



Data Sheet

CiscoWorks Voice Manager 3.0

CiscoWorks Voice Manager 3.0 is client-server, Web-based software that provides enhanced capabilities to configure and provision voice ports, create and modify dial plans, and collect call history data on voice-enabled Cisco® routers for voice-over-IP (VoIP), voice-over-Frame Relay (VoFR), and voice-over-ATM (VoATM) network deployments.

Features

- **Voice port configuration** – Manage a variety of port configurations on voice-enabled devices running Cisco IOS® Software, including Foreign Exchange Office (FXO), Foreign Exchange Station (FXS), recEive & transMit (E&M), and ISDN port configurations.
- **Dial plan generation and management** – Create and manage local and network dial plans for basic telephone service on Cisco IOS Software voice gateways for VoIP (H.323 and Session Initiation Protocol [SIP]), VoFR, and VoATM networks.
- **Gatekeeper management** – Create local and remote zones for VoIP gatekeepers and directory gatekeepers; monitor and configure gatekeeper parameters such as bandwidth.
- **Support for multiple capabilities** – Manage devices that have gateway, Cisco CallManager Express, and Survivable Remote Site Telephony (SRST) capabilities on router platforms that support these capabilities.
- **SIP User Agent configuration** – Configure SIP User Agent parameters such as the server interface type and maximum number of hops.
- **Call history data collection and monitoring** – Retrieve detailed call history and resource usage data and export it to external reporting packages. Monitor gateway status and resource utilization. Monitor active calls on gateways and view details including call duration, state, and incoming and outgoing call leg addresses.
- **Network partitioning** – Logically partition large networks to manage complex networking environments in a flexible and efficient manner.
- **Distributed architecture** – Use multiple CiscoWorks Voice Manager systems to manage one or more large voice networks in a distributed manner. Display a unified view of the entire voice network deployment from any system.
- **Application access security** – Control access to tasks based on user roles.

New Features in CiscoWorks Voice Manager Release 3.0

- Voice configuration support for new Cisco devices: Cisco 2801, 2811, 2821, 2851, 3825, and 3845 routers and Cisco IAD2420, IAD2430, IAD2431, and IAD2432 integrated access devices.
- Identification and management of voice gateways with Cisco CallManager Express and Survivable Remote Site Telephony (SRST) capabilities.
- Support for CiscoWorks Common Services Release 3.0.
- Support for the latest Cisco IOS Software version on all CiscoWorks Voice Manager 2.3 supported devices.

Benefits

- **Simplified operations** – CiscoWorks Voice Manager facilitates provisioning of voice ports for multiple types of protocols and efficiently deploys complex dial plans for Cisco IOS devices. Templates simplify configuration of large numbers of devices. Architectural features help enable logical partitioning of large voice networks for operational simplicity and the display of a unified view of the entire voice deployment from any CiscoWorks Voice Manager system.
- **More accurate and efficient operations** – Automated configuration features reduce manual entry and duplicate data entry errors when performing such operations across multiple gateways, gatekeepers, Cisco CallManager Express, and SRST devices.
- **Scalable architecture** – Allows for rapid network expansion and for timely and efficient reconfiguration of the voice network to suit customer needs.
- **Expanded platform support** – Provides a single point of control for voice infrastructure configuration and dial plan provisioning for the growing family of Cisco Systems® voice platforms.

Performance

Server system requirements and performance have been certified for a volume of 96,000 calls per hour on the Windows platform and 120,000 on Solaris (based on an estimated 20 calls per DSO channel, 3 minutes of holding time, and 60 busy minutes).

System Requirements

Tables 1 and 2 list the server and client system requirements for CiscoWorks Voice Manager 3.0.

Table 1. Server System Requirements

Requirement Type	Windows	Solaris
System hardware	<ul style="list-style-type: none"> • IBM PC-compatible system with 1 GHz or faster Intel Pentium processor • Color monitor • CD-ROM drive 	<ul style="list-style-type: none"> • Sun SPARC Illi based system • Color monitor • CD-ROM drive
Memory (RAM)	<ul style="list-style-type: none"> • 512 MB • 10 MB in Windows temporary directory 	512 MB
Available drive space	<ul style="list-style-type: none"> • 8 GB • Paging file space equal to double the amount of memory (RAM) • NTFS file system required for secure operation • At least 16 MB in Windows temporary directory (%TEMP%). • Minimum 1024 MB swap space 	<ul style="list-style-type: none"> • 8 GB • Minimum 1024 MB swap space
System software	One of the following: <ul style="list-style-type: none"> • Windows 2000 Professional with Service Pack 3 (SP3) or SP4 • Windows 2000 Server with SP3 or SP4 • Windows 2000 Advanced Server with SP3 and SP4 • Windows 2003 Server Standard Edition • Windows 2003 Server Enterprise Edition 	Solaris 2.8 or Solaris 2.9
Additional software	<ul style="list-style-type: none"> • Common Services 3.0 • NTFS file system (required for security option) 	Common Services 3.0

Table 2. Client System Requirements

Requirement Type	Windows	Solaris
System hardware and software	<ul style="list-style-type: none">• IBM PC-compatible system with at least a 300-MHz Pentium processor• One of the following:<ul style="list-style-type: none">– Windows 2000 with SP3 or SP4– Windows XP with SP1 or SP2– Windows 2003 Server and Enterprise Edition• Color monitor with video card set to 256 colors	<ul style="list-style-type: none">• Sun SPARC IIIi based system running Solaris 2.8 or 2.9• Color monitor with video card set to 256 colors
Memory (RAM)	256 MB	256 MB
Browser	One of the following: <ul style="list-style-type: none">• Netscape Navigator 7.1• Microsoft Internet Explorer 6.0 (v6.0.2600) or Internet Explorer 6.0 with SP1 (v6.0.2800) for Windows 2000 and Windows XP and Internet Explorer 6.0.3790.0 for Windows 2003 Server• Java Virtual Machine (JVM) 5.0.0.3802 and later, and Java Plug-in	Netscape Navigator 7.0

These requirements outline the minimum system requirements needed to operate CiscoWorks Voice Manager 3.0. Depending on the size of the IP Communications network being monitored, these requirements may change.

Ordering Information

To place an order, visit the [Cisco Ordering Home Page](#). Table 3 lists ordering information for CiscoWorks Voice Manager 3.0.

Table 3. Ordering Information

Product Name	Part Number
CiscoWorks Voice Manager 3.0, Restricted, for small deployments (up to 500 voice ports)	CWVM-3.0-R-K9
CiscoWorks Voice Manager 3.0, Unrestricted	CWVM-3.0-UR-K9
Upgrade from CiscoWorks Voice Manager 2.x to the 3.0 Restricted version	CWVM-3.0-RUP-K9
Upgrade from CiscoWorks Voice Manager 2.x and 3.0 Restricted to the 3.0 Unrestricted version	CWVM-3.0-URUP-K9

Service and Support

Cisco offers a wide range of services programs to accelerate customer success. These innovative services programs are delivered through a unique combination of people, processes, tools, and partners, resulting in high levels of customer satisfaction. Cisco services help you to protect your network investment, optimize network operations, and prepare the network for new applications to extend network intelligence and the power of your business. For more information about Cisco Services, see [Cisco Technical Support Services](#) or [Cisco Advanced Services](#).

For More Information

For more information about the CiscoWorks Voice Manager 3.0, visit www.cisco.com or contact your local account representative.

**Corporate Headquarters**

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the **Cisco Website at www.cisco.com/go/offices.**

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica
Croatia • Cyprus • Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR
Hungary • India • Indonesia • Ireland • Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico
The Netherlands • New Zealand • Norway • Peru • Philippines • Poland • Portugal • Puerto Rico • Romania • Russia
Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden • Switzerland • Taiwan
Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

All contents are Copyright © 1992–2005 Cisco Systems, Inc. All rights reserved. Cisco, Cisco IOS, Cisco Systems, and the Cisco Systems logo are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0502R)

KW/LW9117 08/05

