Configuration Tools

Configuration Tools Overview

The procedures in this guide require you to use the following two configuration tools:

- Cisco Unified Communications Manager Administration
- Cisco Unified Serviceability

This chapter provides a brief description of the tools and how to access them.

Cisco Unified Communications Manager Administration

Cisco Unified Communications Manager Administration is a web-based application that allows you to make individual, manual configuration changes to the Unified Communications Manager nodes. The procedures in this guide describe how to configure features using this application.

If you need to perform bulk configuration tasks and want to automate the configuration process, you can use the Cisco Unified Communications Manager Bulk Administration Tool (BAT) to make a large number of configuration changes at the same time. For more information, see *Cisco Unified Communications Manager Bulk Administration Guide* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

Log In to Cisco Unified CM Administration

Use the following procedure to log in to Cisco Unified Communications Manager Administration. After you log in to Cisco Unified Communications Manager Administration, messages may display that indicate the current state of licenses for Cisco Unified Communications Manager in the main window. For example, Cisco Unified Communications Manager may identify the following situations:

- Cisco Unified Communications Manager currently operates with starter (demo) licenses, so upload the appropriate license files.

- Cisco Unified Communications Manager currently operates with an insufficient number of licenses, so upload additional license files.

- Cisco Unified Communications Manager does not currently use the correct software feature license. In this case, the Cisco CallManager service stops and does not start until you upload the appropriate software version license and restart the Cisco CallManager service.

Use the following procedure to browse into the server and log in to Cisco Unified Communications Manager Administration.

Procedure

Step 1 Start your preferred operating system browser.

Step 2 In the address bar of the web browser, enter the following case-sensitive URL:
`https://<Unified CM-server-name>:{8443}/ccmadmin/showHome.do`

where: `<Unified CM-server-name>` equals the name or IP address of the server

Note You can optionally specify a port number.

Step 3 A Security Alert dialog box displays. Click the appropriate button.

Step 4 At the main Cisco Unified Communications Manager Administration window, enter the username and password that you specified during Cisco Unified Communications Manager installation and click Login. (If you want to clear the content of both fields, click Reset.)

Note For security purposes, Cisco Unified Communications Manager Administration logs you out after 30 minutes of inactivity, and you must log back in.

Cisco Unified Communications Manager Serviceability

Some procedures in this guide require you to use the Cisco Unified Serviceability application to start or restart services on the Cisco Unified Communications Manager nodes.

Cisco Unified Serviceability is a web-based troubleshooting tool that provides the following functionality:

- Saves alarms and events for troubleshooting and provides alarm message definitions.

- Saves trace information to log files for troubleshooting.

- Monitors real-time behavior of components through the Cisco Unified Real-Time Monitoring Tool (Unified RTMT).

- Provides audit capability by logging configuration changes to the system by a user or as a result of the user action. This functionality supports the Information Assurance feature of Cisco Unified Communications Manager and Cisco Unity Connection.

- Provides feature services that you can activate, deactivate, and view through the **Service Activation** window.

- Generates and archives daily reports; for example, alert summary or server statistic reports.

- Allows Cisco Unified Communications Manager, IM and Presence Service and Cisco Unity Connection to work as a managed device for Simple Network Management Protocol (SNMP) remote management and troubleshooting.

- Monitors the disk usage of the log partition on a node (or all nodes in the cluster).

- Monitors the number of threads and processes in the system; uses cache to enhance the performance.

- Cisco Unified Communications Manager only: Generates Cisco Unified Communications Manager reports for Quality of Service, traffic, and billing information through Cisco Unified Communications Manager CDR Analysis and Reporting.

Log into Cisco Unified Communications Manager Serviceability

Use the following procedure to log in to Cisco Unified Serviceability.

Procedure

Step 1 Start your preferred operating system browser.

Step 2 In the address bar of the web browser, enter the following case-sensitive URL:
`https://<Unified CM-server-name>:{8443}/ccmadmin/showHome.do`

where: `<Unified CM-server-name>` equals the name or IP address of the server

Step 3 A Security Alert dialog box displays. Click the appropriate button.

Step 4 At the main Cisco Unified Communications Manager Administration window, choose **Cisco Unified Serviceability** from the Navigation menu.

Step 5 Enter the username and password that you specified during Cisco Unified Communications Manager installation and click **Login**.

Note For security purposes, the system logs you out after 30 minutes of inactivity, and you must log back in.