



CHAPTER 3

Administrative Tools

This chapter provides brief descriptions of and procedures for accessing a selection of tools and utilities for administering Cisco Unity Connection. (To configure a browser to access Connection web applications, see the “[Configuring the Browser on an Administrator Workstation](#)” chapter.)

See the following sections:

- [Application Plug-ins, page 3-1](#)
- [Cisco Object Backup and Restore Application Suite \(COBRAS\), page 3-2](#)
- [Cisco Unity Connection Administration, page 3-2](#)
- [Cisco Unity Connection Bulk Administration Tool, page 3-2](#)
- [Cisco Unity Connection Bulk Edit Utility, page 3-3](#)
- [Cisco Unity Connection Custom Keypad Mapping Tool, page 3-4](#)
- [Cisco Unity Connection Grammar Statistics Tool, page 3-4](#)
- [Cisco Unity Connection Import and Synch Users Tools, page 3-4](#)
- [Cisco Unity Connection Migrate Messages Utility, page 3-5](#)
- [Cisco Unity Connection Migrate Users Utility, page 3-6](#)
- [Cisco Unity Connection Serviceability, page 3-6](#)
- [Cisco Unity Connection Task Management Tool, page 3-7](#)
- [Disaster Recovery System, page 3-7](#)
- [Cisco Voice Technology Group Subscription Tool, page 3-7](#)
- [Real-Time Monitoring Tool, page 3-7](#)
- [Cisco Unified Serviceability, page 3-8](#)
- [Remote Database Administration Tools, page 3-8](#)
- [Cisco Utilities Database Link for Informix \(CUDLI\), page 3-10](#)
- [Connection User Data Dump \(CUDD\), page 3-10](#)
- [Wallet Card Wizard, page 3-10](#)

Application Plug-ins

Application plug-ins extend the functionality of Cisco Unity Connection. For example, the Real-Time Monitoring Tool (RTMT) plug-in allows an administrator to monitor system performance.

For coresident configurations, see the *Cisco Unified Communications Manager Administration Guide* at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html for detailed information.

For standalone configurations, see the “Installing Plugins” chapter for detailed information.

Cisco Object Backup and Restore Application Suite (COBRAS)

Revised May 2009



Note

The information in this section is not applicable to Cisco Unified Communications Manager Business Edition.

Cisco Object Backup and Restore Application Suite (COBRAS) is the application you use to migrate data and messages from Cisco Unity or from Cisco Unity Connection 1.x to Connection 7.x. Download the latest version, and view training videos and Help at http://www.ciscounitytools.com/App_COBRAS.htm.

Alternatively, you can use the Cisco Unity Connection Migrate Messages and Migrate Users utilities to migrate messages and user data. However, we recommend that you use these utilities only when you are migrating from Cisco Unity 4.0(4) and earlier and you cannot upgrade to Cisco Unity 4.0(5) or later for some reason. COBRAS migrates significantly more data than the Migrate Users utility, and it does not require that you configure a secure shell (SSH) server application. For more information, see the “Cisco Unity Connection Migrate Messages Utility” section on page 3-5 and the “Cisco Unity Connection Migrate Users Utility” section on page 3-6.

For a task list that enumerates the steps for migrating from Cisco Unity or from Connection 1.x to Connection 7.x either by using COBRAS or by using the Migrate Messages and Migrate Users utilities, see the applicable chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html.

Cisco Unity Connection Administration

Cisco Unity Connection Administration is a web application that you use to do most administrative tasks, including specifying settings for users and implementing a call management plan. Many of the tools listed in this section are available from Connection Administration.

For information on accessing and using Cisco Unity Connection Administration, see the “Accessing and Using Cisco Unity Connection Administration” chapter.

Cisco Unity Connection Bulk Administration Tool

The Cisco Unity Connection Bulk Administration Tool (BAT) can be used as follows:

- In standalone configurations, the BAT allows you to create, update, and delete multiple user accounts or system contacts at the same time by importing information contained in a comma separated value (CSV) file. In addition, it allows you to export information about users or system contacts from Cisco Unity Connection to a CSV file.

- In coresident configurations, the BAT allows you to create and delete multiple system contacts at the same time by importing information contained in a comma separated value (CSV) file. (To update multiple user accounts at once, you must use the BAT available in the Cisco Unified CM Administration.) In addition, it allows you to export information about users or system contacts from Cisco Unity Connection to a CSV file.
- In both standalone and coresident configurations in which Connection data is synchronized with data in an LDAP directory, the BAT allows you to create large numbers of user accounts at the same time by importing information contained in a comma separated value (CSV) file.

For small numbers of users—up to a few hundred—it may be faster and easier to use the Import Users tool to create Connection users from users in an LDAP directory. See the “[Cisco Unity Connection Import and Synch Users Tools](#)” section on page 3-4.

To Access the Cisco Unity Connection Bulk Administration Tool

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Click **Bulk Administration Tool**.
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For information on using the Connection BAT, see the “[Using the Cisco Unity Connection Bulk Administration Tool](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

For information on using the BAT in Cisco Unified Communications Manager, see the *Cisco Unified Communications Manager Bulk Administration Guide*, available at http://www.cisco.com/en/US/products/ps7273/prod_maintenance_guides_list.html.

Cisco Unity Connection Bulk Edit Utility

The Cisco Unity Connection Bulk Edit utility allows you to select large numbers of user accounts or call handlers and quickly make the same changes to all of them at one time.

To Access the Cisco Unity Connection Bulk Edit Utility

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Click **Bulk Edit**.
-

For information on using the tool, see the following, as applicable:

- To learn how to use Bulk Edit to modify user accounts, see the “[Setting Up Features and Functionality That Are Controlled by User Account Settings](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.
- To learn how to use Bulk Edit to modify call handlers, see the “[Managing Call Handlers](#)” chapter.

Cisco Unity Connection Custom Keypad Mapping Tool

The Custom Keypad Mapping tool allows you to edit the key mappings that are associated with the Custom Keypad Mapping conversation, which can be assigned to users or user templates on the Phone Menu page in Cisco Unity Connection Administration. You are allowed to assign any one-, two-, or three-key sequence to any defined option for the main menu, the message playback menu (the message header, body, and footer can be mapped separately), the after message menu, and the settings menu. You can customize which options are voiced in each menu and the order in which they are offered. The Custom Keypad Mapping tool is accessed in the Tools section of Connection Administration.

To Access the Custom Keypad Mapping Tool

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
 - Step 2** Click **Custom Keypad Mapping**.
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For information on using the tool, see the “[Custom Keypad Mapping Tool](#)” chapter.

Cisco Unity Connection Grammar Statistics Tool

The Grammar Statistics tool shows information about all of the dynamic name grammars that are used by the Cisco Unity Connection voice-recognition conversation to match caller utterances to the names of objects on the system (for example, user names and alternate names, distribution list names, and so on). When administrators add or change names on the Connection system, the names are not recognized by the voice-recognition conversation until they are compiled in the grammars.

For each name grammar, the tool displays information such as the finish time of the last grammar recompilation, the total number of unique items in the grammar, whether there are updates pending to the grammar, and whether the grammar is currently in the process of being recompiled.

By default, Connection recompiles grammars when administrators add named objects or change object names on the system (unless a bulk operation is in progress, in which case Connection waits ten minutes for the operation to complete before recompiling the grammars), or when there are more than five changes requested in the space of a minute. If the grammars have grown to the point where the name grammar recompilation process is affecting the performance of your Connection server during busy periods, you can modify the default Voice Recognition Update Schedule (under System Settings > Schedules in Cisco Unity Connection Administration) to limit the times and days when the Connection voice-recognition transport utility can automatically rebuild the voice-recognition name grammars. By default, all days and times are active for this schedule; if you modify the schedule but want to override the schedule while it is inactive and force an immediate recompilation of all grammars, or if you want to force recompilation during the ten minute wait period after a bulk operation has been initiated, you can click the Rebuild Grammars button on the Grammar Statistics tool.

Cisco Unity Connection Import and Synch Users Tools

When the Cisco Unity Connection server is integrated with a Cisco Unified Communications Manager phone system, you can use the Import Users tool to automatically create multiple users with voice mail accounts from existing Cisco Unified Communications Manager users.

You can also use the Import Users tool to create small numbers of users—up to a few hundred—from users in an LDAP directory. (This is not a question of technical limitations; you can create many thousands of users by using the Import Users tool, but the process is less efficient than other methods.)

In standalone configurations, the Synchronize Users tool allows you to manually refresh the information you imported from Cisco Unified Communications Manager when you created voice mail users.

In coresident configurations, synchronization happens automatically. There should be no need to manually synchronize users.

To Access the Import and Synch Users Tools

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Click **Import Users** or **Synch Users**, as applicable.
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For information on using both tools, see the “[Creating Multiple User Accounts from Cisco Unified Communications Manager Users](#)” chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection*.

Cisco Unity Connection Migrate Messages Utility

Revised May 2009



Note

The information in this section is not applicable to Cisco Unified Communications Manager Business Edition.

To migrate messages and data from Cisco Unity 4.0(5) or later or from Cisco Unity Connection 1.x to Connection 7.x, we recommend that you use the Cisco Object Backup and Restore Application Suite (COBRAS) tool instead of the Migrate Messages and Migrate Users utilities. COBRAS migrates significantly more data than the Migrate Users utility, and it does not require that you configure a secure shell (SSH) server application. Download the latest version, and view training videos and Help at http://www.ciscounitytools.com/App_COBRAS.htm.

For a task list that enumerates the steps for migrating from Cisco Unity or from Connection 1.x to Connection 7.x either by using COBRAS or by using the Migrate Messages and Migrate Users utilities, see the applicable chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html.

The Cisco Unity Connection Migrate Messages utility allows you to migrate messages from Cisco Unity or from Cisco Unity Connection 1.x to Cisco Unity Connection 7.x. You can only migrate messages if you have first migrated user data by using the Migrate Users utility.

To Access the Migrate Messages Utility (Standalone Configurations Only)

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Expand **Migration Utilities**, then click **Migrate Users**.
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Cisco Unity Connection Migrate Users Utility

Revised May 2009

**Note**

The information in this section is not applicable to Cisco Unified Communications Manager Business Edition.

To migrate messages and data from Cisco Unity 4.0(5) or later or from Cisco Unity Connection 1.x to Connection 7.x, we recommend that you use the Cisco Object Backup and Restore Application Suite (COBRAS) instead of the Migrate Messages and Migrate Users utilities. COBRAS migrates significantly more data than the Migrate Users utility, and it does not require that you configure a secure shell (SSH) server application. Download the latest version, and view training videos and Help at http://www.ciscounitytools.com/App_COBRAS.htm.

For a task list that enumerates the steps for migrating from Cisco Unity or from Connection 1.x to Connection 7.x either by using COBRAS or by using the Migrate Messages and Migrate Users utilities, see the applicable chapter of the *Reconfiguration and Upgrade Guide for Cisco Unity Connection Release 7.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/upgrade/guide/7xcucrugx.html.

To Access the Migrate Users Utility (Standalone Configurations Only)

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- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Expand **Migration Utilities**, then click **Migrate Users**.
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Cisco Unity Connection Serviceability

Revised May 2009

Cisco Unity Connection Serviceability, a web-based troubleshooting tool for Cisco Unity Connection, provides the following functionality:

- Displaying Connection alarm definitions, which you can use for troubleshooting.
- Enabling Connection traces. You can collect and view trace information in the Real-Time Monitoring Tool (RTMT) or in the command line interface (CLI).
- Configuring the logs to which Connection trace information is saved.
- Viewing and changing the server status of the Connection servers when a Connection cluster is configured.
- Viewing the status of the Connection feature services.
- Activating, deactivating, starting, and stopping the Connection services.
- Generating reports that can be viewed in different file formats.

Depending on the service and component involved, you may perform serviceability-related tasks in both Cisco Unity Connection Serviceability and Cisco Unified Serviceability. For example, you may need to start and stop services, view alarms, and configure traces in both applications to troubleshoot a problem.

For more information, see the *Administration Guide for Cisco Unity Connection Serviceability Release 7.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/serv_administration/guide/7xcucservagx.html.

Cisco Unity Connection Task Management Tool

The Task Management pages list a variety of system maintenance and troubleshooting tasks that Cisco Unity Connection automatically runs on a regular schedule. Tasks can be run at the same time as backups and anti-virus scans.

The default settings and schedules for each task are optimized for functionality and performance. We recommend that you not change the default settings and schedules.



Caution

Some tasks are critical to Connection functionality. Disabling or changing the frequency of critical tasks may adversely affect performance or cause Connection to stop functioning.

To Access the Task Management Tool

- Step 1** In Cisco Unity Connection Administration, expand **Tools**.
- Step 2** Click **Task Management**.

Disaster Recovery System

Disaster Recovery System lets you back up and, if necessary, restore data and voice messages on a Cisco Unity Connection or Cisco Unified CMBE system. For more information, see the *Disaster Recovery System Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/drs_administration/guide/7xcucdrsa.html.

Cisco Voice Technology Group Subscription Tool

You can use the Cisco Voice Technology Group Subscription tool to be notified by email of any Cisco Unity Connection software updates. To subscribe, go to the Cisco Voice Technology Group Subscription Tool page at <http://www.cisco.com/cgi-bin/Software/Newsbuilder/Builder/VOICE.cgi>.

Real-Time Monitoring Tool

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The Real-Time Monitoring Tool (RTMT), which runs as a client-side application, uses HTTPS and TCP to monitor system performance, device status, device discovery, and CTI applications for Cisco Unity Connection. RTMT can connect directly to devices via HTTPS to troubleshoot system problems. RTMT can also monitor the voice messaging ports on Connection.

RTMT allows you to perform the following tasks:

- Monitoring a set of predefined management objects that focus on the health of the system.
- Generating various alerts, in the form of emails, for objects when values go over or below user-configured thresholds.
- Collecting and viewing traces in various default viewers that exist in RTMT.
- Viewing syslog messages and alarm definitions in SysLog Viewer.
- Working with performance-monitoring counters.
- Monitoring the voice messaging ports on Connection. When a Connection cluster is configured, you can open multiple instances of RTMT to monitor voice messaging ports on each server in the Connection cluster.

For more information, see the *Cisco Unified Real-Time Monitoring Tool Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Cisco Unified Serviceability

Revised September 2008

Cisco Unified Serviceability, a web-based troubleshooting tool for Cisco Unity Connection, provides the following functionality:

- Saving alarms and events for troubleshooting and providing alarm message definitions.
- Saving trace information to various log files for troubleshooting.
- Providing feature services that you can activate, deactivate, and view through the Service Activation window.
- Providing an interface for starting and stopping feature and network services.
- Generating and archiving daily reports; for example, alert summary or server statistic reports.
- Monitoring the number of threads and processes in the system; uses cache to enhance the performance.

Depending on the service and component involved, you may perform serviceability-related tasks in both Cisco Unified Serviceability and Cisco Unity Connection Serviceability. For example, you may need to start and stop services, view alarms, and configure traces in both applications to troubleshoot a problem.

For more information, see the *Cisco Unified Serviceability Administration Guide* at http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html.

Remote Database Administration Tools

A database proxy can be enabled to allow the use of some Windows-based remote database administration tools that are available on the Cisco Unity Tools website (<http://ciscounitytools.com>), where updates to utilities are frequently posted between Cisco Unity Connection releases.

See the following sections for detailed information:

- [Enabling Database Access for Remote Administration Tools, page 3-9](#)
- [Cisco Utilities Database Link for Informix \(CUDLI\), page 3-10](#)
- [Connection User Data Dump \(CUDD\), page 3-10](#)

- [Wallet Card Wizard, page 3-10](#)

**Note**

You can sign up to be notified when the utilities posted on the Cisco Unity Tools website are updated. Go to <http://ciscounitytools.com> and click Sign Up Here.

Enabling Database Access for Remote Administration Tools

In order to use the remote tools, you must first enable remote database access. Because opening up database access for remote administration tools can introduce a security risk to your system, several layers of security are involved with enabling access:

- The username and password of a user with the Remote Administrator role is required to run remote tools.
- The Connection Database Proxy service is disabled by default.
- A built-in shutdown timer disables the Connection Database Proxy service after a configurable number of days.

To enable remote database access, do the following three procedures in the order presented:

- [To Assign the Remote Administrator Role to One or More Users, page 3-9](#)
- [To Change the Database Proxy Service Shutdown Timer, page 3-9](#)
- [To Start the Database Proxy Service, page 3-10](#)

To Assign the Remote Administrator Role to One or More Users

Step 1 In Cisco Unity Connection Administration, click **Users**.

Step 2 On the Search Users page, find the applicable user account.



Note As a best practice, do not use the default system administrator user account for remote access. Instead, use a different administrative user account to avoid having the default system administrator account become locked due to too many failed authentication attempts.

Step 3 On the Edit User Basics page, on the Edit menu, click **Roles**.

Step 4 On the Edit Roles page, in the Available Roles field, click **Remote Administrator**, then click the Up arrow to move it into the Assigned Roles field.

Step 5 Click **Save**.

Step 6 Repeat [Step 2](#) through [Step 5](#) for each user who needs access to remote administration tools.

To Change the Database Proxy Service Shutdown Timer

Step 1 In Cisco Unity Connection Administration, click **System Settings > Advanced > Connection Administration**.

Step 2 In the Database Proxy: Service Shutdown Timer field, enter a value between 1 and 999 days. A value of zero disables the Database Proxy Service.

Step 3 Click **Save**.

To Start the Database Proxy Service

Step 1 In Cisco Unity Connection Serviceability, click **Tools > Service Management**.

Step 2 In the Optional Services section, find the Connection Database Proxy row and click **Activate**.

Cisco Utilities Database Link for Informix (CUDLI)

The Cisco Utilities Database Link for Informix (CUDLI) tool allows you to navigate the Cisco Unity Connection database, learn about the purpose of data in a particular table or column, and jump between referenced objects in the database. It also shows stored procedures and includes a custom query builder.

Download the tool and view training videos and Help at http://www.ciscounitytools.com/App_CUDLE_LL.htm.

Connection User Data Dump (CUDD)

The Connection User Data Dump (CUDD) allows you to export specific information about users to a file that can then be viewed or imported into another application such as a database utility or Excel. When the data is exported, the tool automatically creates a header row that lists the data type found in each column of the output, for ease of import into other programs.

Download the tool and view training videos and Help at http://www.ciscounitytools.com/APP_UserDataDump.htm.

Wallet Card Wizard

Added May 2009

The Wallet Card wizard is available for producing a PDF file of a wallet card based on any of the Connection conversations, including custom keypad mappings. The templates in the wizard list frequently used menu options and shortcuts for managing Connection messages and user preferences by phone; the wizard fills in the applicable keys based on the conversation that you specify. The resulting PDF is formatted as a wallet card that can be printed, then cut out and folded by users.

The wizard also allows you to customize technical support information and instructions for logging on to Connection. The Wallet Card wizard is a Windows-based remote database administration tool.

Download the tool and view Help at http://www.ciscounitytools.com/App_CUC_WalletCardWizard.htm.