

Unity Voice Message Delivery to an Octel Aria Bulletin Mailbox or an Octel Serenade SDL

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Introduction

This document describes considerations to allow Cisco Unity subscribers to send a voice message to a bulletin mailbox on a remote Octel Aria system, or to a System Distribution List (SDL) on a remote Octel Serenade system.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Octel voice network in which the Cisco Unity Bridge participates. This includes, but is not limited to:
 - Octel serial numbers, addressing prefixes, mailbox lengths, and phone numbers.
 - Aria bulletin mailbox numbers, and/or Serenade SDL numbers.
 - Contact information for administrators of the Octel systems.

- All aspects of the Cisco Unity Bridge.
- Business processes associated with the Cisco Unity Bridge.
- Information on whether they have administrator permissions for Cisco Unity, Active Directory, and Exchange.
- Administration of Active Directory and Exchange, using the Active Directory Users and Computers MMC snap-in.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to [Cisco Technical Tips Conventions](#) for more information on document conventions.

Background Information

When Cisco Unity and the Bridge are deployed in an Octel analog network, Cisco Unity subscribers can do the following, if they know the network address:

- Send a voice message to a bulletin mailbox on a remote Octel Aria server. Such a message is distributed on that server to Octel subscribers who are assigned to the bulletin mailbox. When a bulletin mailbox is created on an Octel Aria server, an access password can be created, in order to restrict the subscribers who can send messages on the local server.

Note: Be aware that, in effect, an access password is not required when a voice message is sent over the network to a bulletin mailbox, even if it requires an access password. This is because, network messages sent to a bulletin mailbox are accepted automatically.

- Send a voice message to an SDL on a remote Octel Serenade server. Such a message is distributed to Octel subscribers who are members of that SDL.

The advantages of allowing voice messages to be sent to bulletin mailboxes and SDLs include:

- **Reduced network traffic:** Sending a message to a large number of recipients on the same remote system via Octel analog networking can be time-consuming. It is more efficient to send a message to a single address on the remote system, and let the remote system handle the distribution of the message to many subscribers.
- **Administration:** It is often preferable to have the administrator of the remote system organize and make decisions as to which subscribers will receive messages for particular distributions. With this method, the Cisco Unity administrator only needs to know the network addresses of remote distributions. The administrator on the remote Octel system can decide who should receive messages, based on the bulletin mailbox or SDL to which the message is delivered.

This document describes how to specify the Cisco Unity subscribers who can send a voice message to a particular remote address. This is important because, unrestricted access for sending messages to a bulletin mailbox or SDL on a remote Octel system is not always desirable.

Note: The same procedure can be used to specify the Cisco Unity subscribers who can send a voice message to any Cisco Unity Bridge, AMIS, or VPIM external subscriber.

Example

Table 1 shows the details for the Octel Aria Server.

Table 1 - Octel Aria Server Details

Serial number	16882
Digits in mailbox	3
Phone number	805
Bulletin mailbox number	101

Figure 1 - Octel Node Profile for the Octel 250 on the Cisco Unity Bridge

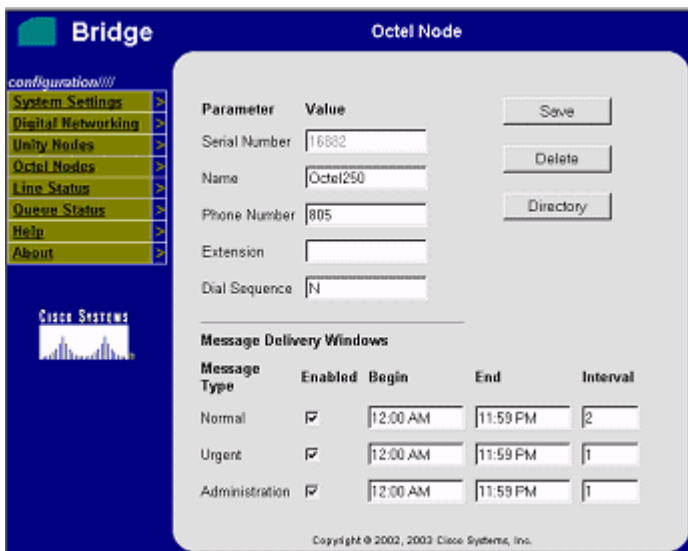


Figure 2 - Delivery Location Profile Page for the Octel 250 on the Cisco Unity Bridgehead

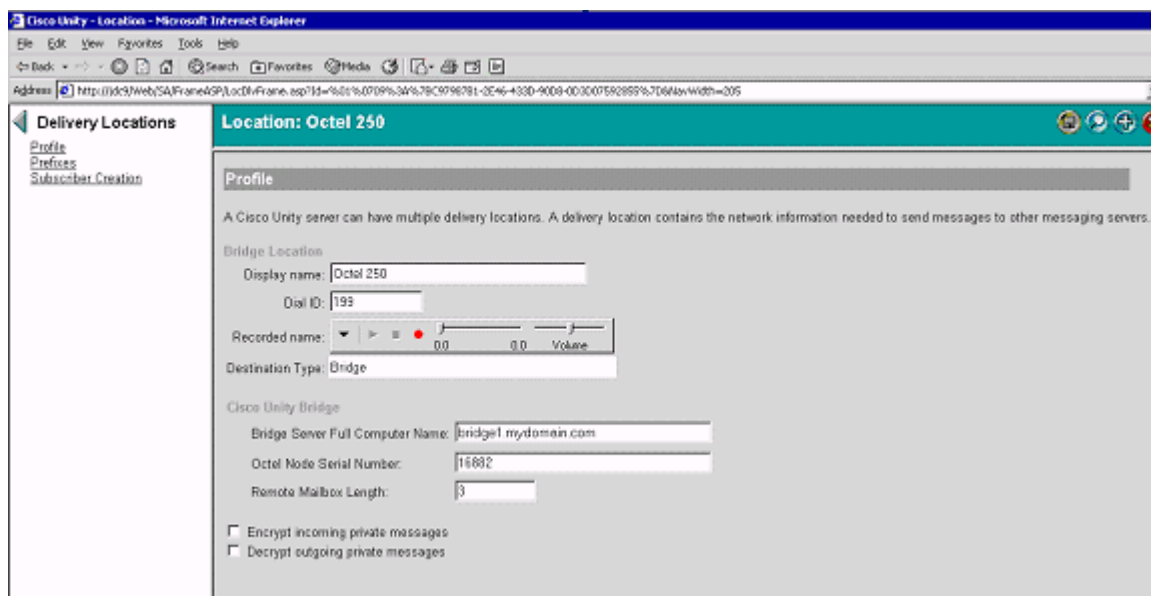
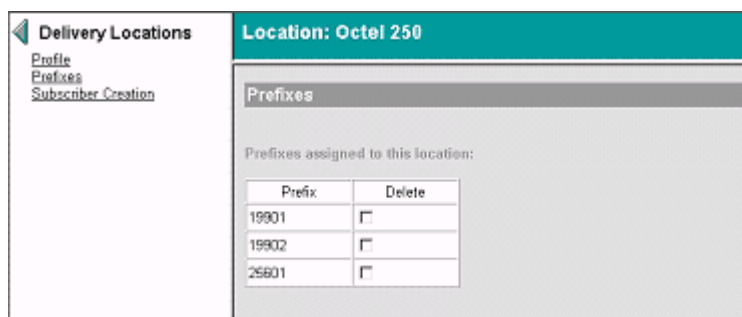


Figure 3 - Delivery Location Prefixes Page for the Octel 250 on the Cisco Unity Bridgehead



Blind Addressing

Configure Cisco Unity and the bridge to send messages to the Octel 250, then address messages to the 101 bulletin mailbox on the Octel 250, as shown in Table 2. You can do this before creation of the bridge subscriber.

Table 2 - Messages Addressed to the 101 Bulletin Mailbox on the Octel 250

Interface Used	Address Entered	Address Resolution	Result
		<ul style="list-style-type: none"> The prefix 25601 matches on location 199. The last three digits represent the mailbox (101). 	<ul style="list-style-type: none"> The message is routed to the Voice Connector. The Voice Connector routes the message to the Bridge

<p>TUI¹ (address by extension)</p>	<p>2560101</p>	<ul style="list-style-type: none"> • Remote address is OMNI:199_10. • There is no Bridge subscriber with matching remote address. • The message is addressed "To: [OMNI:199_101]" 	<p>for mailbox 101 at ser# 16882.</p> <ul style="list-style-type: none"> • The Bridge calls ser# 16882 at extension 805, and delivers the message to mailbox 101.
<p>TUI (address by extension)</p>	<p>1990101</p>	<ul style="list-style-type: none"> • The prefix 19901 matches on location 199. • The last three digits represent the mailbox (101). • Remote address is OMNI:199_101. • There is no Bridge subscriber with matching remote address. • The message is addressed "To: [OMNI:199_101]" 	<p>Same as above.</p>
<p>TUI (address by extension)</p>	<p>199101</p>	<ul style="list-style-type: none"> • The first three digits match the location Dial ID 199. • Mailbox length is not checked. The remaining digits are used for the mailbox (101). • Remote address is OMNI:199_101. • There is no Bridge subscriber with 	<p>Same as above.</p>

		matching remote address. <ul style="list-style-type: none"> • The message is addressed "To: [OMNI:199_101]" 	
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¹Telephone user interface

If there is no Bridge subscriber representing this remote Octel mailbox number in the directory, there is no means of restricting who can send a message to this particular mailbox on the Octel 250 without restricting all network messages to that system.

Bridge Subscriber

When a message is sent to mailbox 101 on the Octel 250, the Bridge retrieves the mailbox information for 101 from the Octel, and sends the information to the Cisco Unity bridgehead server, unless the bridgehead has been configured not to allow auto-creation of Bridge subscribers. The Cisco Unity bridgehead creates a Bridge subscriber based on this information. However, when you want to restrict Cisco Unity subscribers from sending messages to a particular Bridge subscriber, it is best to manually create the Bridge subscriber on the bridgehead server before anyone has a chance to address a message to it. In other words, manually create the Bridge subscriber before auto-creation of the Bridge subscriber occurs. The settings applicable to automatically created Bridge subscribers do not apply to Bridge subscribers created manually. By manually creating a Bridge subscriber account for a mailbox, you can specify settings for the account, such as preventing it from appearing in the address book.

In addition, if you have configured the Cisco Unity bridgehead and Bridge servers such that Bridge subscribers are subject to name aging deletion, you would want to prevent the Bridge subscriber for mailbox 101 from being automatically deleted. In such a case you would need to specify that the Bridge subscriber for mailbox 101 should not be deleted, unless it is explicitly removed from the Octel server.

To create a Bridge subscriber on the Cisco Unity bridgehead server, that represents mailbox 101 of the Octel 250, complete these steps:

1. Create the Bridge subscriber account on the Cisco Unity bridgehead server, that represents mailbox 101 of the Octel 250. For detailed instructions, refer to the [Using the Cisco Unity Administrator to Create Bridge Subscriber Accounts](#) section, or the [Using the Cisco Unity Bulk Import Wizard to Create Multiple Bridge Subscriber Accounts](#) section in the [Cisco Unity Bridge Networking Guide](#).
2. Create a Permanent Octel Node directory entry on the Bridge for mailbox 101 of the Octel 250. For detailed instructions, refer to the [Using the Bridge Administrator to Create Permanent Directory Entries](#) section, or the [Using the Cisco Unity Bridge Mailbox Import Tool to Create Permanent Directory Entries](#) section in the [Cisco Unity Bridge Networking Guide](#).

Note: When you follow the above steps, you can be sure that, once created, the Bridge subscriber account will be automatically deleted *only* in the event that mailbox 101 no longer exists on the Octel 250.

Table 3 lists details of the Octel 250 Bulletin Mailbox Bridge Subscriber.

Table 3 - Octel 250 Bulletin Mailbox Bridge Subscriber Details

Primary ID	5000
Alternate ID	05000
Remote mailbox	101
Bridge location	Octel 250 (199)
First name	Octel 250
Last name	Bulletin Mailbox
Display name	Octel 250 Bulletin Mailbox
Alias	Oct250BulletinMbox

Figure 4 - Add the Octel 250 Bulletin Mailbox Bridge Subscriber in the Cisco Unity Administrator

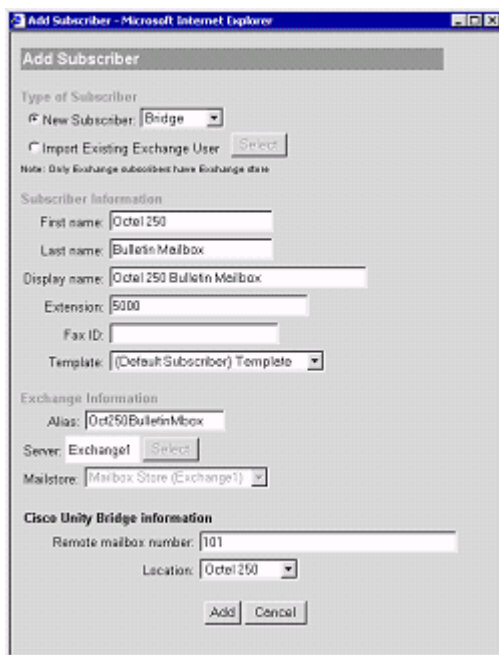


Figure 5 - The Octel 250 Bulletin Mailbox Bridge Subscriber Profile Page in the Cisco Unity Administrator

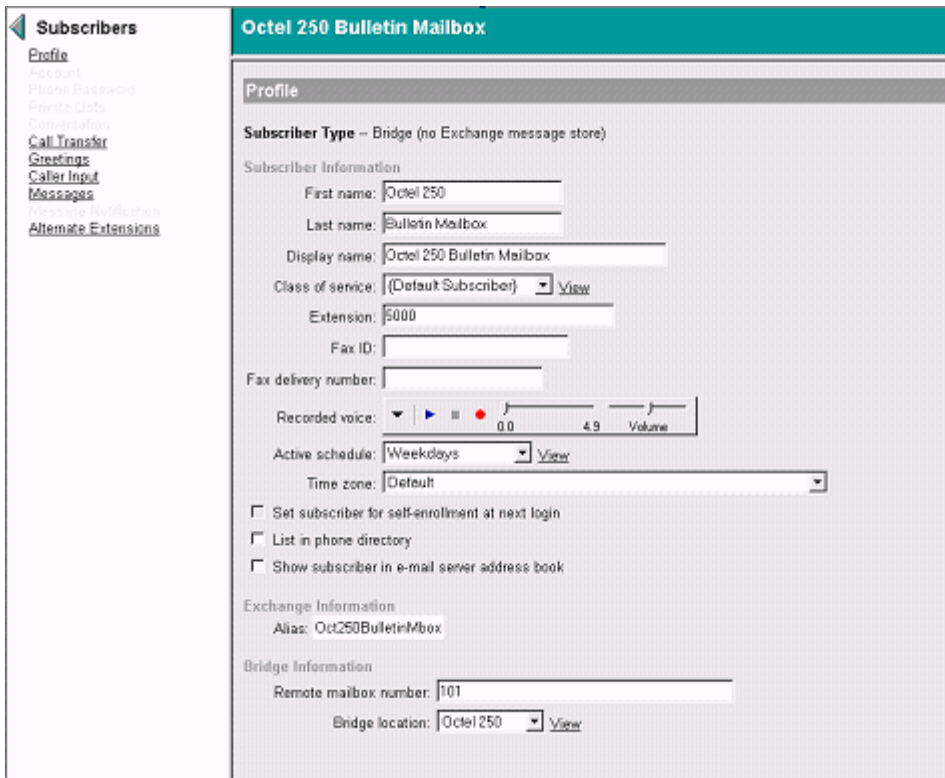


Figure 6 - The Octel 250 Bulletin Mailbox Bridge Subscriber Alternate Extensions Page in the Cisco Unity Administrator

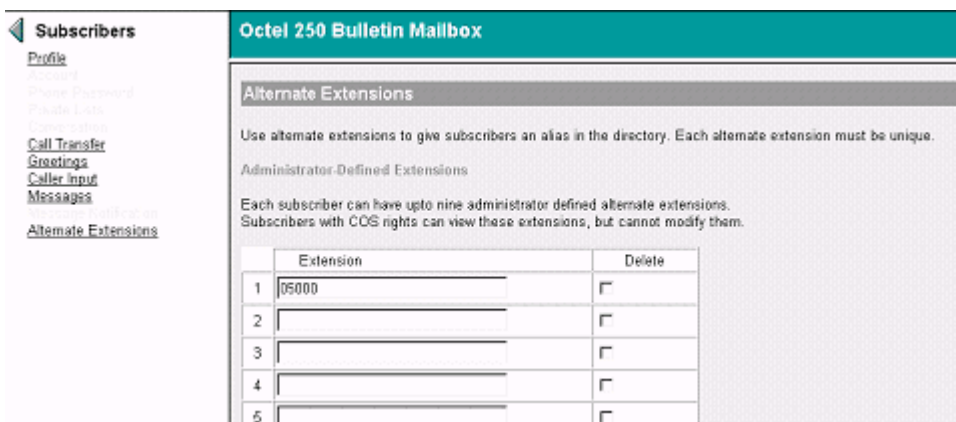


Figure 7 - The Octel 250 Bulletin Mailbox Bridge AD Contact Appearance in Active Directory Users and Computers

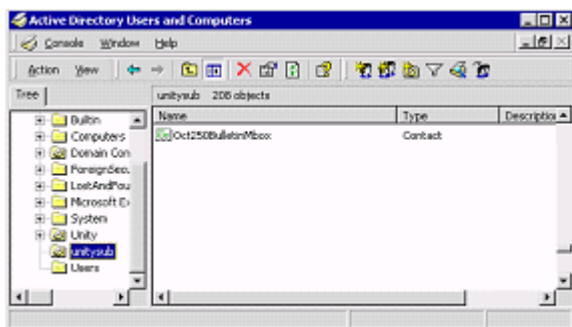


Figure 8 - The Octel 250 Bulletin Mailbox Bridge AD Contact Properties – General

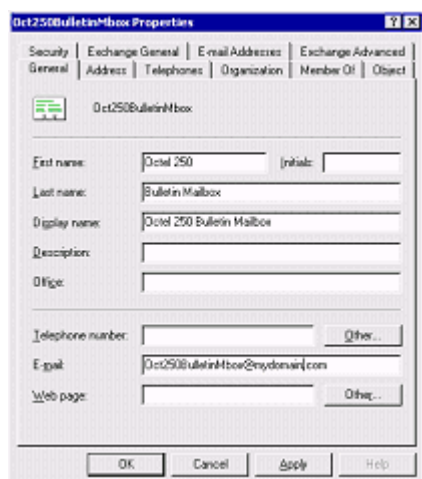
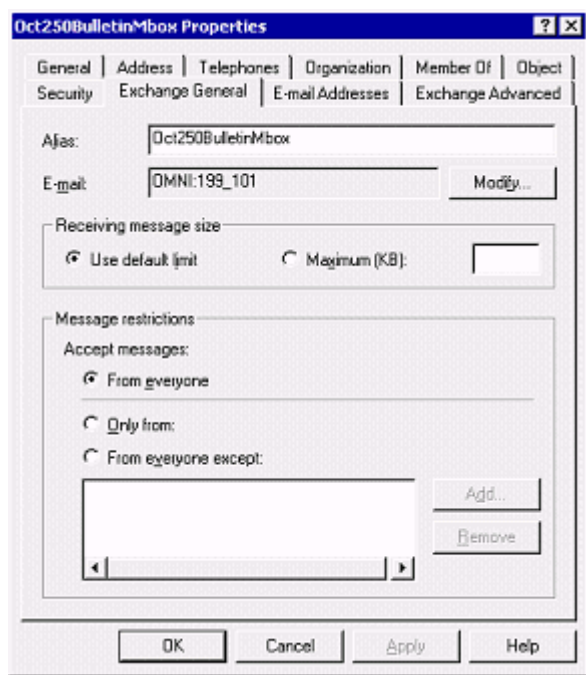


Figure 9 - The Octel 250 Bulletin Mailbox Bridge AD Contact Properties – Exchange General



After creation of the Bridge subscriber for mailbox 101 on the Octel 250, the message can be addressed to the 101 bulletin mailbox on the Octel 250 as shown in Table 4. Remember that initially, there is no restriction on who is allowed to address a message to this Contact, as shown in the Message Restrictions section of figure 9.

Table 4 - Messages Addressed to the 101 Bulletin Mailbox on the Octel 250

Interface Used	Address Entered	Address Resolution	Result
			<ul style="list-style-type: none"> The exchange routes to [OMNI:199_101] based on the e-

<p>TUI (address by extension)</p>	<p>5000</p>	<ul style="list-style-type: none"> • Exact match on Octel 250 bulletin mailbox primary ID. • The message is addressed "To: Oct250BulletinMbox". 	<p>mail address of the Octel 250 bulletin mailbox AD Contact.</p> <ul style="list-style-type: none"> • The message is routed to the Voice Connector. • The Voice Connector routes the message to the Bridge for mailbox 101 at ser# 16882. • The Bridge calls ser# 16882 at extension 805, and delivers the message to mailbox 101.
<p>TUI (address by extension)</p>	<p>05000</p>	<ul style="list-style-type: none"> • Exact match on Octel 250 bulletin mailbox alternate ID. • Te message is addressed "To: Oct250BulletinMbox". 	<p>Same as above.</p>
<p>TUI (address by extension)</p>	<p>2560101</p>	<ul style="list-style-type: none"> • The prefix 25601 matches on location 199. • The last three digits represent the mailbox (101). • Remote address is OMNI:199_10. • Octel 250 bulletin mailbox Bridge subscriber has matching remote address. <p>Note: The remote address is the same as the AD Contact e-mail address.</p>	<p>Same as above.</p>

		<ul style="list-style-type: none"> • The message is addressed “To: Oct250BulletinMbox” 	
TUI (address by extension)	1990101	<ul style="list-style-type: none"> • The prefix 19901 matches on location 199. • The last three digits represent the mailbox (101). • Remote address is OMNI:199_101. • Octel 250 bulletin mailbox Bridge subscriber has matching remote address. • The message is addressed “To: Oct250BulletinMbox”. 	Same as above.
TUI (address by extension)	199101	<ul style="list-style-type: none"> • The prefix Dial ID 199 matches on location 199. • The remaining digits represent the mailbox (101). • Remote address is OMNI:199_101. • Octel 250 bulletin mailbox Bridge subscriber has matching remote address. • The message is addressed “To: Oct250BulletinMbox”. 	Same as above.
TUI (address by extension)	2855384 (i.e. BULLETI...)	<ul style="list-style-type: none"> • The Name entry returns a match for Octel 250 bulletin mailbox Bridge subscriber. • The message is 	Same as above.

		addressed "To: Oct250BulletinMbox".	
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Note: In the Address Resolution column in table 4, the address always resolves to the Bridge subscriber object (in this case, the Octel 250 bulletin mailbox), regardless of the method used to address the remote mailbox. The significance of this is that an AD Contact associated with a Bridge subscriber allows you to place restrictions on users who can successfully send a message to this remote mailbox. Any address that was previously accepted as a blind address for this remote mailbox when the Bridge subscriber was not present now resolves to the Bridge subscriber. Therefore, any restrictions that are defined on the AD Contact cannot be circumvented.

Secure the Bridge Subscriber

See figure 5, and note the **List in Phone Directory** and **Show Subscriber in E-Mail Server Address Book** settings. When the Bridge subscriber was created in the Cisco Unity Administrator, both these settings were disabled for these reasons:

- When **List in Phone Directory** is disabled, it prevents the Octel 250 bulletin mailbox from being available in any telephone user interface (TUI) directory handlers, which are often made available to unidentified callers.
- When **Show Subscriber in E-Mail Server Address Book** is disabled, it prevents the Octel 250 bulletin mailbox from appearing in the address book of e-mail clients such ViewMail for Microsoft Outlook.

Disabling these two settings limits the visibility of the Octel 250 bulletin mailbox Bridge subscriber, but does not absolutely prevent someone from attempting to send a message to it if they know the extension to use.

Therefore, our final task is to take steps to restrict which Cisco Unity subscribers will be allowed to send a message to the Octel 250 bulletin mailbox.

Complete these steps:

1. Open **Active Directory Users and Computers**, and find the Contact for the Octel 250 bulletin mailbox (see figure 7).
2. Right-click **Octel 250 Bulletin Mailbox**, and select **Properties**.
3. Click the **Exchange General** tab (see figure 9).
4. In the Message restrictions section, select **Only From**.
5. Click **Add**.
6. Add the user accounts for each Cisco Unity subscriber who will be allowed to send a message to the Octel 250 bulletin mailbox.
7. Click **OK**.

Example

In the example in figure 10, only Jane Smith and John Doe will be able to successfully send a message to the Octel 250 bulletin mailbox. Messages from any other subscribers will be rejected.

Figure 10 - The Octel 250 Bulletin Mailbox Bridge AD Contact Properties – Exchange General – with Message Restrictions

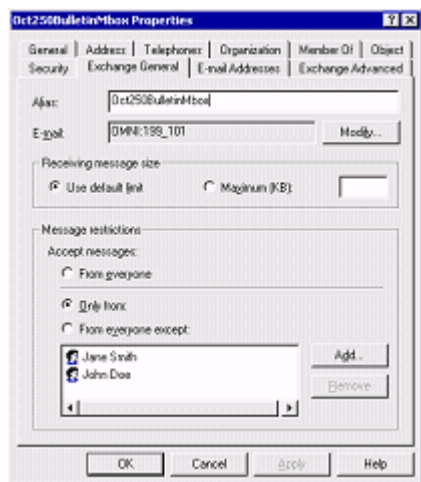


Table 5 and Table 6 illustrate the behavior that various users will now experience when attempting to send a voice message to the Octel 250 bulletin mailbox. The users in this example are:

- Jane Smith: A Cisco Unity subscriber from whom Exchange is allowed to accept messages for the Octel 250 bulletin mailbox.
- Chris Jones: A Cisco Unity subscriber from whom Exchange is not allowed to accept messages for the Octel 250 bulletin mailbox.
- Unidentified Caller: An unidentified caller who has dialed in to the Cisco Unity system.

Table 5 - Octel Behavior for Users Jane and Chris

Interface Used	Address Entered	Sender = Jane Smith	Sender = Chris Jones
TUI (address by extension)	5000	<ul style="list-style-type: none"> • Jane Smith is allowed to include Octel 250 bulletin mailbox as a recipient of the message. • The voice message from Jane Smith is successfully 	<ul style="list-style-type: none"> • Chris Jones is allowed to include Octel 250 bulletin mailbox as a recipient of the message. • The e-mail system rejects the message.

		delivered to mailbox 101 at Octel 250. Result = Delivery successful	<ul style="list-style-type: none"> Chris Jones receives a nondelivery receipt (NDR). Result = NDR
TUI (address by extension)	05000	Result = Delivery successful (same as above)	Result = NDR Same as above
TUI (address by extension)	2560101	Result = Delivery successful (same as above)	Result = NDR Same as above
TUI (address by extension)	1990101	Result = Delivery successful (same as above)	Result = NDR Same as above
TUI (address by extension)	199101	Result = Delivery successful (same as above)	Result = NDR Same as above
TUI (address by extension)	2855384 (i.e. BULLETI...)	Result = Delivery successful (same as above)	Result = NDR Same as above
Unity Inbox	"[OMNI:199_101]"	Result = Delivery successful (same as above)	Result = NDR Same as above
Unity Inbox	"Octel 250 Bulletin Mailbox" (type/check name or look up)	Result = Delivery successful (same as above)	Result = NDR Same as above
VMO	"[OMNI:199_101]"	Result = Delivery successful (same as above)	Result = NDR Same as above
VMO	"Octel 250 Bulletin Mailbox" (display name)	Does not resolve to user because Show Subscriber in E-Mail Server Address Book is disabled. See figure 5.	Does not resolve to user because Show Subscriber in E-Mail Server Address Book is disabled. See figure 5.

		Result = Send not allowed	Result = Send not allowed
VMO	“Oct250BulletinMbox” (alias)	Result = Send not allowed (same as above)	Result = Send not allowed (same as above)

Table 6 - Octel Behavior for an Unidentified Caller

Interface Used	Address Entered	Sender = Unidentified Caller
Directory Handler	Any	Does not resolve to user because List in Phone Directory is disabled. See figure 5. Result = No match found
Auto Attendant	5000	<ul style="list-style-type: none"> • If it has been configured, the caller reaches the greeting for the Octel 250 bulletin mailbox. • The caller is allowed to leave a message. • However, the e-mail system rejects the message. • The Cisco Unity system account receives a nondelivery receipt. Result = NDR
Auto Attendant	05000	Result = NDR (same as above)
Auto Attendant	2560101	<ul style="list-style-type: none"> • Unknown callers are not allowed this form of addressing. • The number is not recognized as a valid entry. Result = Not a valid entry
Auto	1990101	Result = Not a valid entry

Attendant		(same as above)
Auto Attendant	199101	Result = Not a valid entry (same as above)

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