



Using the Central Call Agent Wizard to Add Cisco Unified Communications Manager Information

Use the Central Call Agent Wizard to add a Cisco Unified Communications Manager to the [Cisco Unified SRSV](#) system. The [SRSV-UMG](#) device uses the Cisco Unified Communications Manager to retrieve details about the [Cisco Unified SRST](#) sites in the system.

The Central Call Agent Wizard adds Cisco Unified Communications Manager information that identifies the Cisco Unified Communications Manager to the SRSV-UMG device, as well as the necessary credentials to retrieve Cisco Unified SRST phone extension information for provisioning to the [SRSV-CUE](#) devices.

No changes are made to the Cisco Unified Communications Manager configuration.

Before You Begin

Gather the following information before you add a Cisco Unified Communications Manager:

Table 3 Central Call Agent Parameters

Parameter	Description
CUCM Hostname	
Hostname	Identifies the Cisco Unified Communications Manager to the SRSV-UMG device. You can enter either a hostname or IP address. If you enter an IP address, the system performs a DNS reverse look-up to store the Cisco Unified Communications Manager by hostname.
CUCM AXL Interface	
AXL Username	The username that the SRSV-UMG device uses to access the Cisco Unified Communications Manager AXL interface. This username must exist on the Cisco Unified Communications Manager as an “application user” and be assigned the role of “standard AXL API access” or “standard CCM super users.”

Table 3 Central Call Agent Parameters (continued)

Parameter	Description
AXL Password	<p>The password that corresponds to the Cisco Unified Communications Manager AXL interface user.</p> <p>This password must correspond to the password configured on Cisco Unified Communications Manager for this username.</p> <p>Note If the password changes on Cisco Unified Communications Manager, you must also change the password on the SRSV-UMG device. There is no password synchronization between Cisco Unified Communications Manager and the SRSV-UMG device for AXL credentials.</p>
CUCM Schedule	
<p>Defines how often you want the SRSV-UMG device to contact the Cisco Unified Communications Manager to synchronize configuration data and to provision the SRSV-CUE devices.</p> <p>Tip We recommend that you set the schedule so that the SRSV-UMG device contacts the Cisco Unified Communications Manager during off-peak hours.</p> <p>By default, the schedule is set to every day at 12am EST.</p>	
Daily	<p>Frequency in days.</p> <p>Enter the number of days between provisioning cycles.</p>
Weekly	<p>Frequency in weeks.</p> <p>Enter the number of weeks between provisioning cycles and the day of the week.</p>
Monthly	<p>Frequency in months.</p> <p>Enter the day of the month.</p> <p>Note In the case where the day of the month is beyond the number of days the month contains (for example, if you choose the 31st day of every month, but February has only 28 days), the provisioning occurs on the last day of that month.</p> <p>Enter the number of months between provisioning cycles.</p>
Start Time	<p>Start time for the provisioning cycle. This indicates the time of day at which the SRSV-UMG device initiates contact to the Cisco Unified Communications Manager.</p>
End Time	<p>(Optional) Indicates whether the SRSV-UMG device should suspend provisioning at a certain time.</p> <p>If you do not enter an end time, the system continues provisioning until all sites have been processed.</p> <p>If you enter an end time, and the end time is reached during a provisioning cycle, the system suspends provisioning and waits until the next provisioning cycle to continue, at which time any sites not yet provisioned from the previous cycle will be processed first.</p>

Table 3 **Central Call Agent Parameters (continued)**

Parameter	Description
Call Agent Time Zone	Indicates the time zone in which the Cisco Unified Communications Manager is physically located. It allows the start and end times to be specified relative to the Cisco Unified Communications Manager time so that peak call load hours can be avoided.
CUCM Voicemail Server	
Default Voicemail Server	<p>Defines the default Cisco Unity Connection voicemail server for the Cisco Unified Communications Manager.</p> <p>You can enter either a hostname or IP address. If you enter an IP address, the system performs a DNS reverse look-up to store the Cisco Unified Communications Manager by hostname.</p> <p>The default value will be applied to new sites as Cisco Unified SRST references are identified on the Cisco Unified Communications Manager. If the Cisco Unified Communications Manager is supported by more than one Cisco Unity Connection voicemail server, we recommend that you set this default value to the hostname of the Cisco Unity Connection voicemail server supporting the most Cisco Unified SRST sites (if there is one). If the Cisco Unified SRST sites are evenly distributed across Cisco Unity Connection voicemail servers, select any Cisco Unity Connection.</p>
CUCM Enable	
Enable Provisioning	<p>Controls the SRSV-UMG device access to the Cisco Unified Communications Manager.</p> <p>By default, this is set to on.</p>
Site Provisioning Enable Default	<p>Controls the initial value for a site's provision enable configuration setting as the SRSV-UMG device creates new sites.</p> <p>By default, this is set to on.</p>

Procedure

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- Step 1** Log in to the [Cisco UMG GUI](#). See the [Logging In to the Cisco UMG Graphical User Interface \(GUI\) module](#).
- Step 2** Select **Setup Wizards > Add Central Call Agent**.
- The system displays the Introduction page of the Add Central Call Agent Wizard.
- Step 3** Click **Next**.
- The system displays the CUCM Hostname page of the Add Central Call Agent Wizard.
- Step 4** Enter the Cisco Unified Communications Manager [Hostname](#) or IP address.
- Step 5** Click **Next**.
- The system displays the CUCM AXL Interface page of the Add Central Call Agent Wizard.
- Step 6** Enter the following information:
- [AXL Username](#)

- [AXL Password](#)
- Confirm the [AXL Password](#)

Step 7 Click **Next**.

The system displays the CUCM Schedule page of the Add Central Call Agent Wizard.

Step 8 Enter information about how often the SRSV-UMG device should contact Cisco Unified Communications Manager to retrieve configuration information. See [CUCM Schedule](#).

Step 9 Enter a start time. You can optionally enter an end time.

Step 10 Enter a time zone.

Step 11 Click **Next**.

The system displays the CUCM Voicemail Server page of the Add Central Call Agent Wizard.

Step 12 Enter the hostname or IP address of the [Default Voicemail Server](#).

Step 13 Click **Next**.

The system displays the CUCM Enable page of the Add Central Call Agent Wizard.

Step 14 Choose to enable provisioning for the Cisco Unified Communications Manager and for sites.

Step 15 Click **Finish** to complete the Central Call Agent Wizard and save this information.

Related Topics

- [Viewing Central Call Agents](#)