

8 Appliance User Interfaces

Including the CLI, how many admin interfaces does CUCM have?	7
Which administrative interface is used for checking free disk space and software versions on the appliance	CU OS Admin
Which administrative interface is used for setting the IP address of the appliance and configuring NTP	CU OS Admin
Which administrative interface is used to schedule backups	Disaster Recovery
What destination(s) can be used for these backups	SFTP servers (DLT discontinued @ v9)
Which administrative interface is used to access reports that aggregate data from existing logs across the cluster	Unified Reporting
Why would you go through the trouble to associate a “user” with a phone?	User can administer own phone via the user web pages

Accounts Created During Installation & Where Used

	CM Admin	Disaster Recovery	OS Admin	Reporting	Serviceability
Platform Administration		X	X		
Application Administration	X			X	X

What extra password (with no account) is created during install & what is it used for?	Security password used by subscriber servers and UC applications to access the publisher database
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Privileges & Permissions

What privilege level values that can be assigned to indirectly control a user's access to a single page / resource	<ul style="list-style-type: none"> No Access Read (page loads but not editable) Update
Name of a construct that ties one privilege level to each resource in an application	Role
Name of a construct that ties users to their privs by having 0+ users as members and a 1+ of the above constructs of per-resource privileges.	“Group” or “Access Control Group”
How does CUCM handle privilege ambiguities created by the m:n construct above	An enterprise-wide parameter determines whether the effective privilege should be the minimum of those assigned / inherited or the max
Exception to the above privilege ambiguity resolution mechanism	CCM Super Users group

Top Level Menus—CUCM Administration

Configure CM groups, Presence groups, Device Mobility groups, Device Pools, Regions, Locations, Enterprise and Service parameters, Survivable Remote Site Telephony (SRST)	System
Define the call routing system, Call hunting, Class of Control, Intercom, Call Park, Call Pickup, etc.	Call Routing
Music on Hold, annunciator, media termination points, transcoders	Media Resource
Voicemail integration, Inter-company Media Engine Configuration, Extension Mobility Cross-Cluster, VPN	Advanced Features
Gateways, gatekeepers, trunks, IP phones, Remote Destinations, phone buttons, softkey templates	Device
CUCM Assistant Configuration Wizard, Plug-ins	Application
Applications User, End User, Groups, Roles	User Management
Make large scale changes to the system by exporting/importing .csv files with a template	Bulk Administration
The help menu	Help

Top Level Menus—CU Serviceability Administration

Configuration and Definition of alarms to monitor system performance & health	Alarm
Configuration & troubleshooting submenus for monitoring the system	Trace
CDR Analysis & Reporting—call logs & report on calls Service Activation—Separate control centers for Network and Feature. Can activate services; and stop, start, or restart activated services Serviceability Reports Archive—reporting interface for system & trend analysis CDR Management—Call Detail Record storage disk utilization Audi Logs—configure what will be included in the logs	Tools
Connectivity & authentication to network mgmt apps. Three submenus: V1/V2c, V3, and SystemGroup	SNMP
Create automated, proactive problem reporting to internal messaging & monitoring systems, plus direct case generation with Cisco TAC	CallHome

PTop Level Menus—Cisco Unity Connection

Create, edit, import, and sync users	Users
Controls features available to the user. Many classes of service can be created	Class of Service
Common settings for Users, Contacts, Call handlers	Templates
A system contact is a CUC account without a mailbox. A directory entry that users can send messages to, that then bounces them to a different system, elsewhere.	Contacts
There is a class of service setting to prevent users from sending to lists	Distribution Lists
Defines call handlers, which can answer calls, play greetings, route calls, and take messages. Directory handlers allow users to search a directory. Interview handlers collect answers into a single message	Call Management
Mailbox quotas	Message Storage
Multiple CUC systems in either a digital networking or VPIM environment	Networking
Partitions and search spaces can hide parts of the CUC system from certain users or functions	Dial-Plan
Global Configurations—licenses, holiday schedules, incorporating information from external services (Microsoft Exchange calendars & contact lists) into call routing rules, pull conference information from Cisco Unified MeetingPlace so users can view and join meetings), redirect authentication to LDAP, SMTP e-mail notification of new msgs	System Settings
Dunno	Telephony Integrations
Bulk administration interface and the Task Management system (automated maintenance & troubleshooting)	Tools

Top Level Menus—Instant Messaging and Presence Administration

Integration configuration—in/out ACLs, plus licensing status	System
Gateway definitions for presence info from CUCM or calendar integration w/ Outlook. Interdomain federation across different presence domains using SIP (usually for Microsoft Office Communications Server (OCS)) or XMPP (often Google Talk)	Presence
Retention Regulation Compliance (persistent messaging) via external databases (PostgreSQL compliant) or third-party servers	Messaging
Configure Desk Phone Control and IP Phone Messenger	Application
Including scheduler	Bulk Administration
Status & Troubleshooting tools, plus dashboard	Diagnostics

Services

Kind of services that are automatically activated and required for operation. They cannot be deactivated, but can be started, stopped, and restarted. Examples include Call Manager, Admin Service, DB Replicator, and CDP	Network Services
Optional services that can be activated in the Service Activation page, such as Call Manager (same as above?), TFTP, IP Voice Media Streaming App.	Feature Services
Menu to (de)activate the second type of services	(Serviceability) Tools → Service Activation