C H A P T E R 2

Accessing and Using Cisco Unity Connection Administration 8.x

Cisco Unity Connection Administration is a web application that you use to do most administrative tasks, including specifying settings for users, and implementing a call management plan.

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For information on configuring the browser on the administrator workstation, see the "Configuring the Browser on a Cisco Unity Connection 8.x Administrator Workstation" chapter.

Accessing and Exiting Cisco Unity Connection Administration 8.x

The first time that you sign in to Cisco Unity Connection Administration, you use the username and password for the default administrator account that the installer specified for the account during installation. Later, you can use the username and password for any additional administrator accounts that you create.

By default, a Connection Administration session is set to time out after twenty minutes. You can change the Administration Session Timeout setting on the System Settings > Advanced > Connection Administration page.

Note that you can also administer accounts on other Connection servers in the network. See the "Accessing Other Cisco Unity Connection Administration 8.x Locations in the Network" section on page 2-4.

To Sign In to Cisco Unity Connection Administration

Step 1 On an administrator workstation, open a browser session.

Step 2 Go to **https://<Cisco Unity Connection server IP address>/cuadmin**.

> **Note**   We recommend that you bookmark Connection Administration. If a Connection cluster is configured, we recommend that you bookmark this page for both Connection servers so that you can sign in to Connection Administration on the functional server when the other Connection server is not functioning.

Step 3   Enter an applicable username and password, and select **Sign-In**.

To Exit Cisco Unity Connection Administration

Step 1   In the Cisco Unity Connection Administration title pane, select **Sign Out**.

Step 2   Exit the web browser.

Cisco Unity Connection Administration 8.x User Interface

The Cisco Unity Connection Administration interface is divided into four areas.

Navigation pane	Located along the left side of the interface; contains links to the Connection Administration pages. Select the name of the page to display it.
Title pane	Located across top of the interface; contains an About link and the Sign Out link.
	The title pane also offers a Navigation menu that you can use to browse to other Cisco applications. Select the name of the application from the Navigation list, and then select Go. Depending on the application, you may be required to sign in.
Title bar	Displays the name of the page and, if applicable, the name of the record displayed on the page. For example, on the Edit User Basics page for a user with the alias GreetingsAdmin, the title bar reads "Edit User Basics (GreetingsAdmin)." The right side of the title bar also shows the navigation path of the page, as it relates to other pages in the category. You can select a page in the navigation path to go that page.
Page	Where Connection data is entered and displayed. The page name appears in the title bar at the top of the page.

Using Cisco Unity Connection Administration 8.x Help

To access Help, select the Help menu at the top of a page in Cisco Unity Connection Administration, and select one of the following:

Contents	Opens a new browser window, and displays the home page for the Cisco Unity Connection Administration Help system. The links in the left pane of the Help window allow you to access all topics in the Help system.
This Page	Opens a new browser window for the Cisco Unity Connection Administration Help system. The right pane of the window contains definitions for each field on the current page in Connection Administration. In most cases there are cross-references to additional topics related to the current page.
	The left pane of the Help system provides a table of contents for all of the product guides included in Help. The table of contents expands to show the location within the hierarchy of the Help topic that is displayed on the right.

To learn more about the Connection Help system—including instructions on how to search Help, select the Using Help link at the top of any Help page.

Finding Records in Cisco Unity Connection Administration 8.x

A record is the group of settings or collection of data for an individual user, class of service, call handler, or other Cisco Unity Connection entity. For example, a user record contains the user account data.

Cisco Unity Connection Administration lets you find records based on search criteria that you enter. As a best practice, do not use wildcards such as * in search strings. When you want to find a user or contact, use Begins With, Contains, or Ends With to match part of a string, or leave the search string blank to return all results. Connection attempts to match wildcard characters within the field you are searching; if no objects contain such characters in that field, no results are returned.

You can use the navigation buttons at the bottom of the search results table to move between pages, and the Rows Per Page setting to display 25, 50, 100, 150, 200, or 250 rows per page. Connection saves your Rows Per Page setting, so that on subsequent sign-ins you receive the same number of results per page for this search page.

To Find a User Account

Step 1   In Cisco Unity Connection Administration, expand **Users**, then select **Users**.

Step 2   On the Search Users page, in the Search Results table, select the user alias to display the user account.

If you do not see the user alias listed in the Search Results table, continue with Step 3.

Step 3   In the Find Users Where search fields, indicate whether to search by Alias, DTMF Access ID, First Name, Last Name, or Display Name. You can further refine your search by setting additional parameters such as Begins With or Ends With. Enter the applicable characters to search for, and select **Find**.

Step 4   In the Search Results table, select the user alias to display the user account.

To Find Other Types of Cisco Unity Connection Data

Step 1   In Cisco Unity Connection Administration, go to the applicable **Search** page.

Step 2   If the applicable record is listed in the Search Results table, select the record name to display the record.

If you do not see the record listed in the Search Results table, continue with Step 3.

Step 3   In the search fields, indicate the search parameters, and enter the applicable characters to search for. Select **Find**.

Step 4   In the Search Results table, select the record name to display the record.

Accessing Other Cisco Unity Connection Administration 8.x Locations in the Network

From the local server in your network, you can access other networked servers, and can edit the following types of information on the remote servers:

- User Accounts
- Contacts
- Distribution lists
- Locations
- Partitions
- Search spaces

On your local server, any remote objects in the network are identified on the page by the color of the icon next to the object name. When you select a remote object, the Status message at the top of the page tells you that the object is homed on a remote server, and includes a link to the remote server. Select the link, and sign in with the applicable administrative credentials. When you have signed in, the object that you selected opens in a separate browser window and you can edit the object as usual.

When you edit objects on remote servers, the updates replicate to other servers in the network, depending on the synchronization settings for your network; updates may not occur until the next scheduled task run. If you want to immediately synchronize the data, do the following procedure.

To Immediately Begin a Directory Synchronization

Step 1   In Cisco Unity Connection Administration, expand **Networking > Links**, and select **Intersite Links**.

Step 2   On the Search Intersite Links page, locate the applicable server in the network.

Step 3   Under Directory Synchronization, select **Sync**.