Installing and Configuring Cisco Unity Connection SRSV

Introduction

Cisco Unity Connection Survivable Remote Site Voicemail (Cisco Unity Connection SRSV) can either be installed on a Cisco Services Ready Engine (SRE) blade (mounted on Cisco Unified SRST router) or on a virtual machine.

Note For installing Unity Connection SRSV on a SRST blade, user needs to virtualize a SRE blade and install the Unity Connection server on it. SRE virtualization is supported with VMware ESXi v5.1. 5.5, 6.0, 6.5, 6.5 U2 and 6.7. For more information, see the "Cisco Services Ready Engine Virtualization Overview" chapter of the Installation and Configuration Guide for Cisco Services Ready Engine Virtualization 1.0, available at http://www.cisco.com/c/en/us/td/docs/interfaces_modules/services_modules/sre_v/1-0/user/guide/sre_v.html.

After installing Unity Connection on the virtual machine or the SRE blade router, follow the tasks in the Task List for Installing Unity Connection SRSV, on page 2 section to install Unity Connection SRSV.

Prerequisites for Installing Unity Connection SRSV

Consider the following points before installing the Unity Connection SRSV server:

- Unity Connection SRSV must be installed on a supported hardware platform. For more information, see the following sections:
  - "Specification for Hardware Platforms and Cisco IOS Software Releases Supported by Unity Connection SRSV" section of the Cisco Unity Connection 14 Supported Platforms List at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/supported_platforms/b_14cucspl.html.

- "Specifications for Virtual Platform Overlays Supported by Unity Connection SRSV" section of the Cisco Unity Connection 14 Supported Platforms List at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/supported_platforms/b_14cucspl.html.

- The Unity Connection SRSV administrator workstation must be configured as per the software requirements. For more information, see the "Software Requirements-Administrator Workstations(Unity Connection and Unity connection SRSV)" section of the System Requirements for Cisco Unity Connection, Release 14 at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/requirements/b_14cucsysreqs.html.

Task List for Installing Unity Connection SRSV

Do the following tasks to install and configure a Unity Connection SRSV server:

1. Install Unity Connection either on a SRE-900/SRE-910 series blade or on a virtual machine. For information on the process of installing Unity Connection, see the "Installing Cisco Unity Connection" chapter of the Install, Upgrade, and Maintenance Guide for Cisco Unity Connection, Release 14, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/install_upgrade/guide/b_14cuciumg.html.

   After installation, Unity Connection starts in the Demo license mode.

2. Run the CLI command utils cuc activate CUSRSV to transform the Unity Connection server to a Unity Connection SRSV server.

3. Install the Unity Connection SRSV specific license on the Prime License Manager (PLM) server of the central Unity Connection server. For more information on installing licenses, see the "Managing Licenses" chapter of the Install, Upgrade, and Maintenance Guide for Cisco Unity Connection, Release 14, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/install_upgrade/guide/b_14cuciumg.html.

   The CUC_EnhancedMessaging tag on the License page of Cisco Unity Connection Administration reflects the number of licenses installed for both voicemail users and the SRSV feature in Unity Connection.

   Following are the scenarios of license status on the central Unity Connection server:

   - When the central Unity Connection server license status is "Compliance" or "Violation", all the functionalities, such as user provisioning and voicemail upload related to Unity Connection SRSV work as expected in a normal scenario.

   - When the central Unity Connection server license status is "Expire", the synchronization of users from the central Unity Connection to the branch (Unity Connection SRSV) server stops working. However, the voicemail and auto-attendant functionalities continue to work at the branch server.

4. *If you want Cisco Unity Connection SRSV Administration to be localized for any other locale (other than Engligh U.S.):* Download and install the Cisco Unified Communications Manager <language> locale. See the "Locale Installation" section in the "Software Upgrades" chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/cucos/10_0_1/CUCM_BK_C2F2626C_00_cucm-os-admin-guide-100.html..

Note	The Unity Connection SRSV system can have only one locale installed.

5. *If you have installed additional languages and want the Cisco Personal Communications Assistant to be localized:* Download and install the corresponding Cisco Unified Communications Manager locale. See the "Locale Installation" Locale Installation section of "Software Upgrades" chapter of the applicable *Cisco Unified Communications Operating System Administrator Guide* http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/cucos/10_0_1/CUCM_BK_C2F2626C_00_cucm-os-admin-guide-100.html.

6. *Secure the communication between the central Unity Connection server and the branch Unity Connection SRSV server after completing the installation. This can be done either by uploading signed certificates to the central server or allowing the central server to use self-signed certificates. For more information, see the* Securing Communication between Unity Connection and Unity Connection SRSV *section.*

7. Configure the following components displayed in Cisco Unity Connection SRSV Administration:

   • Users (Administrators and Subscribers).

   • Call Handler Templates.

   • System Distribution Lists.

   • System Call Handlers and Directory Handlers.

   • Networking.

   • System Settings (Schedules, Conversations, Enterprise Parameters, and Plugins).

   • Telephony Integrations (Phone System, Port Group, Port, and Security).

   • Custom Keypad Mapping.

Post-Installation Tasks

Do the following tasks after completing the installation of a Unity Connection SRSV server:

1. Configure the central Unity Connection server from the Branch Management page in Cisco Unity Connection Administration. For more information, see the Configuring Unity Connection SRSVSettings section.

2. Download and install the Real-Time Monitoring Tool software on administrator workstations. See the "Getting Started" chapter of the Cisco Unified Real-Time Monitoring Tool Administration Guide, Release 10.0(1), available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/service/10_0_1/rtmt/CUCM_BK_CA30A928_00_cisco-unified-rtmt-administration-100.html.

Configuring Unity Connection SRSVSettings

This section gives information on configuring Unity Connection SRSV to communicate with the central Unity Connection server.

Provisioning and Voicemail Upload

Unity Connection supports the following methods for provisioning and voicemail upload between the central Unity Connection server and the branch (Unity Connection SRSV) server:

Manual Synchronization

You can manually provision the users on the branch server and upload voicemails from the branch server to the central Unity Connection server.

Manually Synchronizing Unity Connection with the Branch Server

Step 1   In Cisco Unity Connection Administration, expand Networking> Branch Management and select Branches.

Step 2   On the Branch Listing page, select Add New to add a new branch.

Step 3   On the New Branch page, enter the values of the required fields and select Save. (For more information on each field, see Help> This Page).

Step 4   On the Edit Branch page, select Sync Provisioning or Voicemail Upload.

Step 5   To see the branch synchronization results:

a)   In Cisco Unity Connection Administration, expand Networking> Branch Management and select Branch Sync Results.

b)   You can filter the synchronization results by selecting Voicemail or Provisioning in the Value field.(For more information on each field, see Help> This Page).

Automatic Synchronization

You can enable the automatic provisioning of the users and voicemail upload from the branch to the central Unity Connection server by scheduling the voicemail upload process.

Enabling Automatic Provisioning and Voicemail Upload

Step 1   In Cisco Unity Connection Administration, expand Tools and select Task Management.

Step 2   On the Task Management page, schedule either Branch Provisioning Synchronization Task or Voicemail Upload. (For information on each field, see Help> This Page).

Step 3   Select Save.

Task List for Configuring a Unity Connection SRSV User

You can either create a new user or update an existing user to provide access to the Unity Connection SRSV feature.

Note   Make sure that all the required services, such as Connection REST Service and Connection Branch Sync Service are started on the central Unity Connection server and on the branch system. For more information on services required for the Unity Connection SRSV feature, see the Administration Guide for Cisco Unity Connection Serviceability Release 14 at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/serv_administration/guide/b_14cucservag.html.

Do the following steps to configure a Unity Connection SRSV user:

1. Create a partition on the Unity Connection server. For more information on creating a partition, see the "Configuring Partitions" section of the "Call Management" chapter of the *System Administration Guide for Cisco Unity Connection, Release 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.

2. Create a branch on the Unity Connection server with the details of Unity Connection SRSV that corresponds to the partition you created:

   In Cisco Unity Connection Administration, expand Networking> Branch Management and select Branches.

   On the Branch Listing page, select Add New to add a new branch.

   On the New Branch page, enter the values of the required fields and select Save. (For more information on each field, see Help> This Page).

3. Assign the partition to an existing user or a new user for providing access to the Unity Connection SRSV feature. For more information on creating a new user, see the "Creating User Accounts Manually" section of the "Users" chapter of the *System Administration Guide for Cisco Unity Connection, Release 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.