



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 the Cisco Unified CallManager via the Java Telephony Application Programming Interface (JTAPI).

This section contains the following topics:

- [Installing Plug-ins, page 85-1](#)
- [Updating the Plug-in URL, page 85-2](#)
- [Update Plug-in URL Configuration Settings, page 85-3](#)

Installing Plug-ins



Tip

After Cisco Unified CallManager upgrades, you must reinstall all plug-ins except 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

Step 1 Choose **Application > Plugins**.

The Find and List Plugins window displays. Use the drop-down list boxes to search for available plug-in applications.

Step 2 From the first Find Plugins window drop-down list box, choose one of the following criteria:

- Name
- Description

From the second Find Plugins window drop-down list box, choose one of the following criteria:

- begins with
- contains

- is exactly
- ends with
- is empty
- is not empty

From the Plugin Type drop-down list box, choose one of the following criteria:

- Application Menu
- Installation
- User Menu
- Telecaster Menu

Step 3 Specify the appropriate search text, if applicable, and click **Find**.



Tip

To find all available plug-ins, click **Find** without entering any search text.

Step 4 Click the plug-in name that you want to install.

Step 5 To download the plug-in, click the **Download** link.

Step 6 Follow the instructions in the installation wizard to complete the installation.

Related Topics

- [Plug-in Configuration, page 85-1](#)
- [Updating the Plug-in URL, page 85-2](#)

Updating the Plug-in 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 domain name server (DNS) provides the basis for the URL that is constructed at installation time. If the DNS changes, the URL does not get updated.

Perform the following procedure to update the URL of the Plug-in URL.

Procedure

Step 1 Choose **Application > Plugins**.

The Find and List Plugins window displays.

Step 2 From the drop-down list boxes, choose the Plugin name and the Plugin type.

Step 3 Click the Plugin name that you want to update.

The Update Plugin URL window displays.

- Step 4** Enter the URL in the Custom URL field.
- Step 5** Click the **Save** icon that displays in the tool bar in the upper, left corner of the window (or click the **Save** button that displays at the bottom of the window) to update and save the URL.
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Related Topics

- [Plug-in Configuration, page 85-1](#)
- [Installing Plug-ins, page 85-1](#)

Update Plug-in URL Configuration Settings

[Table 85-1](#) describes the update plug-in URL configuration settings.

Table 85-1 *Update Plug-in URL Configuration Settings*

Field	Description
Plugin Settings	
Plugin Name	From the drop-down list box, choose the Plugin Name for which you are changing the URL; for example, Cisco Unified CallManager Attendant Console.
Plugin Type	From the drop-down list box, choose the Plugin Type for which you are changing the URL; for example, application or installation.
URL	The URL automatically displays.
Custom URL	Use only alphanumeric characters for the custom URL.
Show Plugin on User Option Pages	Check this check box to show the plug-in on the user option window.

