



## Network Settings

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### Overview: Network Settings

You use network settings to set up and administer Cisco Unity for use with Digital Networking and the AMIS analog protocol, both of which allow subscribers to address voice messages—by using the phone—to subscribers at other locations. With Digital Networking, the locations can be other Cisco Unity servers or computers that do not use Exchange, including other voice messaging systems that have SMTP gateways. With AMIS, the locations are other voice messaging systems that support the AMIS protocol.

The network location settings provide a general, consistent interface for setting up Cisco Unity to use different message transport mechanisms. No matter which protocol Cisco Unity uses to send and receive messages, you must customize the default location for your Cisco Unity server. If you will be using blind addressing to another Cisco Unity server or another voice messaging system, you also need to create locations on your local Cisco Unity server that correspond to the remote locations.

Refer to the following sections in this chapter for more information about network settings:

- [Location Profile Settings, page 23-2](#)—This section provides information about the location profile settings.
- [Location Addressing Option Settings, page 23-5](#)—This section provides information about the settings that allow you to select the scope of the search performed when a subscriber uses the phone to address a message by name or extension.

- [AMIS Profile Settings, page 23-7](#)—This section provides information about the settings that control AMIS message transmissions.
- [AMIS Schedule Settings, page 23-9](#)—This section provides information about the AMIS schedule settings, which in conjunction with the AMIS restriction table, controls when AMIS messages are transmitted.
- [Starting the Cisco Unity Administrator on Another Server, page 23-10](#)—This section provides information about accessing the Cisco Unity Administrator on other networked servers.

## Location Profile Settings

Locations are Cisco Unity entities that contain the addressing information that Cisco Unity needs to send and receive messages between locations, no matter what transport mechanism is used. With Digital Networking, locations contain the domain name portion of the e-mail addresses used by subscribers at the location. With AMIS, locations contain the Delivery Number and the AMIS Node ID required by the AMIS protocol.

Each Cisco Unity server is associated with one location (referred to as the default or primary location), which is created during installation and which cannot be deleted. You create additional locations when setting up blind addressing with either Digital Networking or AMIS.

Use the following table to learn more about location profile settings.

**Table 23-1** Network > Locations > Profile Page

Field	Considerations
Name	This displays the name of the location. To change the name of the location, enter a new name here, and then click the Save icon.

**Table 23-1 Network > Locations > Profile Page (continued)**

Field	Considerations
Dial ID	<p>Enter the ID associated with the location. When addressing a message to another location by using blind addressing, subscribers dial a number that is made up of the Dial ID and the extension (or the remote mailbox number) of the recipient. The minimum length for a Dial ID is one digit.</p> <p>When setting up blind addressing for Digital Networking, the ID that you enter here must match the Dial ID of the default location at the corresponding remote Cisco Unity server.</p> <p>The following policies are recommended:</p> <ul style="list-style-type: none"> <li>• Establish a fixed length for Dial IDs and if possible, a fixed length for extensions.</li> <li>• Assign unique Dial IDs.</li> <li>• If you use variable-length Dial IDs and extensions, the Dial IDs should be in a different numbering range than extensions.</li> <li>• If you use variable-length Dial IDs, the first digits of each ID should be unique with respect to other Dial IDs.</li> </ul>
Recorded Name	<p>Record a name for the location. Cisco Unity plays this recorded name for subscribers addressing a message to another location and for recipients of messages from another location.</p> <p>To record the name here, use the Media Master control bar. (Note that the Media Master is not available across a firewall.) Use the Options menu in the Media Master control bar to set recording and playback devices, if applicable, and to use other sound files.</p>
Destination Type	<p>Select one of the following:</p> <ul style="list-style-type: none"> <li>• Cisco Unity—Indicates that the location is a Cisco Unity server.</li> <li>• SMTP—Indicates that the location can send and receive messages over the Internet by using a standard SMTP gateway.</li> <li>• AMIS—Indicates that the location can send and receive messages by using the AMIS analog protocol.</li> </ul> <p>If you will be using a combination of Digital Networking and AMIS, set the Destination Type to AMIS.</p>

Table 23-1 Network &gt; Locations &gt; Profile Page (continued)

Field	Considerations
Domain Name <i>(for SMTP and Cisco Unity locations only)</i>	Enter the Internet domain name. This is the right half of the e-mail address after the @, and is used by subscribers associated with the Cisco Unity server that corresponds to this location. Do not enter the @ symbol; Cisco Unity automatically inserts it. The domain name is used in Digital Networking blind addressing to construct e-mail addresses for subscribers associated with the location.
Delivery Phone Number <i>(for AMIS locations only)</i>	Enter the phone number, including trunk access code, that Cisco Unity dials for outgoing AMIS calls to the remote voice messaging system that corresponds to this location.
Dialing Domain <i>(available on the default location only)</i>	Enter the name of the dialing domain. A dialing domain provides a means to scope message address and directory handler searches. Although the creation of a dialing domain is optional, the Cisco Unity servers integrated with the networked phone system cannot take advantage of the networked features unless they are grouped within a dialing domain.
Node ID: Country Code, Area Code, Phone Number <i>(for AMIS locations only)</i>	<p>On the default location, enter the numbers that identify Cisco Unity to other voice messaging systems on all outgoing AMIS calls.</p> <p>On other AMIS locations, enter the numbers used to identify the remote voice messaging system that corresponds to this location. This Node ID must match the Node ID that the corresponding remote voice messaging system transmits during incoming calls. Cisco Unity accepts messages only from known AMIS nodes, so the Node ID entered here must exactly match the Node ID that the remote voice messaging system transmits.</p> <p>Because Node IDs need to be unique, AMIS defines the Node ID as a country code, area code, and phone number. However, the Node ID is an identifier transmitted during the AMIS call; it is not the number that is dialed. So if you want to use numbers that do not actually correspond to a real country code, area code, and phone number, that is fine as long as the corresponding remote voice messaging system uses the same numbers.</p>

**Table 23-1 Network > Locations > Profile Page (continued)**

Field	Considerations
Disable Outbound Message Delivery to This AMIS Location <i>(for AMIS locations only)</i>	<p>Check this box if you want to prevent subscribers associated with your Cisco Unity server from sending messages to the remote voice messaging system that corresponds to this location.</p> <p>When an outbound AMIS call to the delivery phone number for this location is answered by a person instead of a voice messaging system, Cisco Unity plays a prompt that instructs the person to prevent further AMIS calls by pressing a touchtone. If the person chooses to disable further calls, Cisco Unity checks this box and disables outbound calls to this location. Any messages that could not be delivered to this location remain in the Inbox of the UAmis account until you uncheck the box. Any messages remaining in the UAmis Inbox longer than 24 hours are returned to sender with a Non-Delivery Report (NDR).</p>

## Location Addressing Option Settings

The location addressing options allow you to control the search that Cisco Unity performs when a subscriber addresses a message by using the phone. Using these settings, you can control the scope of the search that Cisco Unity performs when it searches for a matching subscriber extension. The addressing options also allow you to enable and set the scope for blind addressing searches for a matching location Dial ID.

These settings are also applied when members are added to public or private distribution lists by using the Cisco Unity Administrator, and when subscribers add members to private lists by using the phone or the ActiveAssistant.

Note that these settings are applicable to the default location only.

Use the following table to learn more about location addressing option settings.

Table 23-2 Network &gt; Locations &gt; Addressing Options Page

Field	Considerations
Subscriber Searches: Limit Searches To	<p>Select the scope of the search that Cisco Unity performs when a subscriber addresses a message by using the phone, or when members are being added to a public or private distribution list:</p> <ul style="list-style-type: none"> <li>• This Server—Limits the search to those subscribers associated with the local Cisco Unity server.</li> <li>• This Server's Dialing Domain—After searching the local Cisco Unity server, if a match is not found, the search expands to include those subscribers associated with the dialing domain that the Cisco Unity server is a member of.</li> <li>• The Global Address List—After searching the local Cisco Unity server and then the dialing domain (if there is one), the search expands to include every subscriber in the directory.</li> </ul>
Play Location to Subscriber as Part of Search Results <i>(not applicable to blind addressing)</i>	<p>Check this box to allow subscribers to limit a search to a specific location. When checked, this setting allows subscribers to address a message in two steps. First subscribers select a particular location (either by spelling the name or by entering the Dial ID). If Cisco Unity finds a matching location, subscribers are prompted to select the extension for the recipient at that location (either by spelling the name or by entering the extension).</p> <p>This option is useful when the numbers for extensions at different locations are of different lengths or are not unique.</p>

**Table 23-2 Network > Locations > Addressing Options Page (continued)**

Field	Considerations
Blind Addressing: Allowed Locations	<p>Select the scope of the blind addressing search for a matching location that Cisco Unity performs when a subscriber addresses a message by using the phone. Select one of the following:</p> <ul style="list-style-type: none"> <li>• None—Do not allow blind addressing searches.</li> <li>• Locations on this Cisco Unity Server—Limits the search to locations that were created on your Cisco Unity server.</li> <li>• Locations in this Cisco Unity Server’s Dialing Domain—After searching the local Cisco Unity server, if a match is not found, the blind addressing search expands to include those locations included in the dialing domain that the Cisco Unity server is a member of.</li> <li>• Locations in the Global Address List—After searching the local Cisco Unity server and then the dialing domain (if there is one), the search expands to include every location in the Exchange directory.</li> </ul>

## AMIS Profile Settings

The AMIS profile settings control attributes of outgoing AMIS calls. You specify settings such as how many rings Cisco Unity waits when it encounters a busy signal, and whether urgent messages override the AMIS schedule. A restriction table that you specify is used to control which delivery numbers are allowed and processed immediately. See the [“Overview: Restriction Tables” section on page 21-1](#) for basic information about restriction tables.

Use the following table to learn more about AMIS profile settings.

**Table 23-3** Network > AMIS > Profile Page

Field	Considerations
Urgent Messages Override the Schedule	Check this box to allow messages marked as urgent to be delivered immediately. When the box is unchecked, urgent messages are treated the same as non-urgent messages—they are queued until the AMIS schedule becomes active. Queued messages are placed in the Inbox for the UAmis account.
Local Dial Restriction Table	<p>Select a restriction table to determine which AMIS delivery numbers can be processed immediately and which delivery numbers must wait for the AMIS schedule to become active. If an AMIS delivery number is allowed by the restriction table, the AMIS message can be delivered immediately. If the delivery number is not allowed by the restriction table, the message is queued until the AMIS schedule becomes active. Queued messages are placed in the Inbox for the UAmis account.</p> <p>By default, the Local Dial Restriction Table field is set to the predefined Default AMIS restriction table. You can modify the Default AMIS restriction table or select another restriction table. You may want to modify this restriction table to disallow long distance delivery numbers and adjust the AMIS schedule to become active when the long distance phone rates are lower.</p>
Wait for How Many Rings Before Hanging Up	Specify the number of rings that Cisco Unity waits for the remote node to answer when making an AMIS call. After the specified number of rings, Cisco Unity considers the call a “No Answer.” The default value is 4.
Set the Number of Retries on a Busy Signal	Specify the number of times that Cisco Unity attempts to make an AMIS call when the initial attempt resulted in a busy signal. The default value is 4. When the schedule that allows AMIS deliveries becomes inactive, the count that Cisco Unity maintains for this setting is reset to 0.
How Many Minutes Between Retries	Specify the number of minutes that Cisco Unity waits after receiving a busy signal before attempting the AMIS call again. The default value is 5 minutes.

**Table 23-3 Network > AMIS > Profile Page (continued)**

Field	Considerations
Set the Number of Retries on a No Answer	Specify the number of times that Cisco Unity attempts to make an AMIS call when the remote node did not answer the initial attempt. The default value is 4. When the schedule that allows AMIS deliveries becomes inactive, the count that Cisco Unity maintains for this setting is reset to 0.
How Many Minutes Between Retries	Specify the number of minutes that Cisco Unity waits after an AMIS call is not answered before attempting the call again. The default value is 15 minutes.

## AMIS Schedule Settings

The AMIS schedule and the AMIS restriction table together determine when outgoing AMIS calls are made. If a delivery number for an outgoing AMIS message is allowed by the AMIS restriction table, then the message is sent immediately—the schedule settings do not apply. If the delivery number is not allowed by the AMIS restriction table, then the schedule determines when the message is sent. In other words, the schedule determines when messages are sent for delivery numbers that are disallowed by the AMIS restriction table.

Cisco Unity batches messages to an AMIS location or AMIS subscriber, with a maximum of nine messages per batch. If an AMIS transmission is in progress when the schedule becomes inactive, the transmission of the current message as well as the rest of the messages in the batch is completed. At that time, any other messages remaining in the queue are queued until the next active time in the schedule. Queued messages are placed in the Inbox for the UAmis account.

Because the transmission of AMIS messages may tie up voice ports for long periods of time, you may want to schedule outgoing AMIS calls during closed hours or at times when Cisco Unity is not processing many calls. Additionally, if most or all of your AMIS delivery numbers are long distance, you may want to schedule the AMIS calls to be transmitted when the long distance phone rates are lower.

Use the following table to learn more about AMIS schedule settings.

Table 23-4 Network &gt; AMIS &gt; Schedule Page

Field	Considerations
Click Individual Blocks to Set Hours	Click the blocks in the grid to change from inactive to active hours. Click the block again to undo your change. AMIS outgoing calls are allowed only during the active hours on the schedule. Note that you can set active and inactive hours for one day, then use the Copy Day's Schedule box to copy the settings to other days.
Copy Day's Schedule	To avoid clicking the same blocks for more than one day, use the Copy Day's Schedule and >> functions. Select a day to copy, then select which days to copy the schedule setting to.

## Starting the Cisco Unity Administrator on Another Server

When two or more Cisco Unity servers are networked together in an installation, you can access subscriber accounts and the data for other Cisco Unity objects by running the Cisco Unity Administrator on the server that the object was created on. Each Cisco Unity Administrator provides links to the Cisco Unity Administrator on other networked servers.

### To start the Cisco Unity Administrator on another server

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- Step 1** Near the bottom of the navigation bar on the left side of the Cisco Unity Administrator interface, click **Unity Servers**. The Server Chooser page appears.
- Step 2** From the list, click the server that you want to access.

Another instance of the Cisco Unity Administrator appears in a separate browser window. This is the Cisco Unity Administrator Web site of the Cisco Unity server that you selected.

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There is an alternative way to start the Cisco Unity Administrator associated with another server. Use this method to access subscriber accounts created on another server when you do not know on which server the account was created.

### To access subscriber accounts created on another Cisco Unity server

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- Step 1** Go to any **Subscribers > Subscribers** page.
- Step 2** Click the **Find** icon.
- Step 3** Indicate whether to search by alias, extension, first name, or last name.
- Step 4** Enter the appropriate name, alias, or extension. You also can enter \* to display a list of all subscribers, or enter one or more characters or values followed by \* to narrow your search.
- Step 5** Check **Search All Cisco Unity Servers**.
- Step 6** Click **Find**.
- Step 7** On the list of matches, click the name of the subscriber to display the record.

When you select a subscriber that was created on another Cisco Unity server, another instance of the Cisco Unity Administrator appears in a separate browser window. This is the Cisco Unity Administrator Web site of the Cisco Unity server on which the subscriber was created. The subscriber profile page is displayed in the new browser window.

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## Granting Administrative Rights to Other Cisco Unity Servers

Administrators on the local Cisco Unity server need appropriate rights to access the Cisco Unity Administrator on another server. The easiest way to set this up is to run the GrantUnityAccess utility and associate the domain account of each administrator with a subscriber account that has class of service rights to the Cisco Unity Administrator on a particular server.

With GrantUnityAccess, you can associate multiple domain accounts with one subscriber account, so you do not need to create subscriber accounts on each server that an administrator needs to access. Use GrantUnityAccess to assign a domain account to Unity Installer\_<server name> (a built-in account which is a member of the Cisco Unity Default Administrator class of service), to the predefined EAdministrator subscriber account, or to any subscriber account that has the appropriate class of service rights to the Cisco Unity Administrator.

GrantUnityAccess is a command line utility found in the folder in which Cisco Unity is installed (the default location is C:\CommServer). You cannot run the GrantUnityAccess utility remotely across a network, so you will need to run it on each Cisco Unity server that you want to make accessible, and for each domain account that you want to map. Make sure that these domain accounts already have the necessary administrative permissions on the Cisco Unity server, and that the account you use to access the utility is a member of the Local Administrators group on the Cisco Unity server. For further guidelines on allowing access to the Cisco Unity Administrator, see the “[Class of Service System Access Settings](#)” section on page 12-6. As a best practice, do not use Unity service accounts to administer Cisco Unity.

### To run GrantUnityAccess

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**Step 1** On the Cisco Unity server, open a command prompt window (click **Start > Programs > Accessories > Command Prompt**, or click **Start > Run** and then enter **cmd**).

**Step 2** Change to the directory in which Cisco Unity was installed. Assuming that Cisco Unity was installed in the CommServer directory, enter the following command:

```
cd \CommServer
```

**Step 3** Run the utility with the following arguments:

```
GrantUnityAccess -u <Domain>\<UserAlias> -s <UnitySubscriberAlias>
```

For information about these and other arguments, enter:

```
GrantUnityAccess -?
```

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For example, assume that JSmith, KChen, and NJones are the domain accounts of administrators who need access to another Cisco Unity server, and that their accounts are in a domain called NewYorkDomain. To associate these domain accounts with the predefined EAdministrator subscriber account, open a command prompt window, and change to the CommServer directory. Then run GrantUnityAccess three times as follows:

```
GrantUnityAccess -u NewYorkDomain\JSmith -s EAdministrator
GrantUnityAccess -u NewYorkDomain\KChen -s EAdministrator
GrantUnityAccess -u NewYorkDomain\NJones -s EAdministrator
```

If there are several servers that the administrators need access to, you can create a batch file that contains the commands to avoid entering the commands repeatedly.

The GrantUnityAccess utility has additional uses. See the [“About Migrating Users from Windows NT to Windows 2000”](#) section on page 13-3 for more information.

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