



CHAPTER 3

Configuring and Installing Dialing Rules

Dialing rules provide phone number translation between the directory service and Cisco Unified Communications Manager.

Application dialing rules automatically strip numbers from or add numbers to telephone numbers that a user dials. For example, the dialing rules automatically add the digit 9 in front of a 7-digit telephone number to provide access to an outside line. Directory lookup rules transform caller identification numbers into numbers that can be looked up in the directory.

You must create a set of dialing rules for contact name resolution. You must configure and export application dialing rules and directory lookup dialing rules every time dialing rules are changed. An XML file is created that Cisco Unified CSF clients download and interpret.

Contact name resolution is required to access all functionality offered by Cisco UC Integration for Cisco WebEx Connect. Numbers entered by users in their profile settings must be synchronized with Cisco Unified Communications Manager settings. These numbers can also be set in the Cisco WebEx Connect Administration Console.



Tip

Ensuring that these rules exist and are available is a requirement. Most dialing related issues are a result of non-existent rules, old rules, or invalid rules.

Configuring Dialing Rules

For detailed conceptual and task-based information on dialing rules, see the Cisco Unified Communications Manager Administration online help or the Cisco Unified Communications Manager Administration Guide and the Cisco Unified Communications Manager System Guide:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html

The following rule types are required:

- Application dialing rules
- Directory lookup dialing rules



Note

You may already have these rules configured for other Cisco applications. If they exist, you may skip the following procedure.

Installing Dialing Rules

If your Cisco Unified Communications Manager uses dialing rules, you must ensure that Cisco UC Integration for Cisco WebEx Connect can access these dialing rules.

You must run a Cisco Options Program (COP) file to generate copies of the dialing rules in XML format, which Cisco UC Integration for Cisco WebEx Connect can access, download and interpret. The COP file is available from the Administration Toolkit. To access the Administration Toolkit, navigate to Cisco UC Integration for Cisco WebEx Connect from the Download Software page at the following URL:

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>

Procedure

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- Step 1** Select **Software Upgrades -> Install/Upgrade** in Cisco Unified Operating System Administration.
 - Step 2** Select **New install**.
 - Step 3** Specify the source of the COP file Software Installation/Upgrade window.
 - Step 4** Select **Next**.
 - Step 5** Select the appropriate COP file from the **Available Software** list box.
 - Step 6** Select **Next**.
 - Step 7** Select **Install**.
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Verifying the Dialing Rules Installation

Verify that the following files are present in the /usr/local/cm/tftp/CUPC directory of the TFTP server:

- AppDialRules.xml
- DirLookupDialRules.xml

Restarting the TFTP Service

After you verify the generation of the copies of the dialing rules, restart the TFTP service. You must restart the TFTP service on every server on which you ran the COP file.

For information about how to restart TFTP services, see Cisco Unified Serviceability Administration Guide at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html