Links to Other API pages: Cisco Unity Connection APIs

Contents

- 1 Introduction
- 2 How the Documentation is organized
 - ◆ 2.1 Basic User Information
 - ♦ 2.2 User Voice Name
 - ♦ 2.3 User Greetings
 - ♦ 2.4 User Private Lists
 - ♦ 2.5 User Transfer Options
 - ◆ 2.6 Changing the User Voicemail PIN
 - ◆ 2.7 User External Service Accounts
 - ♦ 2.8 User Alternate Devices
 - ◆ 2.9 User SMTP Proxy Address
 - ◆ 2.10 User Location Information
 - ♦ 2.11 User Class Of Service
 - ◆ 2.12 Directory that can be Addressed by User
 - ◆ 2.13 End User Specific System Configuration
 - ◆ 2.14 HTML Notification Devices
- 3 Technical Details
- 4 Getting Started
 - ♦ 4.1 Hardware
 - ♦ 4.2 Software
- 5 Other CUPI Resources
- 6 Troubleshooting

Introduction

Cisco Unity Connection Provisioning Interface (CUPI) for End Users is a provisioning API for Cisco Unity Connection that has been designed to be stable and simple to use. It is based on leading industry standards for web-based API development, and provides access to many of the end user's account settings.

By using CUPI, end users can do the following:

- Update transfer options (basic transfer rules), unified messaging account passwords (Connection 8.5 and later), external services account passwords (Connection 8.0), and user passwords and PINs
- Record greetings and voice names
- Create, read, update, and delete private lists and private list members, alternate names, and user-defined alternate extensions
- Read SMTP proxy addresses. basic user information (for example, alias, display name, and DTMF access ID), class of service information, and administrator-defined alternate extensions

Contents 1

How the Documentation is organized

Basic User Information

Basics, Voice Name, Greetings

User Voice Name

Basics, Voice Name, Greetings

User Greetings

<u>Basics, Voice Name, Greetings</u> <u>Enabling and Disabling Greetings</u>

User Private Lists

Private Lists

User Transfer Options

Transfer Options

Changing the User Voicemail PIN

Changing the Voicemail PIN

User External Service Accounts

Unified Messaging Accounts

User Alternate Devices

Alternate Devices

User SMTP Proxy Address

SMTP Proxy Addresses

User Location Information

Location

User Class Of Service

Basics, Voice Name, Greetings

Cisco Unity Connection Provisioning Interface (CUPI) API -- For End Users

Directory that can be Addressed by User

Directory

End User Specific System Configuration

System Configuration

HTML Notification Devices

HTML Notification Devices

Technical Details

Previous provisioning APIs required knowledge of the underlying database, and were vulnerable to changes in the database schema. CUPI provides a layer over the database to make the interface more stable.

CUPI is standards based. CUPI was developed by using the latest advances in web-based interfaces. It is a REST interface that standardizes operations such as add, delete, and modify. The XML comes with standard XML schema definitions that are annotated with information about what is in them.

Other product groups in VTG are developing REST-based interfaces, and as the interfaces converge this positions CUPI well to fit in with them. REST interfaces also work well with Web 2.0 applications.

As a web-based interface, CUPI is independent of operating system and programming language and does not require any client libraries to use.

Getting Started

In order to begin developing with the Cisco Unity Connection CUPI API, you need to obtain the following:

Hardware

- Cisco Media Convergence Server (MCS) for Cisco Unity Connection version 8.0 and later
- For detailed hardware requirements, see the <u>Cisco Unity Connection 8.x Supported Platforms List</u>

Software

- Cisco Unity Connection Software Ordering
- Not for Resale Kits (Must be eligible to purchase)
- Communications System Release Kit

Discounts for some of the required hardware and software may be available for participants in the Cisco Technology Developer Program.

We recommend that all developers have an up-to-date Cisco Developer Services support agreement. This provides the developer with access to professional support and assistance for application development.

Other CUPI Resources

Additional information about CUPI is also available on the Cisco Developer Network (<u>link to CDN</u>). Note, however, that the documentation here on the DocWiki is the most up-to-date documentation available for CUPI.

To participate in the CUPI forum, see the CUPI forum on CDN.

On the CUPI page on CDN, you will also find links to the CUPI WADL and CUPI XML schema.

.NET 4.0 CUPI for Users Class Library The Connection CUPI For Users class library contains a number of items that can make your .NET 4.0 applications much easier and cleaner to implement using CUPI to talk to the Connection directory. This library was used in creating the iPhone Connection CoPilot application and can be used on Windows, iOS, Android and Linux using Mono. Full source code and training videos for the library can be found on its home page here: <u>CUPI .NET Library Home</u>

Troubleshooting

See the following for information on troubleshooting all Connection APIs:

Troubleshooting (applies to all Connection APIs)

Other CUPI Resources 4