



Accessing and Using Cisco Unity Connection Administration

Cisco Unity Connection Administration is a web application that you use to do most administrative tasks, including specifying settings for users, and implementing a call management plan.

See the following sections in this appendix:

- [Cisco Unity Connection Administration User Interface, page A-1](#)
- [Accessing and Exiting Cisco Unity Connection Administration, page A-2](#)
- [Configuring the Browser\(s\) on an Administrator Workstation to Access Cisco Unity Connection Web Applications, page A-2](#)
- [Using Help, page A-3](#)
- [Finding Records, page A-4](#)

We welcome your feedback about Cisco Unity Connection. To facilitate collecting feedback, we provide a Feedback link from the navigation pane of Cisco Unity Connection Administration. Click Feedback, and in the form that opens, enter any information that you want to send to us, then click Submit.

Cisco Unity Connection Administration User Interface

The Cisco Unity Connection Administration interface is divided into three areas.

Navigation bar	Located along the left side of the interface; contains links to the Connection Administration pages. Click the name of the page to display it.
Page	Where Connection data is entered and displayed. The page name appears in the title bar at the top of the page.
Title bar	Displays the name of the page and, if applicable, the name of the record displayed on the page. For example, on the Edit User Basics page for a user with the alias GreetingsAdmin, the title bar reads “Edit User Basics (GreetingsAdmin).” The right side of the title bar also shows the navigation path of the page, as it relates to other pages in the category. You can click a page in the navigation path to go that page.

Accessing and Exiting Cisco Unity Connection Administration

The first time that you log on to Connection Administration, you use the default administrator account alias and the password that the installer specified for the account during the installation of Cisco Unity Connection.

After the initial logon to Connection Administration, you can use any applicable administrator account to log on.



Note

By default, a Connection Administration session is set to time out after five minutes. You can change the session timeout setting on the System Settings > Advanced > Connection Administration page.

To Log On to Cisco Unity Connection Administration

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- Step 1** On the Cisco Unity Connection server desktop, double-click the Connection Administration icon.
- Step 2** Enter an applicable Alias and Password, and click **Logon**.
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To Exit Cisco Unity Connection Administration

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- Step 1** In the Cisco Unity Connection Administration title pane, click **Logout**.
- Step 2** Exit the web browser.
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Configuring the Browser(s) on an Administrator Workstation to Access Cisco Unity Connection Web Applications

To access Cisco Unity Connection Administration and the Cisco Personal Communications Assistant from a computer other than the Connection server, the browser(s) must be set up correctly. See the applicable section, depending on the browser(s) installed on the computer:

- [Firefox, page A-2](#)
- [Microsoft Internet Explorer, page A-3](#)

(For information on browser version support and required software, see the “Software Requirements—Administrator Workstations” section of *Cisco Unity Connection System Requirements, and Supported Hardware and Software*, available at http://www.cisco.com/en/US/products/ps6509/prod_installation_guides_list.html.)

After setting up the browser, see the “[Logging On to Cisco Unity Connection Administration Remotely](#)” section on [page A-3](#) for logon instructions.

Firefox

Do the following tasks to set up Firefox for accessing the Connection web applications.

1. Install the required version of the Java 2 Platform, Standard Edition (J2SE) Runtime Environment.

2. Configure Firefox:
 - a. Enable Java.
 - b. Enable Java Script > Enable Change Images in Java Script Advanced.
 - c. Allow sites to set cookies. (For security purposes, we recommend that you set this to Allow Sites to Set Cookies for the Originating Web Site Only.)

Microsoft Internet Explorer

Do the following tasks to set up Internet Explorer for accessing the Connection web applications.

1. Install the required version of the Java 2 Platform, Standard Edition (J2SE) Runtime Environment.
2. Configure Internet Explorer:
 - a. Enable Active scripting.
 - b. Download and run ActiveX controls.
 - c. Enable Java scripting.
 - d. Accept all cookies.
 - e. Automatically check for newer versions of temporary Internet files.
 - f. Enable Medium-High privacy.

Logging On to Cisco Unity Connection Administration Remotely

To Log On to Cisco Unity Connection Administration from a Remote Computer

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- Step 1** On the remote computer, open a browser session.
- Step 2** Go to **https://<Cisco Unity Connection server IP address>/cuadmin**.
- Step 3** Enter an applicable alias and password, and click **Logon**.
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Using Help

Cisco Unity Connection Administration includes two types of Help. To access Help, click the Help menu at the top of the page, and select one of the following:

Help for This Page	Displays Help for the current page in Connection Administration, and includes links to field definitions for the fields on the page.
Field Definitions	Displays an alphabetical listing of all fields in Connection Administration, and defines the valid values that can be entered or set in each field.

Finding Records

A record is the group of settings or collection of data for an individual user, class of service, call handler, or other Cisco Unity Connection entity. For example, a user record contains the user account data.

When searching for records in Cisco Unity Connection Administration, do not use wildcards in search strings. Instead, use **Begins With**, **Contains**, or **Ends With** to match part of a string, or leave the search string blank to return all results. Connection will attempt to match wildcard characters such as * within the field you are searching; if no objects contain such characters in that field, no results will be returned.

Note that by default, Connection displays 10 rows of results per page. You can use the navigation buttons at the bottom of the search results table to move between pages, or to increase or decrease the number of rows displayed per page (between 5 and 25, in increments of 5). Connection saves your Rows Per Page setting, so that on subsequent logons, you will receive the same number of results per page for this search page.

To Find a User Account

- Step 1** In Cisco Unity Connection Administration, click **Users**.
 - Step 2** On the Search Users page, in the Search Results table, click the user alias to display the user account.
If you do not see the user alias listed in the Search Results table, continue with [Step 3](#).
 - Step 3** In the Find Users Where search fields, indicate whether to search by Alias, Extension, First Name, Last Name, or Display Name. You can further refine your search by setting additional parameters such as **Begins With** or **Ends With**. Enter the applicable characters to search for, and click **Find**.
 - Step 4** In the Search Results table, click the user alias to display the user account.
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To Find Other Types of Cisco Unity Connection Data

- Step 1** In Cisco Unity Connection Administration, go to the applicable **Search** page.
 - Step 2** If the applicable record is listed in the Search Results table, click the record name to display the record.
If you do not see the record listed in the Search Results table, continue with [Step 3](#).
 - Step 3** In the search fields, indicate the search parameters, and enter the applicable characters to search for. Click **Find**.
 - Step 4** In the Search Results table, click the record name to display the record.
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