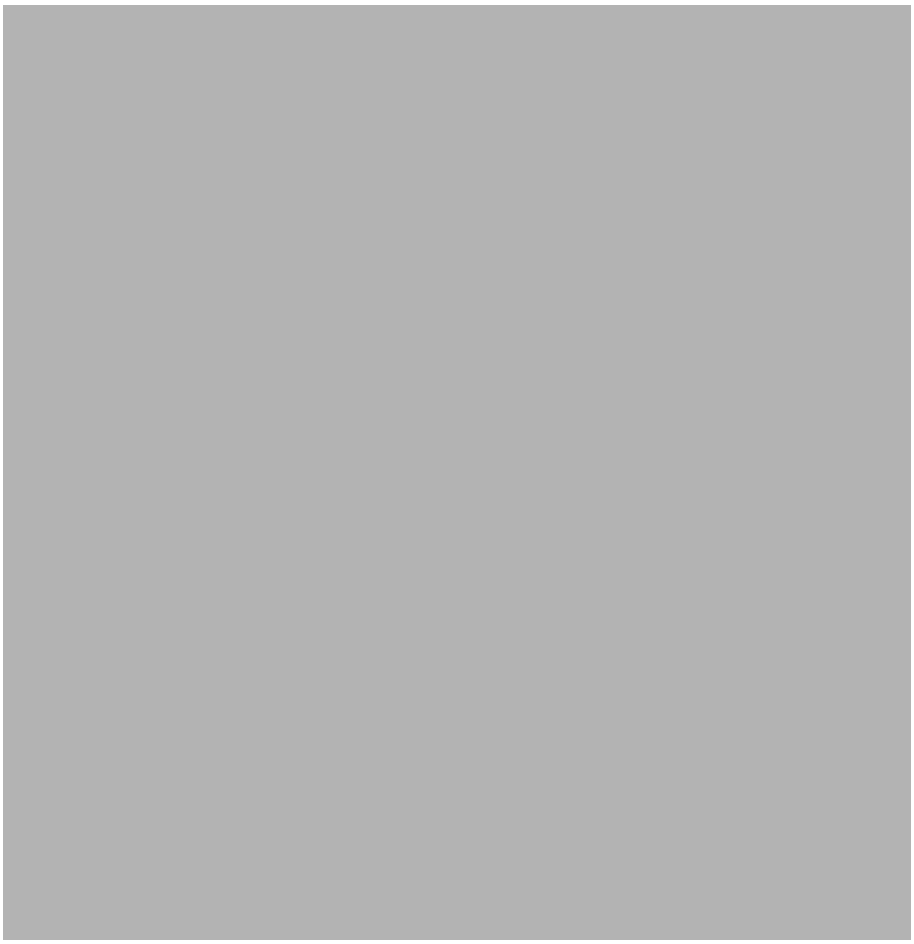
- CWVM master: Manages CWVM servers, networks, user accounts, and global trap configuration.
- CWVM server: Manages its own server configuration and associated gateway, Cisco UBE gatekeeper, group, voice port, and network information.

Each component has a database. The CWVM master database is the central repository for network, user, and CWVM server information. It manages networks, CWVM servers, user account and access permission to networks, and global trap information. Each CWVM server database manages elements associated with it. For example, it manages networks installed on the server, groups, gateways, phone numbers, dial plans, Cisco UBE gatekeepers, Cisco UBE directory gatekeepers, zones, zone prefixes, scheduled tasks, and traps received.

All CWVM servers, logical networks, and users must register (be added to CWVM) with the CWVM master to ensure that information entered using CWVM is propagated through the entire network.

Figure 1-1 shows a sample VoIP network managed by multiple CWVM servers. The dashed line surrounding the CWVM master and the CWVM server (for the West Coast network) implies that they are on the same machine.

Figure 1-1 Sample VoIP Network



Starting CWVM

Procedure

Step 1 Start CiscoWorks:

- If SSL is disabled and if you have installed Common Services on the default port, enter `http://server_name:1741`
- If SSL is enabled, and if you have installed Common Services on the default port, enter `https://server_name:443`

For more information, see Common Services documentation.

Step 2 Select **CWVM > CiscoWorks Voice Manager**. A new browser displays the CWVM login screen.

Step 3 Enter your username, assigned during installation or created by a master administrator (default is superadmin if master was also installed). See User Roles, page 2-4, for more information on user roles.

Step 4 Enter your password, assigned during installation or created by a master administrator.

Step 5 Click **Login**. The CWVM applet loads and the CWVM client appears.

Note The first time you attempt to run CWVM, Common Services will detect whether you have the correct version of the Java Plug-In installed. If you do not, Common Services will prompt you to install it automatically. Note that you cannot run CWVM until you install the correct version of the Java Plug-In.

Starting CWVM as a Standalone Application

You can use either of the following procedures to start CWVM as a standalone application (no browser window).

Procedure A

Step 1 Start a command prompt.

Step 2 From the scripts directory where CWVM is installed, enter `startgui` (from Windows environment) or `startclient.sh` (from Solaris environment).

Step 3 Click **Enter**.

The CWVM GUI appears.

Procedure B

Use this procedure in the Windows environment only.

Step 1 Select **Start > Programs > CiscoWorks > Voice Manager**.

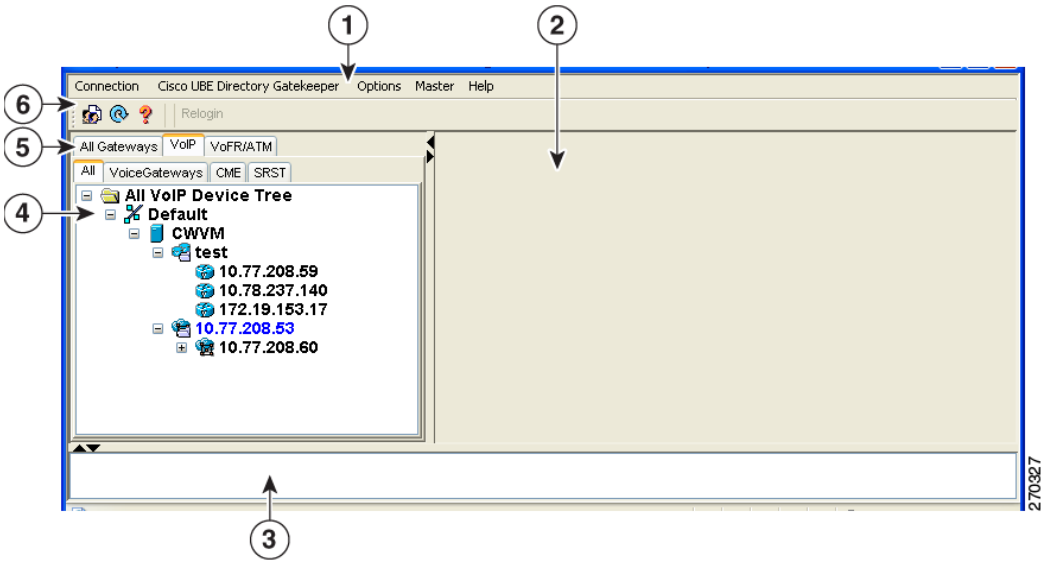
Step 2 Select **Standalone Client**.

The CWVM GUI appears.

CWVM Main Window

Figure 1-2 shows each component of the CWVM main window.

Figure 1-2 CWVM Main Window



1	Menu Bar	**4**	Tree View
2	Operation Window	**5**	All Gateways, VoIP, and VoFR/ATM Tab Views
3	Status Message Window	**6**	Toolbar

CWVM Toolbar

The following table describes each button on the toolbar.

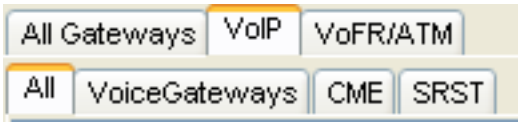
Toolbar Button	Description
	Opens User Preferences window.
	Refreshes tree view.
	Opens online help in a new browser window. This icon not available when using standalone client.
	When the server, user, or network configuration is changed, the Relogin button is enabled. You can click the Relogin button to see any configuration changes that might have affected you. Clicking Relogin is the same as logging into CWVM again, but without having to reenter your user name or password. The Relogin button is enabled when any of the following occur: • User profile changes (for affected clients only) • Network changes • CWVM server information changes

CWVM Tab Views

Views are used mainly to distinguish among network types in CWVM. CWVM has three views, organized as a set of three view tabs:

- **All Gateways** view displays all of the gateways added to CWVM. It does not show associated groups or Cisco UBE gatekeepers.
- **VoIP** view displays only Voice over IP (VoIP)-enabled devices that were added to CWVM. This VoIP tab is further divided into four subtabs:
  - **All** displays all VoIP devices.
  - **Voice Gateways** displays all VoIP devices that have voice gateway capabilities.
  - **CME** displays all VoIP devices that have CME capabilities.
  - **SRST** displays all VoIP devices that have SRST capabilities.

  These subtabs appear only when the VoIP tab is selected, as shown below:



- **VoFR/VoATM** displays only Voice over Frame Relay (VoFR)-enabled and Voice over ATM (VoATM)-enabled devices that have been added to CWVM. Because calls can be switched between VoFR and VoATM networks, CWVM groups VoFR and VoATM networks into a single view called VoFR/VoATM View.

A hierarchical tree is displayed in each view. The tree displays elements within each network. See CWVM Tree Views, page 1-6, for more information.

CWVM Tree Views

A tree view is an object tree that is displayed in each network (VoIP, VoFR/VoATM) or All Gateways tab view. The tree is a graphical representation of the grouping of devices, networks, and CWVM servers.

You can expand and collapse the tree by clicking the plus or minus (+/-) sign or using the right or left arrow keys when the parent object is selected.

The following topics describe the icons in a tree view and the two types of tree views that are available:

- Tree View Legend, page 1-6
- CWVM and Network Tree Views, page 1-8

Tree View Legend

The tree view displays the following icons and color text definitions in each network (VoIP and VoATM/FR) or All Gateways view.

Note Icons that appear faded indicate that the user has read-only privileges for that network, server, or device.

Icon	Description
	CWVM server
	Network
	Group
	Cisco UBE directory gatekeeper
	Cisco UBE gatekeeper
	Gateway
	Multiple-capability gateway
	Voice gateway
	CME or SRST router
	This gateway has been moved to a new Cisco UBE gatekeeper using the CLI instead of using CWVM. To reflect this change in CWVM also, you must move the gateway to the new Cisco UBE gatekeeper using the procedure Moving a Gateway, page 3-32. **Caution** If you do not move the gateway to the new Cisco UBE gatekeeper within CWVM, any associated gateways in the originating Cisco UBE gatekeeper will propagate incorrect dial-peer information to this gateway as well as receive incorrect dial peer information from the gateway. This might cause calls to be routed incorrectly.
?	Unrecognized device. This icon may appear when a new, unfamiliar gateway type is added to CWVM.

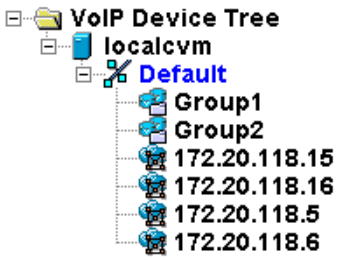
Text Color	Description
Black	Discovered CWVM server, network, Cisco UBE gatekeeper, group, or gateway

Blue	Selected CWVM server, network, Cisco UBE gatekeeper, group, or gateway
Cyan	Gateway is not registered with the parent Cisco UBE gatekeeper
Magenta	Changes have been made within a network, CWVM server, Cisco UBE gatekeeper, or group, so the tree view needs to be refreshed
Red	Trap was received for the gateway
Orange/Yellow	Gateway or Cisco UBE gatekeeper is out of sync with device configuration
Gray	CWVM server down

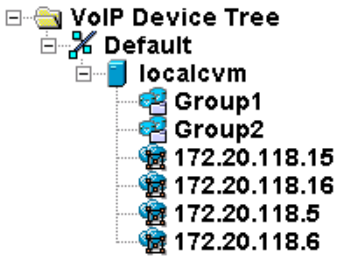
CWVM and Network Tree Views

You can display elements in the tree view in two ways.

- CWVM View—Displays CWVM servers as the parent objects, with any associated networks displayed below it:



- Network View—Displays networks as the parent objects, with any associated CWVM server displayed below it:



You can choose which type of tree view you want displayed. See CWVM User Preferences, page 1-8, for more information.

CWVM User Preferences

Modify any of the following values in the User Preferences screen (**Options > User Preferences...**) to change the default settings for the user:

- Default Tab View—View that CWVM displays when first launched.
- Tree View—Tree view that you want CWVM to display.
- Password—The only screen that allows users to change their own passwords.
- Look and Feel—Color scheme of CWVM.

- Email—Email address to which CWVM sends trap notifications. Enter a comma between multiple email addresses.
- Time Out—Length of time CWVM keeps your session connected to the server, without user actions.
- Traps—Selection of default traps you want to monitor. Use the right and left arrow buttons to select traps that you want sent to the email address that you entered above. Any traps listed in the Selected Traps list will be sent. The status message window displays a message when these traps are received.

CWVM Menu Shortcuts

You can access a command menu by right-clicking any object in any tree view.

Procedure

Step 1 From a tree view, right-click an object that you want to perform a task upon. A popup menu appears, showing a variety of tasks you can perform on that object.

Step 2 Select the task you want to perform.

Viewing Error Details

CWVM displays the Error Details dialog box anytime a command that is not supported by a device is delivered to that device. To aid troubleshooting, this dialog box lists the CLI commands generated by the last user configuration change and indicates the invalid command.

About Your CWVM and CWCS Logons

CiscoWorks Common Services (CWCS) and CWVM logons are separate. Logging off from CWCS does *not* terminate your CWVM session. To terminate your CWVM session, you must log off from CWVM. Similarly, logging off from CWVM does not terminate your CWCS session.