

Cisco CallManager Multilevel Administration Access (MLA) 1.2(2)

This document provides Cisco CallManager Multilevel Administration Access 1.2(2) product requirements and a brief overview of the product installation.

1. Software Package Distribution

MLA 1.2(2) image is available as a self-extracting zip file named "ciscocmmla-fmr.1-2-2.exe". This archive contains the image with all the files required to install it.

2. Documentation

For detailed help and guidance on installing and configuring MLA refer to the following documents. Online help is also available for MLA from the CallManager Web Interface.

- Cisco CallManager Multilevel Administration Access 1.2(2) Guide - This document provides instructions for installing and administering MLA 1.2(2). This guide is intended for CallManager administrators who will be deploying and administering MLA.
- Release Notes for Cisco CallManager Multilevel Administration Access 1.2(2) - This document discusses known issues and caveats, and other important information about the product.
- Troubleshooting guide - This document has details on common configuration issues and workarounds for them.

3. Installing MLA

3.1 Cisco CallManager Multilevel Administration Access server requirements

Hardware Supported

MLA 1.2(2) release is supported on the Cisco Media Convergence platforms used for installing the Cisco CallManager software.

Software Compatibility

MLA 1.2(2) works with Cisco CallManager 3.3(3) release. MLA 1.2(1) can be upgraded with MLA 1.2(2) after CallManager upgrade from 3.3(2) to 3.3(3).

3.2 Information needed for installation

- MLA requires the local system administrator password.
- MLA requires you to setup a password for the "CCMAdministrator" user. Make sure you remember this password as otherwise you will not be able login to CCM Administration and Serviceability pages after MLA install.
- MLA requires the SQL system administrator password if it is not blank.

3.3 Installation steps

Please login as local system administrator or an user who has administrative privileges, for installing MLA.

If the CallManager system is running IDS (Intrusion Detection System), make sure it is running in warning mode and not protected mode, before installing MLA.

Download the file "ciscocmmla-fmr.1-2-2.exe" and run it. InstallShield walks you through the process, at each stage asking you to enter the pertinent data. Refer to the Administration Guide for installation details. Once the installation of MLA is done, reboot the system at your convenience, for synchronizing the local system administrator password changes after MLA install.

4. Configuring the software

After installing MLA, login to CCM Administration web interface as the user "CCMAdministrator" with the password given during install to configure MLA with the administrative users and their access privileges. For details on how to configure and use MLA, refer to the Cisco CallManager Multilevel Administration Access 1.2(2) Guide.