C H A P T E R 2

Frequently Asked Questions

This chapter contains a list of frequently asked questions (FAQs) and the answers to those questions. Use this chapter in conjunction with other chapters in this) guide.

- How do I configure the system so that the call goes to the operator or to the auto attendant?, page 2-18
- May I use auto attendant without using voicemail?, page 2-19
- What is Cisco Web Dialer?, page 2-19
- How does a user update the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface?, page 2-19
- How do I monitor and troubleshoot?, page 2-20
- MCS 7890-C1 will not power up. Why not?, page 2-20
- How do I connect or disconnect a USB DVD drive to an MCS 7890-C1?, page 2-21
- Is there a recovery disk available for MCS 7890-C1?, page 2-22
- How do I recover the system if I have lost the admin password?, page 2-22
- How do I configure a Cisco Jabber client?, page 2-22

I cannot access the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard. Why not?

Verify that you have set up the network correctly. See the following sections:

- Using a Cable to Set Up Server Access to the Network, page 6-3
- Using the Cisco Network Configuration USB Key, page 6-4

Tip Your server comes preinstalled with the default IP address of 192.168.1.250. Perform one of the procedures in the preceding bullets so that the server is recognized on the network.

How do I sign in to the interfaces?

To sign in to the interfaces, see one of the following sections:

- Signing in to the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, page 2-3
- Signing in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, page 2-4
- Signing in to the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface, page 2-4

Tip Cisco Unified Communications Manager Business Edition 3000 uses HTTPS, so you must accept the certificate for the server during the login process before you can access the GUI. If you need assistance with accepting the certificate for the server, review your browser documentation.

> **Tip**   To sign off the interfaces, click **Logout** that displays in the upper right corner of the page. The page redisplays with the sign-in fields.

Signing in to the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard

Perform the following procedure to sign in to the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

Procedure

Step 1   Before you sign in to the GUI for the first time, make sure that the server is recognized on your network.

Step 2   Start a supported web browser. For a list of supported web browsers, see the "What browsers are supported?" section on page 2-5.

Step 3   In the address bar of the web browser, enter either of the following case-sensitive URLs:

- https://*<IP address of the server>*:8443/cucmadmin/dayonelaunch
- https:// *<IP address of the server>*:8443

> **Note**   The IP address that you enter depends on which procedure you performed to set up server access to the network. If you used a cable to set up server access to the network, you may enter the default IP address of the server. If you used the configure.xml file to set up server access to the network, you enter the IP address that you assigned in the configure.xml file.

Step 4   If the **Cisco Unified Communications Manager Business Edition 3000** link displays, click it.

Step 5   Enter your username and password; then, click **Sign In**.

> **Tip**   The default username is **admin**. The default password is **BE-3000**.

The Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard displays.

You can save and exit Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard at any time, even if the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard is not complete. After you log in again, the system remembers where in the process you were when you logged off and continues with that step.

> **Tip**   After you complete the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, you cannot access it again. After your initial deployment, you can update the majority of your settings and perform maintenance-related tasks in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. (Some settings cannot be changed, such as the country, locale, and default extension range.)

Signing in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface

Perform the following procedure to sign in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

Procedure

Step 1   Start a supported web browser. For a list of supported browsers, see the "What browsers are supported?" section on page 2-5.

Tip   You cannot sign in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface until after you have completed the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

Step 2   Make sure that you have set your browser to the same language that was selected in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard.

Step 3   In the address bar of the web browser, enter one of the following case-sensitive URLs:

- https://<*IP address or hostname of the Cisco Unified Communications Manager Business Edition 3000 server*>:8443/cucmadmin

- https://<*IP address or hostname of the server*>:8443

Step 4   If the **Cisco Unified Communications Manager Business Edition 3000** link displays, click the link.

Step 5   After the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface displays, enter your username and password; then, click **Sign In**.

Signing in to the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface

All users that exist in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface can manage their user preferences settings through the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface if you give them the URL for the page.

Tip   Before a user can log in to the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface, the user configuration must exist in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. You can add the user by entering the user data in the Cisco-provided .xls data configuration file, or you can create a user in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface by selecting **Users/Phones > Users**.

The user can use the following procedure to browse into the server and log in to the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface.

Procedure

Step 1   Start a supported operating system browser. For a list of supported browsers, see the "What browsers are supported?" section on page 2-5.

Step 2   In the address bar of the web browser, enter the following case-sensitive URL:

https://<IP address or hostname of the Cisco Unified Communications Manager Business Edition 3000 server>:8443/cucmuser

Step 3   Enter your username and password; then, click **Sign In**.

Tip   Your default user and password are assigned to you by your system administrator.

The Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface displays.

Step 4   The first time that you sign into the interface, change your username and password, as described in the online help for the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface.

What browsers are supported?

Cisco Unified Communications Manager Business Edition 3000 supports the following operating system browsers on your server:

- Microsoft Internet Explorer (IE) 7 or 8 when running on Microsoft Windows XP or Windows 7
- Firefox 3.x when running on Microsoft Windows XP, Windows 7, or Apple Mac OS X
- Safari 4.x when running on Apple Mac OS X

Note   Cisco Unified Communications Manager Business Edition 3000 does not support the buttons or browser options in your browser. Do not use the browser buttons or browser options (for example, the Back button) when you perform configuration tasks.

Does this product provide accessibility?

The administrative interfaces provide functionality for you that allows you to access buttons or icons on a page without using a mouse. You can perform the following procedures from any point on the page so that you do not have to scroll or tab through various settings.

Accessing the Icons on the Page

Some of the pages include icons that display. To access these icons, perform the following procedure.

Procedure

Step 1 Press **Alt**, press **1**; then, press **Tab**. The cursor highlights the first icon from the left. To move to the next icon, press **Tab** again.

Step 2 Press **Enter**. The system performs the function of the icon.

Accessing the Buttons On the Page

Most of the pages have buttons that display at the bottom of the page. To access these buttons, perform the following procedure.

Step 1 Press **Alt**, press **2**, and then press **Tab**. The cursor highlights the first button from the left. To move to the next button, press **Tab** again.

Step 2 Press **Enter**. The system performs the function of the button.

What kind of security is provided?

Cisco Unified Communications Manager Business Edition 3000 uses HTTPS, so you must accept the certificate for the server during the login process before you can access the GUIs. If you need assistance with accepting the certificate for the server, review your browser documentation.

Cisco Unified Communications Manager Business Edition 3000 encrypts the passwords for all administrator and users.

⚠
Caution The secure shell username and password that is assigned in the Administrator page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface (**System Settings > Administrator**) is sent to the phone in clear text because there is no phone encryption supported with Cisco Unified Communications Manager Business Edition 3000; the configuration file that is sent to the phone does not include any encrypted values. Do not configure these secure shell username and password unless Cisco Technical Assistance Center (TAC) tells you to do so.

How do I view the version of software?

You can view the version of Cisco Unified Communications Manager Business Edition 3000 software that is running on your system by clicking **About** in the upper, right corner of the GUIs. In addition, in the Restart/Shutdown page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can view the active and inactive versions that are on your system. The active version is the version of software that you are currently running on your system; the active version matches the version that displays in the About dialog box. The inactive version, if available, is the last version of software that was running on the system before an upgrade.

🔎
Tip To close the About box, click outside of the box.

How do I access online help?

When you access online help in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can view the field descriptions for each page that displays in the GUI. In addition, in the online help for Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can access some troubleshooting information for your system. To access online help documentation in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, click **Help** that displays in the upper right corner of each page.

What is a country pack, and where do I install it?

If your locale or country is not supported by default, as indicated in the Country/Locale page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, you can install a Cisco-provided country pack, which includes the dial plan, phone and network tones, language, and so on to support a country. You can only install the country pack during the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard. You can only install one country pack, and you cannot apply a country pack and select an option from the defaults.

Obtain the country pack from www.cisco.com. If you plan to upload it to the system from a USB key, copy the file to the USB key.

The Country/Locale page allows you to set up the support for the following items:

- The locale, which is the language that displays for text in the online help, in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, and the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface; the locale also impacts the tones that are used for the phones and gateway.

  The locale that you select impacts all users in the system; for example, all phones use the same network tones, and all users view the same language in the GUIs.

- The country where the Cisco Unified Communications Manager Business Edition 3000 server is located. The country that you select determines the dial plan that is used by the system.

The gateway only supports English text, so English is the language that is used for all gateway CLI commands. If you must reimage the server, the text during the installation displays in English.

For More Information

What is a locale?

A locale is the language that displays

- In the online help
- In the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard
- In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface
- In the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface
- On the phones

The locale also provide localized tones that are used for the phones and gateway.

The locale that you select impacts all users in the system; for example, all phones use the same network tones, and all users view the same language in the GUIs and on the phones.

Some phases, including trademarks, display in English only. To obtain the latest localized text and tones, apply a locale update through the Upgrade page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface after the update is available.

Cisco recommends that all users set their supported browsers to the locale so that the text displays as expected. Cisco does not support other browser controls, including the Print, Back, Forward, Refresh buttons, with any Cisco Unified Communications Manager Business Edition 3000 GUIs.

Note   If you change the browser to the locale after you log into the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, close and reopen the browser so that the language displays as you expect.

Tip   When you configure the system, use only characters from the Modern Latin Alphabet or use Arabic numerals. For example, you can enter A-Z, a-z, 1, 2, 3 and some special characters.

For More Information

- What is a country pack, and where do I install it?, page 2-7
- Country/Locale Settings, page 15-1
- Upgrade of the Cisco Unified Communications Manager Business Edition 3000 software failed, page 45-23

How do I update the administrator username and password?

The Change Password page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard allows you to set the administrator username and password for your system. Administrators can perform all tasks in the Cisco Unified Communications Manager Business Edition 3000 GUIs, including but not limited to adding phones, users, monitoring the system, and so on. Anyone with access to this username and password can make updates in the GUIs.

Tip   The default username is **admin**. The default password is **BE-3000**. For security purposes, Cisco requires that you change the default password that comes with your system. Enter values that are difficult to guess, and remember your new username and password because the password does not display in the Password page.

To change the administrator username and password after you complete the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, select **System Settings > Administrator**.

Individual users with administrative privileges, as indicated in the User page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, should use their username and passwords that are established in the User page.

What is a strong password?

A non-trivial password meets the following criteria:

- Contains three of the four allowable characteristics: uppercase character, lowercase character, number, symbol.

- Does not include a character or number more than three times consecutively.

- Does not repeat or include the alias, username, or extension.

- Does not contain 3 consecutive characters or numbers (for example, passwords such as 654 or ABC).

Why do I need licenses? How do I install and view the licenses on my system?

Cisco User Connect Licensing (UCL) is a user-based licensing model where the number of users and phones that are added to the Cisco Unified Communications Manager Business Edition 3000 system get tracked and licensed for use. Several license types exist, but be aware that you may not be able to add a phone or enable certain features, such as voicemail, unless you install licenses. Your system comes with a certain number of starter licenses.

The Manage Licenses page in the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard and in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface allows you to perform such tasks as installing licenses and viewing details about installed licenses, including the license version, the type of licenses, and the number of licenses that you used and available.

For More Information

- Cisco User Connect Licensing, page 4-1

- License Settings, page 25-1

How do I find, add, update, delete, and copy configuration?

You can add your configuration through the following methods:

- Through the Cisco-provided .xls data configuration file during the initial deployment—Click **Automatic Setup** and upload the file through the desktop or through a USB key. (See the "Working with the Cisco-Provided .xls Data Configuration File" section on page 3-1.)

- Through the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard during the initial deployment (if you do not plan to use the Cisco-provided .xls data configuration file)—Add your data, and click **Next** or **Back** in the GUI.

- Through the Cisco-provided .xls data configuration file to add users and phones in bulk after the initial deployment—See the "Working with the Cisco-Provided .xls Data Configuration File" section on page 3-1.

- Through the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface after initial deployment—The following sections describe how to find, delete, add, edit, and copy your configuration in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface:

Tip When add your add and edit your configuration, use only characters from the Modern Latin Alphabet or use Arabic numerals. For example, you can enter A-Z, a-z, 1, 2,3 and some special characters.

Finding Your Configuration

You can search for your configuration in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, as described in the following procedure.

Procedure

Step 1 For items other than phones, users, departments, usage profiles, phone applications, and sites, click the menu option to display the information. For example, to view your network settings or license information, click **Connections > Network** or **Maintenance > Manage Licenses**. After you click the menu option, the configuration page displays for these items.

Step 2 For phones, users, departments, hunt lists, usage profiles, phone applications, and sites, multiple configurations may exist for the items, so you can search for the specific configuration that you want to view. Navigate to the Search page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface for the configuration that you want to find.

- Users—Select **Users/Phones > Users**.
- Phones—Select **Users/Phones > Phones**.
- Departments—Select **Users/Phones > Departments**.
- Usage Profiles—Select **Users/Phones > Usage Profiles**.
- Phone Applications—Select **Users/Phones > Phone Applications**.
- Hunt Lists—Select **Users/Phones > Hunt Lists**.
- Sites—Select **Connections > Sites**.

Tip You can also search for call detail records, which provide you with monitoring data about calls, in the Call Details Reports page (**Monitoring > Call Details Reports**).

Step 3 To find all configured items in the system, ensure that the Filter dialog box and the field next to the Filter drop-down list box are empty; go to Step 5.

Step 4 To filter or search for your configuration

- To narrow your search to find a particular configuration, select a search parameter from the Filter drop-down list box.
- To find a specific configuration, enter text in the field next to the Filter drop-down list box.

Tip   Each search page allows you to filter on different criteria. For example, in the Users search page, you can search by last name, user ID, and so on. In the Phones search page, you can search by phone model, name of phone, line, and so on.

Step 5   Click **Go**.

All matching items display.

You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box. You can reverse the sort order, by clicking the arrow in the column header.

Deleting Your Configuration

You can delete the entire configuration for users, phones, usage profiles, remote sites, hunt lists, and phone applications in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. You can only delete one entry (one record) at a time from the Cisco Unified Communications Manager Business Edition 3000. For sites, you cannot delete the central site. In addition, you cannot delete call detail records that display under **Monitoring > Call Detail Reports** in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. The system automatically deletes call detail records after a certain number of call detail records are generated (up to 2 months of CDRs are allowed).

Before you delete a usage profile that is assigned to users, reassign the users to a different usage profile. If you delete a usage profile and do not reassign the users, the phone may not behave as the user expects.

Use the following procedure to delete a configured entry (record) from the Cisco Unified Communications Manager Business Edition 3000.

Procedure

Step 1   Find the item that you want to delete, as described in the "Finding Your Configuration" section on page 2-10.

Step 2   For the item that you want to delete, click **Delete**.

A warning message displays.

Step 3   Repeat this procedure to delete another configured item.

Adding Your Configuration

To add configuration for users, phones, usage profiles, sites, hunt lists, and phone applications in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, perform the following procedure:

Chapter 2   Frequently Asked Questions

■ How do I find, add, update, delete, and copy configuration?

Procedure

Step 1   Navigate to the Search page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface for the type of item that you want to add.

- Users—Select **Users/Phones > Users**.

- Phones—Select **Users/Phones > Phones**.

- Departments—Select **Users/Phones > Departments**.

- Usage Profiles—Select **Users/Phones > Usage Profiles**.

- Phone Applications—Select **Users/Phones > Phone Applications**.

- Hunt Lists—Select **Users/Phones > Hunt Lists**.

- Sites—Select **Connections > Sites**.

Step 2   To add a new item, click **Add <*item*>**.

The Add page displays. Make the necessary changes, and click **OK**.

Editing Your Configuration

To edit configuration in Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, perform the following procedure:

Procedure

Step 1   For users, phones, departments, hunt lists, usage profiles, phone applications, and sites, which each use a Search page, navigate to the Search page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface for the type of item that you want to edit.

- Users—Select **Users/Phones > Users**.

- Phones—Select **Users/Phones > Phones**.

- Departments—Select **Users/Phones > Departments**.

- Usage Profiles—Select **Users/Phones > Usage Profiles**.

- Phone Applications—Select **Users/Phones > Phone Applications**.

- Hunt Lists—Select **Users/Phones > Hunt Lists**.

- Sites—Select **Connections > Sites**.

Step 2   To edit an item, click **Edit**.

The Edit page displays. Make the necessary changes, and click **Save**.

Step 3   You can edit the date and time for the server and phones, the network settings for the server, gateway configuration information, dial plan, administrator username and password, and voice features that impact the entire system through the System Settings menu; for example, to update the network settings for the server, select **Connections > Network**. The configuration page displays where you can edit the information. After you edit the information, click **Save**.

Copying (Duplicating) Configuration

You can copy (duplicate) the entire configuration from a usage profile so that you can easily add a new usage profile. You can make a copy of the usage profile, easily modify the settings to retain any configuration that you want to use, and then add the new usage profile to the GUI by using the following procedure. You cannot copy more than one usage profile at a time.

Procedure

Step 1   Find the usage profile that you want to copy, as described in the "Finding Your Configuration" section on page 2-10.

Step 2   For the usage profile that you want to copy, click **Duplicate**.

Step 3   The configuration displays where you can modify it. Make sure that you give the configuration a new name.

Step 4   To add the new usage profile, click **OK**.

When can I not perform configuration tasks?

You cannot perform configuration tasks under the following circumstances:

- After a backup has started
- After a restore has started; that is, the restoration of data has begun
- When the system is creating the export file during configuration export
- After an upgrade has started

Alert your users when any of these tasks are in progress. Your users cannot update the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface under these circumstances.

If another administrator starts these tasks in another browser session, you can manage the tasks that are in progress by clicking **Assume Control** when the button is presented in your browser session.

How do I configure my gateway?

See the following sections:

- Configuring the Gateway for the First Time, page 7-2
- Editing the Gateway Configuration, page 7-3
- Deleting the Gateway, page 7-5

What is the Post-Setup Wizard?

After you log in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface for the first time, the Post-Setup wizard displays. Cisco Unified Communications Manager Business Edition 3000 displays the Post-Setup Wizard to ensure that you perform the most critical tasks immediately after the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard completes. The Post-Setup wizard allows you to perform the following tasks:

- Immediately import users and phones in bulk from the Cisco Provided .xls Data Configuration file

  If you selected automatic setup during the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, uploaded the Cisco-provided .xls data configuration file, and included users and phones in the configuration file, the Post-Setup wizard allows you to import the users and phones immediately after you log in to the GUI. After you import the users and phones, the system displays status of the import. If errors are reported, you can save the error report to a .csv file so that you can track the and correct the issues after the Post-Setup wizard completes.

- Immediately obtain the CLI commands that you must issue on the gateway

  The Post-Setup wizard displays the CLI commands that you must issue on the gateway. You can copy the commands directly onto the gateway if it is in enable mode, or you can save the commands to a file. (If you save to a text file, verify the text after you save it. The text should replicate the text from the GUI.)

- Perform other recommended tasks, such as backups

  The last page of the Post-Setup wizard displays tasks that Cisco recommends that you perform before you perform any other tasks in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

For More Information

How do I upgrade software?

The Upgrade page (**Maintenance > Upgrade**) in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface allows you to upload a valid file to upgrade the software that is running on your server. To upgrade your software, you can use either a DVD or SFTP server that has the upgrade file on it. You can use the Upgrade page to install ISO images for new releases, locale updates, device packs, phone firmware loads, updates for dial plans, or other Cisco-issued patches (.cop files) that are required for your Cisco Unified Communications Manager Business Edition 3000 system.

Cisco Unified Communications Manager Business Edition 3000 prevents you (and users) from making configuration changes during the upgrade.

For More Information

How do I perform a backup of data?

Running a backup ensures that you store your important data to a remote location, such as a USB hard drive or SFTP server. To restore data after a system failure, for example, if you must reinstall or replace a server, you must have access to a backup tar file that matches the Cisco Unified Communications Manager Business Edition 3000 software version that is running on your server. To run a backup, select **Maintenance > Backup**, which allows you to immediately back up your data.

For More Information

- Backing Up Your Data, page 9-1
- Backup Settings, page 13-1

When would I need to restore my data?

The Restore page (**Maintenance > Restore**) in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface allows you to upload a backup tar file to restore data if you have a system failure; for example, you must replace your server or reinstall your server because of a system failure. Do not reinstall your server or replace your server unless your technical support team indicates that you must do so.

For More Information

- Backing Up and Restoring License Files, page 4-10

What are call detail records (CDRs), and how do I export them?

Call detail records (CDRs), which display under the Call Detail Reports page, provide important data about calls, including the date and time for the call, who made the call, the reason why the call ended, and so on. CDRs store information about the devices of the call and other call control/routing aspects. Call detail records are automatically generated with Cisco Unified Communications Manager Business Edition 3000; you do not need to perform any tasks for the system to generate these types of records. When a call is placed or received, the system automatically generates a call detail record when the call is terminated. In addition, the system generates a record when significant changes occur to a given call, such as ending the call, transferring the call, redirecting the call, splitting the call, and so on. For information on these reports, see the "Call Detail Reports" section on page 14-1.

From the Call Details Reports page, you can generate a summary report, generate a report that provides detailed information about your calls, or export your CDR data. When you export CDR data, consider the following information:

- Cisco Unified Communications Manager Business Edition 3000 exports all data that is available on CDRs to a .csv file. Cisco Unified Communications Manager Business Edition 3000 uses the same CDR framework as Cisco Unified Communications Manager, so the .csv file contains information that does not apply to Cisco Unified Communications Manager Business Edition 3000, including information on RSVP, MLPP, video, partitions, and so on.

- You can use the .csv file to import the CDRs to a third-party CDR conversion tool. This document provides no additional information on how to perform this task.

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Can I export my configuration? Where can I import it?

- If you open and review the .csv file for any reason, you are viewing the same information that is available with Cisco Unified Communications Manager. To analyze your CDR data, refer to the *Cisco Unified Communications Manager Call Detail Records Administration Guide*, which is available in English only. (You must have an understanding of Cisco Unified Communications Manager in order to understand the information that is provided in this document.)

> **Note** For information on call termination cause codes, refer to the *Cisco Unified Communications Manager Call Detail Records Administration Guide*.

For More Information

- Call Detail Reports, page 14-1

Can I export my configuration? Where can I import it?

Cisco Unified Communications Manager Business Edition 3000 allows you to export some of your configuration data through the Configuration Export page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. When you export your configuration data, the system creates a tar file that contains most of the data that your system is using. Before you export your data, review the following information:

- The export creates a tar file that includes the data that you configured for the system. The tar file does not include passwords, call detail records, or any configuration that is related to voicemail. You can export the tar file to a USB key or a SFTP server.

   Because Cisco Unified Communications Manager Business Edition 3000 uses Cisco Unified Communications Manager for call processing, the tar file includes Cisco Unified Communications Manager data that is used to make call processing work. Most of the Cisco Unified Communications Manager data that is included in the tar file does not display in the GUIs for Cisco Unified Communications Manager Business Edition 3000.

- You can use the tar file to import the data to a Cisco Unified Communications Manager Business Edition 5000 server. When you import, you use the Bulk Administration Tool that is automatically installed on the Cisco Unified Communications Manager Business Edition 5000 server. Bulk Administration displays as a menu option in Cisco Unified Communications Manager Administration.

> **Tip** Cisco recommends that you do not change any data in the tar file, including the order of settings, if you plan to import the data to a Cisco Unified Communications Manager Business Edition 5000 server. If you need to update the configuration, Cisco recommends that you update the settings in the GUIs in Cisco Unified Communications Manager Business Edition 5000 after the import is completed.

- If you import the tar file, the Cisco Unified Communications Manager Business Edition 5000 server must run the *exact* same version of call-processing software as the Cisco Unified Communications Manager Business Edition 3000 server when you ran the export; for example, if the Cisco Unified Communications Manager Business Edition 3000 server runs 8.5(1) when you export the data, the Cisco Unified Communications Manager Business Edition 5000 server must run 8.5(1) when you import the data.

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When is the server going to automatically restart? How do I manually restart the server?

- If you import the tar file to a Cisco Unified Communications Manager Business Edition 5000 server, you must configure Cisco Unity Connection Administration on the Cisco Unified Communications Manager Business Edition 5000 server because configuration export does not export Cisco Unity Connection data.

For More Information

- Exporting Your Data and Importing to Cisco Unified Communications Manager Business Edition 5000, page 9-5
- Configuration Export Settings, page 17-1

When is the server going to automatically restart? How do I manually restart the server?

After you complete the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard, the server automatically reboots. After the reboot completes, you can log in to the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface.

In the Restart/Shutdown page (**Maintenance > Restart/Shutdown**) in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can restart (reboot) the server or shut down the server.

To stop all processes on the server and then have the server restart, click **Restart**. When you restart the server, calls in progress may drop because the phones unregister from the system, re-register with the system, and then restart.

When you click **Shutdown**, the server stops all processes, shuts down, and does not restart. When you shut down the server, calls in progress drop because the phones unregister from the system, power down, and do not restart.

⚠️
Caution   During a restart, the server may be unavailable for more than 10 minutes, and you cannot update any pages.

The server automatically restarts under the following circumstances:

- After you complete the Cisco Unified Communications Manager Business Edition 3000 First Time Setup Wizard
- When you update the time zone on the Date/Time page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface (**System Settings > Date/Time**)
- When you make updates to the Network Settings section on the Network page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface (**Connections > Network**)
- When you revert to a previous version of software
- When you upgrade the software

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Caution   Cisco recommends that you do not press the power button on the server to shut down or to restart the server unless you absolutely must do so. If you do so, you may accidentally corrupt the file system, which may prevent you from being able to reboot your server.

How do I restart the phones?

If you restart the Cisco Unified Communications Manager Business Edition 3000 server, all phones that are configured in the system automatically restart; that is, they power down and then immediately boot up. (In the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, select **Maintenance > Restart/Shutdown**.) To restart specific phones, you (or the user) must press the appropriate reset key sequence on the phones themselves, as indicated in the phone documentation. (The user can also unplug and plug the phone back into the network.)

How do I know whether the phone is registered?

After you configure the phone and connect it to the network, the phone attempts to connect (or register) to Cisco Unified Communications Manager Business Edition 3000. When the phone attempts to register, the phone displays a message. (If the phone is working as expected, it is registered to the Cisco Unified Communications Manager Business Edition 3000.)

The Edit Phone page (**Users > Users/Phones**) in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface displays the registration status for the phones. You must click the phone configuration in the Search Phones page to display the Edit Phone page.

How do I log out users from Cisco Extension Mobility-enabled phones?

From the Phone Search page (**Users/Phones > Phones**) in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface, you can log out a Cisco Extension Mobility user that is logged into a Cisco Extension Mobility-enabled phone. When the user is logged into the phone, the Logout link displays next to the phone entry in the Search Phones page. (The Logout link ensures that you do not need to go to the phone to manually log out the user.) Click the **Logout** link to log out the user from the phone.

How do I configure the system so that the call goes to the operator or to the auto attendant?

See the following sections:

- Setting Up Auto Attendant, page 8-13

- Setting Up the System So that Incoming Calls Reach the Operator, page 8-14

- Setting Up the System So that Incoming Calls Reach the Auto Attendant, page 8-14

- Setting Up the System So that Incoming Calls Reach the Auto Attendant if the Operator is Not Available, page 8-15

May I use auto attendant without using voicemail?

Auto attendant and voicemail use the same internal components, but you may use auto attendant without using voicemail. To use voicemail, you must perform configuration tasks, including installing a voicemail license for each user that can use voicemail. Auto attendant requires that you perform configuration tasks, but it does not require licensing.

Note   You cannot use voicemail without also using the auto attendant functionality.

For More Information

- Voicemail, page 1-8
- Auto Attendant, page 1-9
- Setting Up Voicemail, page 8-12
- Setting Up Auto Attendant, page 8-13
- Setting Up the System So that Incoming Calls Reach the Operator, page 8-14
- Setting Up the System So that Incoming Calls Reach the Auto Attendant, page 8-14
- Setting Up the System So that Incoming Calls Reach the Auto Attendant if the Operator is Not Available, page 8-15

What is Cisco Web Dialer?

Cisco Web Dialer allows a user to place calls to people in the corporate directory from Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface. For example, Cisco Web Dialer uses hyperlinked telephone numbers in a corporate directory to allow users to make calls from Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface by clicking on the telephone number (extension) of the person that the user is trying to call.

Cisco Web Dialer is turned on by default, and you cannot turn it off. It always displays in the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface for all users. To ensure that the user can call all employees in the corporate directory, verify that each user in Cisco Unified Communications Manager Business Edition 3000 Administrative Interface has an extension and phone assigned to him. (Only users with assigned extensions and phones can be called through Cisco Web Dialer.)

How does a user update the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface?

Remember that the settings that display in the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface depend on your configuration. If you set up all of the features that are available in the Cisco Unified Communications Manager Business Edition 3000 User Preferences Interface, the user can use the information in the "User Preferences Settings" section on page 41-1 to update their preferences.

How do I monitor and troubleshoot?

You monitor the system by accessing the Monitoring menu in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. Under this menu, you can view a summary of the health of your system, view a report for Cisco Extension Mobility usage in your system, view the call detail records that are being generated by the system, and collect diagnostics for your system.

For more information, see the following topics:

- Troubleshooting from the Health Summary Page, page 44-1
- Troubleshooting From the Diagnostics Page, page 44-3
- Troubleshooting When You Cannot Access the Graphical User Interfaces, page 44-6
- Troubleshooting Issues, page 45-1
- Call Detail Reports, page 14-1
- What are call detail records (CDRs), and how do I export them?, page 2-15
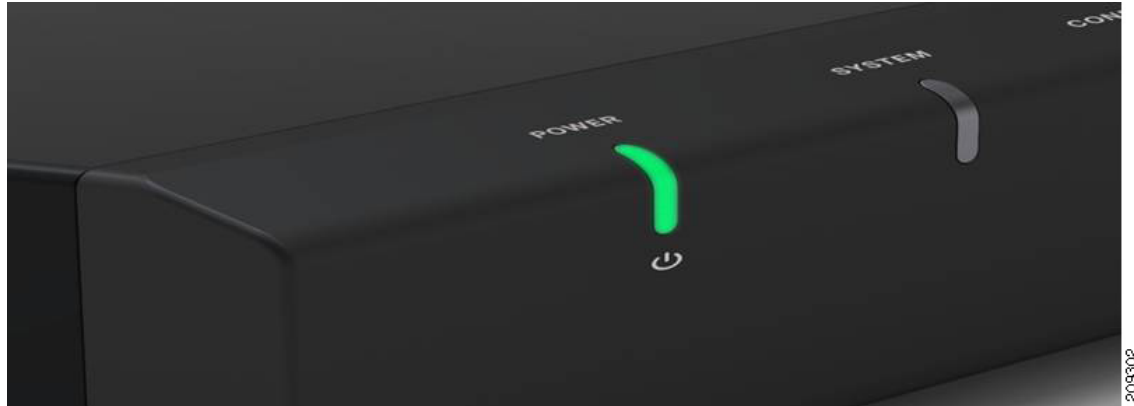- Cisco Extension Mobility Report, page 16-1

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Caution   Additionally, the secure shell credential settings display on the Administrator page in the Cisco Unified Communications Manager Business Edition 3000 Administrative Interface. Do not update these fields unless Cisco Technical Assistance Center (TAC) instructs you to do so. Cisco Technical Assistance Center (TAC) uses secure shell for troubleshooting the phone. The credentials that you enter for the secure shell session get sent to the phone as unencrypted text. Immediately after TAC has completed troubleshooting, update this page to delete the secure shell credentials.

MCS 7890-C1 will not power up. Why not?

When starting the MCS 7890-C1 for the first time, or following a power outage, perform the following procedure.

Procedure

Step 1   Move the MCS 7890-C1 back panel power switch to the on position ("l").

Step 2   The front power button illuminates, as shown in Figure 2-1 on page 2-21. If the light fails to illuminate, press the front power button.

Chapter 2   Frequently Asked Questions

How do I connect or disconnect a USB DVD drive to an MCS 7890-C1?

Figure 2-1   *MCS 7890-C1 Power Button*

Step 3   Perform the procedure described in the "How do I sign in to the interfaces?" section on page 2-2.

Note   To shut down the MCS 7890 gracefully, press the front power button once and release immediately. If the system does not shut down using this method, press the front power button and hold for 5 seconds until the system is forced to power off.

How do I connect or disconnect a USB DVD drive to an MCS 7890-C1?

To connect or disconnect a USB DVD drive to an MCS 7890-C1, perform the following procedures:

- Connecting a USB DVD Drive, page 2-21
- Disconnecting a USB DVD Drive, page 2-22

Connecting a USB DVD Drive

To connect a USB DVD drive to the MCS 7890-C1, perform the following procedure:

Procedure

Step 1   Connect the USB DVD drive to its power source.

Note   For MCS7890-C1, ensure that you use only USB DVD drives with external power supply to install the iso-images for Cisco Unified Communications Manager Business Edition 3000. Ensure that you follow the manufacturer's instructions.

Step 2   Connect the USB DVD drive output to one of the USB input ports on the rear of the MCS 7890-C1.

Step 3 Insert the install DVD into the USB DVD drive.

Disconnecting a USB DVD Drive

To disconnect a USB DVD drive from the MCS 7890-C1, perform the following procedure:

Procedure

Step 1 Eject the DVD from the USB DVD drive. Store the DVD in an appropriate place.

Step 2 Disconnect the USB DVD drive from the rear of the MCS 7890-C1.

Is there a recovery disk available for MCS 7890-C1?

No, MCS 7890-C1 does not support the use of a recovery disk.

In the event of a hardware failure, contact TAC for a replacement (RMA). If it is not a hardware failure, you can reimage the system using the Cisco Unified Communications Manager Business Edition 3000 DVD that ships with the unit and then restore from backup. For information on how to reimage the MCS 7890-C1, refer to Reimaging an MCS 7890-C1, page 46-1.

How do I recover the system if I have lost the admin password?

Reimage the system using the Cisco Unified Communications Manager Business Edition 3000 DVD that ships with the unit and restore from backup. For information on how to reimage the MCS 7890-C1, refer to Reimaging an MCS 7890-C1, page 46-1.

How do I configure a Cisco Jabber client?

Cisco Jabber clients are configured as Phones in the Phones configuration window, which can be accessed by selecting **Users/Phones > Phones**. The Adding a Phone for a User, page 8-3 procedure describes how to add a phone within Cisco Unified Communications Manager Business Edition 3000.

For configuration specific to Cisco Jabber clients, make sure to do the following:

- Select **Cisco Unified Services Client** as the Phone Type

- Enter a unique name for the Cisco Jabber client in the Identifier field on the Add a Phone window. The Identifier is the name that Cisco Unified Communications Manager Business Edition 3000 assigns to the Cisco Jabber client. The XML device configuration file that the TFTP service sends to the Cisco Jabber client during the registration process is given the name you assign in this field.