

# Unified Communications Manager FAQ

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## Related Information

## Introduction

This document answers frequently asked questions about some of the feature support for the Cisco Unified Communications Manager versions 5.x, 6.x, 7.x, and 8.x.

Refer to Cisco Technical Tips Conventions for more information on document conventions.

### **Q. Is it possible to control the quota for outside calls with Cisco Unified Communications Manager?**

A. Call quota control can not be done through the Cisco Unified Communications Manager. It requires a separate third-party application.

### **Q. How many calls can be handled by a non gatekeeper controlled Inter-cluster trunk (ICT)?**

A. The ICT handles the same number of calls that the Cisco Unified Communications Manager server can handle, which depends on the capacity of the server and the bandwidth available.

### **Q. Does Cisco Unified Communications Manager support the Dictation feature?**

A. No. Dictation is not currently a Cisco Unified Communications Manager feature.

### **Q. Can I add multiple pilot points and hunt group members through Bulk Administration Tool (BAT)?**

A. No, it is not possible to add multiple pilot points and hunt group members through BAT.

### **Q. How do I filter users based on the IP Phone attribute?**

A. This is only possible through scripts or if you adjust the user rights on the LDAP system.

### **Q. Can I use BAT to update users when integrated with LDAP?**

A. No, BAT cannot be used to update users when integrated with LDAP. You must disable LDAP integration, make the changes through BAT, and then re-enable LDAP.

## **Q. Does Cisco Unified Communications Manager support Calling Line Identification (CLID) with an analog port and an MGCP Gateway?**

**A.** Cisco Unified Communications Manager 7.0 does not support CLID with an analog port and MGCP Gateway. You must use either an H323 or a SIP gateway.

However, this is supported in Cisco Unified Communications Manager 8.0(1) and later. Refer to Cisco Unified Communications Manager Administration–Caller ID Support on MGCP FXO Gateways for more information.

## **Q. With Cisco Unified Communications Manager 7.x, is it possible to allow end users to change the Speed Dial BLF configuration through the Cisco Unified Communications Manager User page?**

**A.** In the Cisco Unified Communications Manager 7.x environment, only the system administrator can configure a BLF speed dial. A system user is not allowed to configure a BLF speed dial.

## **Q. Is it possible to conference another party after Single Button Barge?**

**A.** This is only possible in C Barge, as C Barge only has the access to a Built-In Conference Bridge.

## **Q. Is it possible to pull a report from Cisco Unified Communications Manager version 7.0 that includes the actual minutes of talk time?**

**A.** Complete these steps:

1. Open the Cisco Unified Communications Manager Serviceability web page.
2. Choose **Tools > CDR Analysis and Reporting > User Report > Top N > by Duration > Available Reports > Generate new report.**
3. Select the date range.
4. Click **View Report.**

## **Q. Is there is a way to get the Serial Numbers of 7960/40 phones on the Cisco Unified Communications Manager with SNMP?**

**A.** This is not possible because the IP Phone does not support SNMP. This information is not stored in the SQL database that Cisco Unified Communications Manager uses. Cisco Unified Communications Manager does not use the serial numbers for anything, so it has no need to store them. There are three ways to get the serial number of the phone:

- ◆ Get the serial number from the HTTP interface on the phone `HTTP://Phone.IP.Address/`.
- ◆ Read the serial number off the phone physically.
- ◆ Contact your local Cisco account manager.

## **Q. Does Cisco Unified Communications Manager 7.x support HP Insight Manager?**

A. Unfortunately, HP Insight Manager is not supported on Linux based Cisco Unified Communications Manager servers (5.x, 6.x, 7.x and 8.x). It is only supported on Microsoft Windows based Cisco CallManager servers (3.x and 4.x). You can use HP ILO to monitor Linux based Cisco Unified Communications Manager servers.

## Q. How do I change the codec used for internal calls (extension to extension) from G.722 to G.711?

A. If the regions already talk G.711, but the phones advertise G.722, choose **System > Enterprise Parameters > Advertise G.722 Codec > Disabled**.

**Note:** This can also be done individually at the phone level.

## Q. How do I setup a secure TLS and SRTP SIP trunk between Cisco Unified Communications Manager cluster?

A. Complete these steps to setup a secure TLS and SRTP SIP trunk between Cisco Unified Communications Manager cluster:

1. Create a new SIP Trunk Security Profile from **System > Security Profile > SIP Trunk Security Profile**. Make sure you **Device Security Mode** set to **Encrypted** and the **incoming/outgoing transport type** set to **TLS**.
2. Apply this security profile to your SIP trunk, and set the destination port to 5061.
3. Download the Cisco Unified Communications Manager certificates from all servers in the Cisco Unified Communications Manager group configured on the SIP trunks device pool, and upload them to the servers of the other cluster. Record which servers are in ClusterA from **SIP Trunk > device pool > Cisco Unified Communications Manager group**. There can be up to three. Do the same for ClusterB. The results are something like this.

ClusterA	ClusterB
Server1	Server1
Server2	Server2
Server3	Server3

4. Go to the OS Administration page of each server in your list and login.

Go to **Security > Certificate Management**, and click **Find**. Locate the **Certificate Name** column and find the CallManager certificate not the CallManager–Trust certificates. Click the **.pem** link on the right of the name, and click the download button. This is how you save the certificate from each server.

5. Once you download all the needed certificates (all servers certificates from both clusters), upload them to the other cluster. Upload the certificates of Server 1, 2, and 3 from ClusterB to ClusterA Server 1. Repeat this for ClusterA Servers 2 and Server 3. On ClusterB Server1 upload the certificates from ClusterA Server 1, 2, and 3. Repeat this for ClusterB Servers 2 and 3. Go to the same **Certificate Management** page for each of these, and click **Upload Certificate**. This time, select the **CallManager–Trust** certificate type. After all the certificates are uploaded to each of the servers in the opposite cluster, restart the CallManager service on all servers to which you uploaded the certificates .
6. Edit the SIP Trunk security profile again. Find the **X.509 Subject Name** field. On ClusterA, enter the subject CN of each ClusterB Server1, ClusterB Server2, and

ClusterB Server3 in that field exactly as it appears in the certificate. Separate the names with a space, comma, semicolon, or a colon. Go to ClusterB, edit the SIP Trunk Security Profile, and add the subject names from the certificates of all ClusterA servers too.

## Q. How do I configure Barge?

A. Barge allows a user to get added to a remotely active call that is on a shared line. Remotely active calls for a line comprise active (connected) calls that are made to or from another device that shares a directory number with the line.

Refer to these documents for information on how to configure Barge:

- ◆ Cisco Unified Communications Manager Features and Services Guide, Release 6.0(1): Barge and Privacy
- ◆ Barge and Privacy [↗](#)

## Q. How is the extension out of service error resolved when a user tries to log in?

A. This can occur if the end user account is not assigned as **CTI enabled**. Therefore, make sure that CTI enabled is assigned for the end user.

## Q. How does the LDAP synchronization occur in Cisco Unified Communications Manager 7.x?

A. Refer to LDAP Synchronization for information about LDAP synchronization in Cisco Unified Communications Manager 7.x.

## Q. Where do I modify the default recipients of the Cisco Unified Communications Manager CDR Reports?

A. Choose CCMAdmin > **User Management** > **End User** and select the user for which you want to receive the report. In the **Permissions Information** section at the bottom of the page, remove the **Standard CAR Admin Users** group.

## Q. Attendant console cannot connect to Cisco Unified Communications Manager 7.x and shows the "Unable to connect to server" error message. How do I troubleshoot this issue?

A. Attendant console is not supported on 7.x and later with a new install. You need to use the CUBAC/CUDAC/CUEAC licensed servers to use Attendant console with 7.x new install. However, Attendant console is supported with 7.x if this is an upgrade from previous versions such as 5.x or 6.x. It is also supported with all versions of 5.x and 6.x whether it is a new install or upgraded.

## Q. Is there a way to change the frequency in which the CDR file is sent to the FTP billing server?

A. By default, Cisco Unified Communications Manager pushes out the CDR files to a billing server once they are created. A workaround for this is to change the **CDR File Time Interval**

Enterprise Parameter as this parameter determines how often the files are created.

## Q. Is it possible to disable CCMUSER access on some of the CUCM servers without disabling CCMADMIN?

A. Currently, it is not possible to disable CCMUSER access for a specific server.

In order to disable CCMUSER access for a specific user, do not associate the user to these groups: **Standard CCM End Users** and **Standard CCM Admin Users**. The user will still be able to see the CCMUSER web page, but will not be able to login to the page. If you do not add the user to these groups, the user cannot view and update the Cisco Unified CM User Options.

## Q. How do I find the process names for the critical services that are running in Cisco Unified Communications Manager 7.1?

A. You can issue the **show process list** command using an SSH connection to the server. This will show the PID and the process with the path. This table shows the mapping of some of the critical services in CUCM 7.1 with their actual process names:

Service	Process Name
Cisco DB Replicator	dblrpc
Cisco CDP	cdpd
Cisco CDP Agent	cdpAgt
Cisco CTIManager	CTIManager
Cisco CallManager	ccm
Cisco CallManager Admin	tomcat
Cisco CallManager Attendant Console Server	acsserver
Cisco CallManager Cisco IP Phone Services	tomcat
Cisco CallManager Personal Directory	tomcat
Cisco CallManager Serviceability	tomcat
Cisco CallManager Serviceability RTMT	tomcat
Cisco Database Layer Monitor	dbmon
Cisco IP Voice Media Streaming App	ipvmsd
Cisco License Manager	CiscoLicenseMgr
Cisco RIS Data Collector	RisDC
Cisco Tftp	ctftp
Cisco Tomcat	tomcat
Host Resources Agent	hotsagt

MIB2 Agent	mib2agt
Native Agent Adapter	naaagt
System Application Agent	syslogd
Cisco AXL Web Service	tomcat

## Q. How do I download and install the Attendant Console (AC) plugin for Cisco Unified Communications Manager 7.1.3?

A. For Cisco Unified Communications Manager 7.1.3, the Attendant Console plugin is not available for download because the plugin has been replaced by stand-alone versions. Refer to Cisco Unified Enterprise Attendant Console for more information.

**Note:** If you have upgraded from the earlier versions, you can try this link to download the AC:

[https://<callmanagerserver\\_IP\\_Address>:8443/plugins/CiscoAttendantConsoleCL](https://<callmanagerserver_IP_Address>:8443/plugins/CiscoAttendantConsoleCL)

## Q. How do I track details on users that are logged in to the Cisco Unified Communications Manager?

A. To locate this information, you must set the audit logs to *detailed* from the serviceability page under **Trace > Configuration > Performance and Monitoring Services > Cisco audit event service**. Then, you can collect the audit logs from the RTMT tool. Log in to the RTMT, go to **Trace and log central > Collect files**, and select the Cisco Audit Event Service.

## Q. Are third-party SIP phones supported in CUCM 7.x SRST mode?

A. Third-party SIP phones are not supported in Cisco Unified Communications Manager 7.x SRST mode. Refer Cisco Unified SRST 7.1 Supported Firmware, Platforms, Memory, and Voice Products for more information.

## Q. I am unable to upload licenses files when I use Internet Explorer 6.0/7.0/8.0. How do I resolve this issue?

A. You must use Firefox 3.6.3 to upload the licenses. Refer to Cisco Bug ID CSCtj31708 (registered customers only) for more information.

## Q. How do I display the iDivert softkey on the Cisco IP Phone?

A. Complete these steps:

1. From Cisco Unified Communications Manager Administration, choose **Device > Device Settings > Feature Control Policy** to create a new feature policy.
2. Click **Add New** to define a set of policies. (Enable all the features for the new policy; make sure the Override Default and Enable Setting boxes are checked.)
3. To assign the new Feature Control Policy to the Cisco IP Phone, navigate to the Phone Configuration page, and choose the new Feature Control Policy.
4. Click **Save** to apply the configuration to the Cisco IP Phone.

## **Q. How do I determine who has logged into and made changes to the CUCM system?**

**A.** The CUCM audit logs and audit service monitor and alert you to any changes made to the CUCM database and service manipulation such as restarting or stopping the service. Refer to *Configuring the Audit Log* for information about configuring the CUCM audit logs and audit service.

## **Q. Migration from CM 4.x to CUCM 5.x does not accept French characters in the description field on the phone configuration page. How do I resolve this issue?**

**A.** This issue is documented in Cisco Bug ID CSCsj40566 ( registered customers only) . The workaround is to remove any accented or special characters from description field prior to migration.

## **Q. When I import the route list, I receive this error message: Route List Member is Empty. At least one member should be added. How do I resolve this issue?**

**A.** This issue is documented in Cisco Bug ID CSCts76265 ( registered customers only) . The workaround is to enter route list manually.

## **Q. CUCM upgrade from version 6.x/7.x to 8.x failed with a DB migration error. How do I troubleshoot this issue?**

**A.** This issue is documented in Cisco Bug ID CSCts34871 ( registered customers only) . Refer to the bug for a possible workaround and fix.

## **Q. After I migrate the Cisco IP Phone from CUCM 6.x to CUCM 8.x, the phones does not show any information in the call logs (missed calls, placed calls, or received calls). How do I resolve this issue?**

**A.** In order to resolve this issue, go to the CUCM Admin page, choose **System > Enterprise Parameters**, and set the *Prepare Cluster for Rollback to pre 8.0* option to **True** in CUCM 8.x before the roll back.

This option is **False** by default, and you should enable this option only if you are preparing to rollback your cluster to a pre 8.0 release. You should complete these steps (in the order mentioned) on all nodes immediately after setting this parameter to True.

1. Restart the Trust Verification Service (TVS) on all nodes.
2. Restart the TFTP service on all nodes that have TFTP activated.
3. In the Enterprise Parameters Configuration window, click the **Reset** button to reset all phones.

## **Q. I receive this error message when I upgrade to CUCM version 8.6.2: None of the external NTP servers responded. How do I troubleshoot this issue?**



**A.** This issue occurs when you perform the upgrade while the NTP references are defined and unreachable. In order to resolve the issue, you must remove the configured NTP references before you upgrade to version 8.6.2. Refer to Cisco Bug ID CSCtt18005 (registered customers only) for more information.

## **Q. Associated devices do not appear on the CUCM User page for some users. How do I troubleshoot this issue?**

**A.** From the Cisco Unified Communications Manager Administration page, choose **User Management > End User**, and verify that those specific users are associated to the device profiles.

## **Q. How can I hid the Mobility configuration for those users that do not use the Mobility service?**

**A.** Complete these steps in order to change the Mobility behavior for all users from the enterprise parameters:

1. From the **Cisco Unified CM Administration** page, navigate to **User management > Role**, and click **Add New** in order to add a new user.
2. Choose **Cisco Call Manager End User**, and click **Next**.

The Role Configuration page appears.

3. Enter a name in the Name field, and enter a description in the Description field.
4. Under Resource Access Information, check all check boxes except for the first two options: CCMUser: Allowed or Blocked Lists and CCMUser: Alternate Numbers.
5. Click **Save**.
6. Choose **User Group** from User Management.


The User Group Configuration page appears.

7. Click **Find**, choose **Standard CCM End Users**, and click **Copy**.
8. Enter a new name; for example, **Deny\_Mobility\_UG**.
9. From the Related links menu at the top-right corner, choose **Assign Role to User Group**.
10. Ensure that Role Assignment includes *Deny\_Mobility* and *Standard CCM End Users*.
11. Make sure all users that must be denied include the *Deny\_Mobility\_UG* user group in the Permissions Information section of the End User Configuration page.

## **Q. How do I configure the Cisco Phone Proxy feature?**

**A.** The Cisco Phone Proxy on the ASA bridges IP telephony between the corporate IP telephony network and the Internet in a secure manner by forcing data from remote phones on an untrusted network to be encrypted. Telecommuters can connect their IP phones to the corporate IP telephony network over the Internet securely via the phone proxy without the need to connect over a VPN tunnel.

Refer to these documents for more information on configuration:

- ◆ [Configuring the Cisco Phone Proxy Feature](#)
- ◆ [ASA Phone Proxy LSC Provisioning without secure USB tokens: Config Example](#) 

## Q. How do I resolve an issue on CUCM 6 where the license files are not being applied?

A. If you use Internet Explorer and the DLU license files are not uploading, try using Mozilla Firefox.

Here is a video on the Cisco Support Community that describes uploading the CUCM license:

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## Q. How do I implement X.509 web security certificates on the CUCM environment?

A. Refer to these document for information on how to implement X.509 web security certificates on the CUCM environment:

- ◆ [Configuring the SIP Trunk Security Profile](#)
- ◆ [CUCM Uploading CCMAdmin Web GUI Certificates](#)

## Q. What is the maximum value or character length of the globalCallID\_callManagerID and globalCallId\_calId identifiers in the CDR/CMR?

A. The character length for globalCallID\_callManagerID and globalCallId\_calId is 24 bits which will give a maximum value of 16777216.

## Q. How do I configure the LDS server between two LDAP domains?

A. Refer to this document on the Cisco Support Community for information on how to configure the LDS server: [How to Configure Unified Communication Manager Directory Integration in a Multi-Forest Environment](#)

## Q. How do I remove the self-view softkey on the 6945/8945?

A. When you are on the video call, you will receive the option such as the self view box near the hide video button, and only the box is there. If you **click that box, the self view video will disappear**. If you press the same box again, it will appear on the screen again.

## Related Information

- [Cisco Unified Communications Manager \(CallManager\) Frequently Asked Questions](#)
- [Cisco Unified Communications Manager \(CallManager\) Release Notes](#)
- [Cisco CallManager Q&A](#)
- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Technical Support & Documentation – Cisco Systems](#)

