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Administration

This chapter explores the various administration options for Cisco Unified Communications Manager (CM). It also explains how to configure key services and prepare the network for Cisco Unified CM. Finally, this chapter explores the management of user accounts.

Administration Options

There are many options for administering the Cisco Unified CM. This section examines these various options, including GUI options and the command-line interface (CLI).

Administration Options

The options for administration and user interfaces are as follows:

- **Cisco Unified CM User Options GUI**—Allows end users to customize their own IP Phone settings
- **Cisco Unified Serviceability GUI**—Allows administrators to control network and feature services
- **Cisco Unified Operating System Administration GUI**—Allows administrators to manage the OS of the Cisco Unified CM
- **Cisco Unified CM Administration GUI**—Allows administrators to provision the system and configure call routing, voice mail, devices, applications, and so forth
- **Disaster Recovery System GUI**—Allows administrators to perform and schedule backup and restore tasks
- **The CLI**—Allows administrators to manage the OS of the Cisco Unified CM via a CLI

Cisco Unified CM User Web Interface

The Cisco Unified CM user web interface allows the end user to

- Forward all calls
- Configure speed dial
- Subscribe to phone services
- Configure personal address book
- Change message waiting lamp policy
- Change locale, password, PIN

To access the Cisco Unified CM user web interface, use <https://server-address/ccmuser>.

Cisco Unified CM Administration Web Interface

The Cisco Unified CM administration web interface allows administrators to

- Apply system configurations
- Configure call routing
- Configure media resources
- Configure voice mail
- Configure devices
- Configure applications
- Manage users

To access the Cisco Unified CM administration web interface, use <https://server-address/ccmadmin>.

Cisco Unified CM Serviceability Web Interface

The Cisco Unified CM serviceability web interface allows administrators to

- Configure alarms, logs, and traces
- Configure Call Detail Records (CDR) disk storage
- Manage network and feature services
- Configure Simple Network Management Protocol (SNMP) settings
- Configure serviceability reports

To access the Cisco Unified CM serviceability web interface, use <https://server-address/ccmservice>.

Cisco Unified CM Disaster Recovery Web Interface

The Cisco Unified CM disaster recovery web interface allows administrators to

- Write backups
- Perform full-cluster backups
- Perform ad hoc backup and restore jobs
- Perform scheduled backups

To access the Cisco Unified CM disaster recovery web interface, use <https://server-address/drf>.

Cisco Unified CM Operating System Web Interface

The Cisco Unified CM operating system web interface allows administrators to

- Check software and hardware status
- Upgrade system software and install options
- View or update IP addresses
- Manage NTP server
- Manage server security
- Ping
- Manage remote support accounts

To access the Cisco Unified CM operating system web interface, use `https://server-address/cmplatform`.

Cisco Unified CM Administration CLI

Via the Cisco Unified CM administration CLI, administrators can perform the same functions as in the GUIs, but from a CLI. To access the administration CLI, use a Secure Shell (SSH) client and log in using the platform administrator account created during installation.

Initial Configuration and Managing Services

This section covers initial configurations you must consider with Cisco Unified CM. It also explores the enterprise and service parameters and explains key values.

Initial Configuration

Steps include the following:

- Step 1.** Configure network settings.
- Step 2.** Verify network and feature services.
- Step 3.** Configure enterprise parameters.
- Step 4.** Configure service parameters.

Cisco Unified CM can use Network Time Protocol (NTP) for the correct time. The system can provide DHCP and TFTP services to IP Phones. It also uses the Domain Name System (DNS) for name resolution.

NTP

To modify the NTP configuration in Cisco Unified Communications Manager, use the Operating System Administration web page and choose **Settings > NTP Servers**.

DHCP

The DHCP server is designed strictly for IP Phones. It can accommodate up to 1000 phones. Only one DHCP server is supported per cluster.

Steps for configuration include the following:

- Step 1.** Activate the DHCP Monitor Service: **Cisco Unified Communication Manager Serviceability > Tools > Service Activation**.
- Step 2.** Configure the server: **Cisco Unified Communication Manager Administration > System > DHCP Server Configuration**.