



Plug-in Configuration

Application plug-ins extend the functionality of Cisco Unified CallManager. For example, the Cisco Unified CallManager Attendant Console plug-in allows a receptionist to rapidly answer and transfer calls within an organization, and the JTAPI plug-in allows a computer to host applications that access Cisco Unified 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 Plug-ins, page 70-2](#)
- [Updating the Plugin URL, page 70-2](#)
- [Update Plugin URL Configuration Settings, page 70-3](#)

Installing Plug-ins

**Tip**

After Cisco Unified CallManager upgrades, you must reinstall all plug-ins except for the Cisco CDR Analysis and Reporting plug-in.

Before you install any plug-ins, disable all intrusion detection or antivirus services that run on the server where you plan to install the plug-in.

Perform the following procedure to install any plug-in.

Procedure

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- Step 1** Choose **Application > Install Plugins**.
- The Install Plugins page displays all available plug-in applications.
- Step 2** Click the icon next to the plug-in that you want to install.
- Step 3** To download the plug-in, 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

- [Plug-in Configuration, page 70-1](#)
- [Updating the Plugin URL, page 70-2](#)

Updating the Plugin URL

During the Cisco Unified 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

- [Plug-in Configuration, page 70-1](#)
- [Installing Plug-ins, page 70-2](#)

Update Plugin URL Configuration Settings

[Table 70-1](#) describes the update Plugin URL configuration settings.

Table 70-1 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 Unified CallManager Attendant Console.
URL	The URL automatically displays.
DNS Name	Use only alphanumeric characters for the DNS name.

■ Update Plugin URL Configuration Settings