



Plugin Configuration

Application plugins extend the functionality of Cisco CallManager. For example, the Cisco CallManager Attendant Console plugin allows a receptionist to rapidly answer and transfer calls within an organization, and the JTAPI plugin allows a computer to host applications that access the Cisco CallManager via the Java Telephony Application Programming Interface (JTAPI).

For detailed information on the Cisco Customer Directory Configuration Plugin, refer to the latest online version of *Installing and Configuring the Cisco Customer Directory Configuration Plugin*.

This section contains the following instructions:

- [Installing Plugins, page 65-2](#)
- [Updating the Plugin URL, page 65-2](#)
- [Update Plugin URL Configuration Settings, page 65-3](#)

Installing Plugins

**Tip**

After Cisco CallManager upgrades, you must reinstall all plugins except for the Cisco CDR Analysis and Reporting plugin.

Before you install any plugins, disable all intrusion detection or antivirus services that run on the server where you plan to install the plugin.

Perform the following procedure to install any plugin.

Procedure

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- Step 1** Choose **Application > Install Plugins**.
- The Install Plugins page displays all available plugin applications.
- Step 2** Click the icon next to the plugin that you want to install.
- Step 3** To download the plugin, click **Run this program from its current location or Save this program to disk**.
- Step 4** Follow the instructions in the installation wizard to complete the installation.
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Related Topics

- [Plugin Configuration, page 65-1](#)
- [Updating the Plugin URL, page 65-2](#)

Updating the Plugin URL

During the Cisco CallManager install process, records that are added to the Plugins table specify the URLs that the Administration applications use to build the Application drop-down menu. The basis for the URL that is constructed is the domain name server (DNS) at installation time. If the DNS changes, the URL does not get updated.

Perform the following procedure to update the DNS of the Plugin URL.

Procedure

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- Step 1** Choose **Application > Update Plugin URL**.
The Update Plugin URL window displays.
- Step 2** From the drop-down list box, choose the Plugin type.
- Step 3** From the drop-down list box, choose the Plugin name.
- Step 4** Enter the DNS name in the Host Name/IP Address field.
- Step 5** Click the **Update** button.
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Related Topics

- [Plugin Configuration, page 65-1](#)
- [Installing Plugins, page 65-2](#)

Update Plugin URL Configuration Settings

[Table 65-1](#) describes the update plugin URL configuration settings.

Table 65-1 Update Plugin URL Configuration Settings

Field	Description
Plugin Type	From the drop-down list box, choose the plugin type for which you are changing the DNS name; for example, application or installation.
Plugin Name	From the drop-down list box, choose the plugin name for which you are changing the DNS name; for example, Bulk Administration Tool or Cisco CallManager Attendant Console.
URL	The URL automatically displays.
DNS Name	Use only alphanumeric characters for the DNS name.

■ Update Plugin URL Configuration Settings