



Cisco Unity Documentation Addendum

Release 4.2

Published March 6, 2006

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Text Part Number: OL-9123-01

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

CCDE, CCSI, CCENT, Cisco Eos, Cisco HealthPresence, the Cisco logo, Cisco Lumin, Cisco Nexus, Cisco Nurse Connect, Cisco Stackpower, Cisco StadiumVision, Cisco TelePresence, Cisco WebEx, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0903R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

Cisco Unity 4.2 Documentation Addendum

© 2006 Cisco Systems, Inc. All rights reserved.



Preface

This preface contains the following sections:

- [Audience and Use, page iii](#)
- [Documentation Conventions, page iii](#)
- [Cisco Unity Documentation, page iv](#)
- [Obtaining Documentation and Submitting a Service Request, page iv](#)

Audience and Use

The *Cisco Unity Documentation Addendum, Release 4.1* is designed to be used in conjunction with the 4.0(5) and later versions of Cisco Unity guides on Cisco.com at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html. Everything in those guides applies to version 4.1, except as noted in this addendum.

Each chapter in the addendum corresponds to a guide in the product documentation set. New features are described in topics in the applicable guide chapter. Information that has changed in a guide—either because Cisco Unity functionality changed or because the information is incorrect—is described in the “Errors” section at the end of the guide chapter in the addendum.

Note that if a guide has no corresponding chapter in the addendum, it means that there is no new or changed content, and the 4.0(5) and later version of the guide on Cisco.com applies to 4.1.

Documentation Conventions

Table 1 *Cisco Unity 4.2 Documentation Addendum Conventions*

Convention	Description
boldfaced text	Boldfaced text is used for: <ul style="list-style-type: none">• Key and button names. (Example: Click OK.)• Information that you enter. (Example: Enter Administrator in the User Name box.)
< > (angle brackets)	Angle brackets are used around parameters for which you supply a value. (Example: In the Command Prompt window, enter ping <IP address> .)

Table 1 Cisco Unity 4.2 Documentation Addendum Conventions (continued)

Convention	Description
- (hyphen)	Hyphens separate keys that must be pressed simultaneously. (Example: Press Ctrl-Alt-Delete .)
> (right angle bracket)	A right angle bracket is used to separate selections that you make: <ul style="list-style-type: none"> • On menus. (Example: On the Windows Start menu, click Settings > Control Panel > Phone and Modem Options.) • In the navigation bar of the Cisco Unity Administrator. (Example: Go to the System > Configuration > Settings page.)

The *Cisco Unity 4.2 Documentation Addendum* also uses the following conventions:

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the document.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Cisco Unity Documentation

For descriptions and URLs of Cisco Unity documentation on Cisco.com, refer to the *Cisco Unity Documentation Guide*. The document is shipped with Cisco Unity and is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_documentation_roadmaps_list.html.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.



CHAPTER 1

Cisco Unity Bridge Networking Guide

This chapter should be used in conjunction with the *Cisco Unity Bridge Networking Guide, Release 3.0*. New features are described in individual sections. Information that has changed in the *Cisco Unity Bridge Networking Guide, Release 3.0*—either because Cisco Unity or Cisco Unity Bridge functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section at the end of the chapter.

The Domino version of the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/bridge/31/networking/guide/30dom/dom.html; the Exchange version of the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/bridge/31/networking/guide/30ex/ex.html.

This chapter contains the following sections:

- [Private List Considerations, page 1-1](#)
- [Pushing Mailbox Information from the Avaya Interchange to Cisco Unity, page 1-1](#)
- [Upgrading from Cisco Unity 4.0\(5\) or Later with Bridge 3.x \(Cisco Unity with Domino Only\), page 1-2](#)
- [Errors and Changes, page 1-7](#)

Private List Considerations

Consider notifying subscribers in the event that the following members are inadvertently removed from their private distribution lists:

- When you delete a delivery location, blind addressees are removed from all private lists.
- When an external subscriber becomes a regular subscriber, the external subscriber is removed from all private lists.

Pushing Mailbox Information from the Avaya Interchange to Cisco Unity

When the Cisco Unity Bridge represents more than one node on the Octel analog network (when the Interchange has multiple location profiles with different serial numbers configured for the same Cisco Unity network), the configuration of the directory view for update pushes of mailbox information should be performed for only one of the Cisco Unity location profiles. Otherwise, the Bridge will receive redundant pushes when changes occur.

Depending on how many location profiles are set up for Cisco Unity on the Interchange, and how many changes are occurring, sending duplicate pushes could generate unnecessary use of Bridge ports for administrative calls. It could also generate unnecessary processing of duplicate modifications by Cisco Unity and other servers, such as a Microsoft Exchange server hosting the Voice Connector, or an IBM Lotus Domino server involved in routing the push messages.

Upgrading from Cisco Unity 4.0(5) or Later with Bridge 3.x (Cisco Unity with Domino Only)

If you currently have Cisco Unity 4.0(5) or later servers configured for networking with a Bridge 3.x server (or servers), use the following task list and procedures to upgrade Cisco Unity. Networking with the Octel servers is not disrupted after upgrading Cisco Unity. Therefore, in installations with multiple Cisco Unity servers, you can upgrade the Cisco Unity servers as your schedule permits.

Task List

Upgrade the Cisco Unity Bridgehead Server

1. Upgrade the Cisco Unity bridgehead server. For systems that use failover, upgrade the secondary server as well. See the “Upgrading Cisco Unity 4.x Software to the Shipping Version” chapter of the *Cisco Unity Reconfiguration and Upgrade Guide (With IBM Lotus Domino)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/upgrade/guide/dom/dom.html.
2. Run ConfigMgr.exe on the Cisco Unity bridgehead server to redesignate it as the bridgehead server. See the “To Designate the Bridgehead Server” procedure on page 1-3.

Upgrade Non-Bridgehead Cisco Unity Servers

3. Upgrade all non-bridgehead Cisco Unity servers in the network. For systems that use failover, upgrade the secondary servers as well. See the “Upgrading Cisco Unity 4.x Software to the Shipping Version” chapter of the *Cisco Unity Reconfiguration and Upgrade Guide (With IBM Lotus Domino)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/upgrade/guide/dom/dom.html.



Note Networking with the Octel servers is not disrupted after upgrading Cisco Unity. Therefore, in installations with multiple Cisco Unity servers, you can upgrade the Cisco Unity servers as your schedule permits.

Optionally, Upgrade the Bridge Server(s)

If a newer version of the Bridge 3.x software is available, we recommend that you upgrade the Bridge software to the latest version. It is best to upgrade when Bridge message traffic is light.

4. Disable and stop virus-scanning and Cisco Security Agent services. See the “To Disable and Stop Virus-Scanning and Cisco Security Agent Services” procedure on page 1-3.
5. Upgrade the Bridge software. See the “To Upgrade Cisco Unity Bridge 3.x to a Newer Version” procedure on page 1-4.
6. Re-enable and start virus-scanning and Cisco Security Agent services. See the “To Re-Enable and Start Virus Scanning and Cisco Security Agent Services” procedure on page 1-5.

7. Install the Cisco Unity Bridge Analog Network and Node Analyzer (BANANA). BANANA is a stand-alone application that runs on the Bridge server, and is designed to assist with monitoring and troubleshooting analog communication between the Bridge and the Octel nodes in the analog network. It also provides detail and summary information of call activity.

Do the following procedures to install BANANA and initiate test calls (see the BANANA Help file for information about other functionality provided by BANANA): the “[To Install BANANA](#)” procedure on page 1-5, the “[To Adjust the Message Delivery Window Settings](#)” procedure on page 1-6, and the “[To Initiate Test Calls to the Octel Nodes](#)” procedure on page 1-6.

Enable Optional Features

8. Optionally, if the Bridge is at version 3.0(6) or later, enable the Bridge server to accept requests to push remote mailbox information. See the “Enabling the Bridge to Accept Requests to Push Mailbox Information (Bridge 3.0(6) and Later)” section in the “Setting Up Cisco Unity and the Bridge for Networking” chapter of the *Cisco Unity Bridge Networking Guide, Release 3.0 (With IBM Lotus Domino)* at http://www.cisco.com/en/US/docs/voice_ip_comm/bridge/31/networking/guide/30dom/bnet_010.html.

Procedures

To Designate the Bridgehead Server

Run the ConfigMgr.exe utility with the Create Bridge Account option to redesignate the server as the bridgehead. (The CsBridgeConnector service will not start, and the Cisco Unity Administrator will not display Bridge-related pages until ConfigMgr.exe has been run.)

-
- Step 1** On the Cisco Unity server, browse to the directory in which Cisco Unity is installed (the default location is CommServer).
 - Step 2** Double-click **ConfigMgr.exe**. The ConfigMgr dialog box appears.
 - Step 3** Click **Create Bridge Account**.
 - Step 4** Click **OK** in the dialog box that displays after the configuration has completed.
 - Step 5** Close the ConfigMgr dialog box.
-

To Disable and Stop Virus-Scanning and Cisco Security Agent Services

-
- Step 1** Refer to the virus-scanning software documentation to determine the names of the virus-scanning services.
 - Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
 - Step 3** Disable and stop each virus-scanning service and the Cisco Security Agent service:
 - a. In the right pane, double-click the service.
 - b. On the General tab, in the Startup Type list, click **Disabled**. This prevents the service from starting when you restart the server.

- c. Click **Stop** to stop the service immediately.
- d. Click **OK** to close the Properties dialog box.

Step 4 When the services have been disabled, close the Services MMC.

To Upgrade Cisco Unity Bridge 3.x to a Newer Version

Step 1 Log on to the Bridge server by using the Windows 2000 Server Administrator account.

Step 2 Verify that the account has permission to access the Bridge Administrator.

- a. Open the Bridge Administrator.
- b. If you are allowed access and can view the Bridge Administrator pages, exit the Bridge Administrator and continue with [Step 3](#).



Caution If you are denied access to the Bridge Administrator, do not continue, because the Bridge setup program will fail. You must log off and log back on using another account that is allowed access to the Bridge Administrator. It is possible that the account was denied access to the Bridge Administrator because it is not in the Access Control List of the <Bridge>\Starfish\Asp directory or does not have Full Control permissions to that directory. Access to the <Bridge>\Starfish\Asp directory may have been restricted when password protection was added to the Bridge Administrator as described in the “To Add Password Protection to the Bridge Administrator” procedure in the “Setting Up Cisco Unity and the Bridge for Networking” chapter of the *Cisco Unity Bridge Networking Guide (With IBM Lotus Domino)* at http://www.cisco.com/en/US/docs/voice_ip_comm/bridge/31/networking/guide/30dom/bnet_010.html.

Step 3 On the Windows Start menu, click **Programs > Administrative Tools > Services**, and stop the following two services:

- Digital Networking
- Unity Bridge

The Bridge services will complete the shutdown process when the last in-process message transmission or reception, rather than call, is complete. No additional message transmissions will begin on the in-process calls—either outbound or inbound—after shutdown has been initiated.

Step 4 If you downloaded the Bridge software from the Software Center website, browse to the directory in which the files were extracted.

If you are using the Cisco Unity Bridge CD, insert the disc in the CD-ROM drive, and browse to the **Install** directory.

Step 5 Double-click **Setup.exe**.

Step 6 Click **Next**.

Step 7 In the Choose Destination Location dialog box, change the installation directory, if applicable, and click **Next**.

Step 8 If a device driver service was previously installed for the Brooktrout voice-fax card, a message asks if you want to overwrite the existing service. Click **Yes** twice.

- Step 9** In the Select Country dialog box, select the country for which the voice-fax cards will be configured, and click **Next**.
- Step 10** Verify the installation settings, and click **Next**.
- Step 11** When prompted, remove the disc from the CD-ROM drive.
- Step 12** Click **OK** to restart the server.
-

To Re-Enable and Start Virus Scanning and Cisco Security Agent Services

- Step 1** Refer to the virus-scanning software documentation to determine the names of the virus-scanning services.
- Step 2** On the Windows Start menu, click **Programs > Administrative Tools > Services**.
- Step 3** Re-enable and start each virus-scanning service and the Cisco Security Agent service:
- In the right pane, double-click the service.
 - On the General tab, in the Startup Type list, click **Automatic** to re-enable the service.
 - Click **Start** to start the service.
 - Click **OK** to close the Properties dialog box.
- Step 4** When the services have been re-enabled, close the Services MMC.
-

To Install BANANA

The drive on which BANANA will be installed requires at least 1 GB of free disk space.

- Step 1** Disable virus scanning services and the Cisco Security Agent service, if applicable.
- Step 2** Insert the Cisco Unity Bridge compact disc in the CD-ROM drive, and browse to the **BANANA** directory.
- Step 3** Double-click **setup.exe**.
- Step 4** Click **OK** at the welcome screen.
- Step 5** If applicable, change the directory where BANANA will be installed.
- Step 6** Click the **Installation** button.
- Step 7** If applicable, change the program group where BANANA will appear.
- Step 8** Click **Continue**.
- Step 9** If a Version Conflict message box is displayed warning that a file being copied is not newer than the file on your system, click **Yes** to keep the existing file.
- Step 10** When the installation is done, click **OK**.
- Step 11** Enable virus-scanning and the Cisco Security Agent services, if applicable



Note The most up-to-date version of BANANA is available at <http://www.CiscoUnityTools.com>. When you start BANANA, it checks the CiscoUnityTools website to see if a newer version is available, and if so, prompts you about upgrading.

To Adjust the Message Delivery Window Settings

- Step 1** In the Bridge Administrator, click **Octel Nodes**.
- Step 2** In the Node list, click an Octel node that you want to be tested, and click **Edit**.
- Step 3** On the Octel Node page in the Message Delivery Windows section, adjust the schedule according to following illustration, so that the Bridge will not wait to initiate calls to the Octels to deliver normal, urgent, and administrative messages.

Message Delivery Windows				
Message Type	Enabled	Begin	End	Interval
Normal	<input checked="" type="checkbox"/>	12:00 AM	11:59 PM	1
Urgent	<input checked="" type="checkbox"/>	12:00 AM	11:59 PM	1
Administration	<input checked="" type="checkbox"/>	12:00 AM	11:59 PM	1

Note that BANANA makes only administrative calls when testing the Octel analog network. However, if you adjust the normal and urgent schedules as shown, you do not have to remember to adjust the schedule if you also send test messages from Cisco Unity subscribers to Octel subscribers.

- Step 4** Click **Save**.
- Step 5** Repeat [Step 2](#) through [Step 4](#) for each Octel node that you want to test.

To Initiate Test Calls to the Octel Nodes

- Step 1** On the Bridge server on the Windows Start menu, click **Programs > BANANA > BANANA admin**. The BANANA admin main window displays.
- Step 2** Configure the log and output folder locations.
- Step 3** Specify the Octel nodes to be included when placing test calls.
- Step 4** Place the test calls.
- Step 5** Process the call data, and view the results.
- Refer to the BANANA Help for details.

Errors and Changes

The following sections apply to the *Cisco Unity Bridge Networking Guide, Release 3.0 (With IBM Lotus Domino)* at

http://www.cisco.com/en/US/docs/voice_ip_comm/bridge/31/networking/guide/30dom/dom.html and to the *Cisco Unity Bridge Networking Guide, Release 3.0 (With Microsoft Exchange)* at http://www.cisco.com/en/US/docs/voice_ip_comm/bridge/31/networking/guide/30ex/ex.html, unless otherwise noted:

- [Changes That Affect All Cisco Unity Guides, page 1-7](#)
- [Configuring the Interop Gateway \(Cisco Unity with Domino Only\), page 1-8](#)
- [Configuring the Cisco Unity Server Designated as the Bridgehead \(Cisco Unity with Exchange Only\), page 1-8](#)
- [Upgrading from Cisco Unity 4.0\(3\) or Later with Bridge 3.x \(Cisco Unity with Exchange Only\), page 1-8](#)

Changes That Affect All Cisco Unity Guides

Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html.
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html.

Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

Configuring the Interop Gateway (Cisco Unity with Domino Only)

In the “Configuring the Interop Gateway” section in the “[Setting Up Cisco Unity and the Bridge for Networking](#)” chapter, the procedures for setting up Cisco Unity and the Bridge for networking omitted information about configuring the permissions for the interop gateway that are required when Cisco Unity is integrated with IBM Lotus Domino release 7.0. The permissions must be set prior to performing the procedure to configure the interop gateway.

In Domino release 7.0, the default permissions set for the -Default- account on the access control list of the mailbox.ntf template do not include permission to replicate or copy documents. This permission is required when setting up the interop gateway. It can be granted either by adding the permission for the -Default- account, or by adding the UnityServers group that was created during Cisco Unity installation to the access control list, and granting permission to replicate or copy documents to the group. Refer to the applicable IBM Lotus documentation for information on adding this permission.

Configuring the Cisco Unity Server Designated as the Bridgehead (Cisco Unity with Exchange Only)

The “Configuring the Cisco Unity Server Designated as the Bridgehead” section in the “[Setting Up Cisco Unity and the Bridge for Networking](#)” chapter omitted the following information relevant to running ConfigMgr.exe to designate the bridgehead server.

In Cisco Unity release 4.2(1), the Permissions wizard includes a new option to set permissions that are required for AMIS, Bridge, and VPIM networking. When you run ConfigMgr.exe, if you did not choose this option, the ConfigMgr.exe utility will indicate that you need to run the Permissions wizard, select the option for AMIS, Bridge, and VPIM networking, and manually delegate Exchange administration control to the installation and directory services accounts (if you have not already done so).

If you receive this error message, do the following tasks:

1. Click OK and exit the ConfigMgr.exe utility.
2. Download and run the latest version of the Permissions wizard from CiscoUnityTools.com, or run the version that appears in the Utilities\PermissionsWizard directory on the shipping Cisco Unity 4.2(1) CD or DVD.
3. Follow the Permissions wizard instructions to select the option for AMIS, Bridge, and VPIM networking, and to manually delegate Exchange administration control. For additional information, see Permissions wizard Help.
4. Rerun ConfigMgr.exe.

Upgrading from Cisco Unity 4.0(3) or Later with Bridge 3.x (Cisco Unity with Exchange Only)

When upgrading the Cisco Unity bridgehead server to Cisco Unity release 4.2(1), note the following information, omitted from the “Task List: Upgrading from Cisco Unity 4.0(3) or Later with Bridge 3.x” section in the “[Upgrading from Cisco Unity 4.0\(3\) or Later with Bridge 3.x](#)” chapter.

Active Directory Schema Updates

In Cisco Unity release 4.2(1), the property set `cisco-Ecsbu-Unity-Information` was added to the Cisco Unity Directory Monitor schema extensions to accommodate changes to the Cisco Unity Permissions wizard. Associated updates were also made to the Cisco Unity Bridge and Cisco Unity VPIM extensions.

When you upgrade the bridgehead Cisco Unity system to 4.2(1), you must update the Bridge extensions as well as the Directory Monitor extensions. The schema updates must be applied at a specific point during the upgrade process. Be sure to follow the instructions in the *Cisco Unity Reconfiguration and Upgrade Guide* as recommended in the task list.

Note that the changes are backward compatible with earlier versions of Cisco Unity; if you have multiple servers connected via Digital Networking, you can apply the required schema updates in order to upgrade one Cisco Unity server to 4.2(1) even if other servers continue to run earlier versions of Cisco Unity. (For a list of Cisco Unity version combinations that are supported for networked Cisco Unity servers, see the “Digital Networking Requirements for Cisco Unity with Exchange” section in *Cisco Unity Networking Options Requirements* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html.)

Redesignating the Bridgehead Server

In Cisco Unity release 4.2(1), the Permissions wizard includes a new option to set permissions that are required for AMIS, Bridge, and VPIM networking. When you run `ConfigMgr.exe`, if you did not choose this option, the `ConfigMgr.exe` utility will indicate that you need to run the Permissions wizard, select the option for AMIS, Bridge, and VPIM networking, and manually delegate Exchange administration control to the installation and directory services accounts (if you have not already done so).

If you receive this error message, do the following tasks:

1. Click OK and exit the `ConfigMgr.exe` utility.
2. Download and run the latest version of the Permissions wizard from `CiscoUnityTools.com`, or run the version that appears in the `Utilities\PermissionsWizard` directory on the shipping Cisco Unity 4.2(1) CD or DVD.
3. Follow the Permissions wizard instructions to select the option for AMIS, Bridge, and VPIM networking, and to manually delegate Exchange administration control. For additional information, see Permissions wizard Help.
4. Rerun `ConfigMgr.exe`.



CHAPTER 2

Cisco Unity Failover Configuration and Administration Guide

This chapter should be used in conjunction with the *Cisco Unity Failover Configuration and Administration Guide (With IBM Lotus Domino), Release 4.0(5) and Later* and with the *Cisco Unity Failover Configuration and Administration Guide (With Microsoft Exchange), Release 4.x*. New features are described in individual sections. Information that has changed in the *Cisco Unity Failover Configuration and Administration Guide*—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section at the end of this chapter.

The Domino version of the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/403/failover/guide/dom/dom.html; the Exchange version of the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/403/failover/guide/ex/ex.html.

This chapter contains the following sections:

- [Effects on Cisco Unity Web Applications When Failover or Failback Occurs, page 2-1](#)
- [Using Cisco Unity Failover with Integrations Through PIMG Units, page 2-2](#)
- [Errors and Changes, page 2-5](#)

Effects on Cisco Unity Web Applications When Failover or Failback Occurs

Subscribers must use the correct URLs to access the Cisco Unity Administrator, Status Monitor, and the Cisco Personal Communications Assistant (PCA) on the active server. When failover or failback occurs and subscribers use the URL for the inactive server to browse to a Cisco Unity web application, Cisco Unity does not automatically redirect them to the active server.

Subscribers can continue to access Cisco Unity web applications on the inactive server, but the applications do not work as expected:

- When subscribers access the Cisco Unity Administrator on the inactive server, they are not allowed to save changes.
- When subscribers access the Cisco PCA on the inactive server, any changes they make in the Cisco Unity Assistant can be saved, but the changes are not replicated on the active server and are then overwritten when failover or failback occurs.

In contrast, subscribers who use the phone as a recording or playback device for the Media Master control bar can continue to do so without having to manually update it with the applicable server name. This is because when failover or failback occurs, the Media Master automatically directs the request to place the call to the active server, regardless of the URL that the subscriber used to access the Cisco Unity web application.

Note that depending on the application and how the Cisco Unity server is set up, the server name that is displayed in the Media Master may not be updated, but that does not prevent the correct server from placing the call. For example, the server name displayed in the Media Master in the Cisco Unity Administrator and with Cisco Unity ViewMail for Microsoft Outlook does not change. When failover or failback occurs, the name displayed is the one that was entered when the subscriber set up the Media Master to use the phone as a recording or playback device. The same is true for the Cisco PCA when you prevent the Media Master from being set up automatically. (You can use the Advanced Settings Tool to change the default value for the Unity Inbox and Assistant—Automatically Set Up TRAP in Media Master setting.) Otherwise, the server name displayed in the Media Master in the Cisco PCA reflects the server that subscribers browsed to when they entered the URL for the Cisco PCA.

Using Cisco Unity Failover with Integrations Through PIMG Units

For Cisco Unity 4.1(x) and later, integrations through PIMG units support failover. The following sections provide only the new information about these integrations. Use this information with the information in the *Cisco Unity Failover Configuration and Administration Guide* to understand failover for integrations through PIMG units.

- [The Force Failover Setting Must Be Checked, page 2-2](#)
- [Preparing for Manual or Scheduled Failback \(Integrations Through PIMG Units Only\), page 2-2](#)
- [How Failover Works When Cisco Unity Is Integrated Through PIMG Units, page 2-3](#)
- [Effects of Failover and Failback on Calls in Progress, page 2-4](#)
- [Intervals for Failover and Failback, page 2-4](#)
- [Causes of Both Servers Becoming Active at the Same Time, page 2-5](#)

The Force Failover Setting Must Be Checked

For integrations through PIMG units, the Force Failover If Call Arrives on Inactive Secondary check box in the Failover Monitor must be checked so that failover can function correctly. If this check box is not checked, failover will not function correctly.

If you customize failover settings in the Failover Monitor, confirm that Force Failover If Call Arrives on Inactive Secondary check box remains checked.

Preparing for Manual or Scheduled Failback (Integrations Through PIMG Units Only)

When Cisco Unity is integrated with a circuit-switched phone system through PIMG units and you want failback to occur (the secondary server is currently active), do the following procedure before the secondary server fails back to the primary server.

To Disable Failover Initiation When Calls Are Unanswered on the Primary Server

-
- Step 1** On the secondary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
- Step 2** Click **Configure**.
- Step 3** Uncheck the **Force Failover If Call Arrives on Inactive Secondary** check box.
- Step 4** Click **OK**.
-

Approximately 10 seconds after the primary server becomes active and failback occurs, do the following procedure.

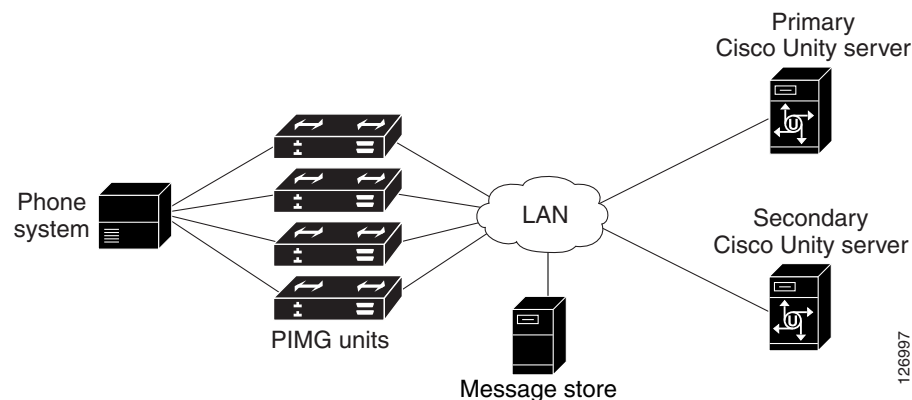
To Enable Failover Initiation When Calls Are Unanswered on the Primary Server

-
- Step 1** On the secondary server, on the Windows Start menu, click **Programs > Cisco Unity > Failover Monitor**.
- Step 2** Click **Configure**.
- Step 3** Check the **Force Failover If Call Arrives on Inactive Secondary** check box.
- Step 4** Click **OK**.
-

How Failover Works When Cisco Unity Is Integrated Through PIMG Units

Figure 2-1 shows a failover configuration for a circuit-switched phone system in an integration through PIMG units.

Figure 2-1 Failover Configuration for a Circuit-Switched Phone System Integrated Through PIMG Units



In this integration, the PIMG units control when failover is initiated by sensing that the primary server is not responding. If the primary server is unresponsive, the PIMG units will direct calls to the secondary server, which will become active.

After a failure of the primary server occurs and before the secondary server becomes active, subscribers will hear a ringback tone or will be transferred to an attendant when they dial the internal phone number to log on to Cisco Unity by phone. When the secondary server becomes active, Cisco Unity functions normally.

You can configure the secondary server to initiate failback daily. When failback succeeds, the primary server becomes the active server again. Alternatively, you can configure failover so that the secondary server fails back only when you manually initiate failback by using the Failover Monitor. However, integrations that use PIMG units require temporarily unchecking the Force Failover If Call Arrives on Inactive Secondary check box when failback occurs. For instructions, see the [“Preparing for Manual or Scheduled Failback \(Integrations Through PIMG Units Only\)”](#) section on page 2-2.

Effects of Failover and Failback on Calls in Progress

When failover or failback is initiated, calls in progress are maintained or dropped as described in the *Cisco Unity Failover Configuration and Administration Guide* and in the following section, [“Intervals for Failover and Failback.”](#)

Intervals for Failover and Failback

Failover Interval

When failover occurs, the time it takes for the secondary server to begin answering calls typically depends on what causes failover as described in [Table 2-1](#).

Table 2-1 Interval for Failover

Failover Cause	Time
Manual failover	<ul style="list-style-type: none"> For integrations through PIMG units, calls are redirected to the extension of an attendant to be answered manually for approximately ten seconds, then the secondary server begins answering calls.
Network outage	<ul style="list-style-type: none"> For integrations through PIMG units, calls in progress may be dropped, depending on the nature of the network outage.
Failure of the AvCsMgr service on the primary server	<ul style="list-style-type: none"> The secondary server begins answering calls immediately. Calls in progress on the primary server are dropped.
Failure of the operating system on the primary server	<ul style="list-style-type: none"> The secondary server begins answering calls after waiting for the number of keep-alive events set in the Missed Events Before Failover field in the Failover Monitor. The time required depends on the value of the field and on the value of the Interval (ms) field. The default settings for the fields result in a 30-second delay for the secondary server to become active. Calls in progress on the primary server are dropped.
Inactive secondary server answers a call	<ul style="list-style-type: none"> The secondary server begins answering calls immediately. Calls in progress on the primary server are not dropped but are maintained until the callers hang up.

Failback Interval

When failback occurs, the time it takes for the primary server to begin answering calls typically depends on what causes failback as described in [Table 2-2](#). File replication occurs in the background and does not affect the failback interval.

Table 2-2 Interval for Failback

Failback Cause	Time
Automatic failback, and the primary server is on but inactive	<ul style="list-style-type: none"> For integrations through PIMG units, the primary server begins answering calls as soon as the PIMG units re-establish their connection to the primary server (in approximately ten seconds).
Manual failback, and the primary server is on but inactive	<ul style="list-style-type: none"> For integrations through PIMG units, the primary server begins answering calls as soon as the PIMG units re-establish their connection to the primary server (in approximately ten seconds).
Failure of the AvCsMgr service on the secondary server, and the primary server is on but inactive	<ul style="list-style-type: none"> For integrations through PIMG units, the primary server begins answering calls as soon as the PIMG units re-establish their connection to the primary server (in approximately ten seconds).
Failure of the operating system on the secondary server, and the primary server is on but inactive	<ul style="list-style-type: none"> For integrations through PIMG units, the primary server begins answering calls as soon as the PIMG units re-establish their connection to the primary server (in approximately ten seconds).

Causes of Both Servers Becoming Active at the Same Time

Under some circumstances, both the primary server and secondary server can become active at the same time, as indicated in the Failover Monitor. The condition can occur when the network connection to the primary server is lost, so both servers become active. For integrations through PIMG units, Cisco Unity will receive no calls. However, if the primary server loses its connection to the PIMG units while the secondary server retains its connection, calls can reach the secondary server and initiate failover.

Errors and Changes

The following sections apply to the *Cisco Unity Failover Configuration and Administration Guide (With IBM Lotus Domino)*, Release 4.0(5) and Later and to the *Cisco Unity Failover Configuration and Administration Guide (With Microsoft Exchange)*, Release 4.x unless otherwise noted:

- [Changes That Affect All Cisco Unity Guides](#), page 2-6
- [Notifying Subscribers to Update the Server Name in the Media Master](#), page 2-6
- [Outage Scenarios for Networks of Windows 2000 and IBM Lotus Domino \(Cisco Unity with Domino Only\)](#), page 2-6

Changes That Affect All Cisco Unity Guides

Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html.
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html.

Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

Notifying Subscribers to Update the Server Name in the Media Master

The “Notifying Subscribers to Update the Server Name in the Media Master” section in the “Tasks Required When Failover or Failback Occurs” chapter is no longer applicable. Disregard the information. (Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)

Outage Scenarios for Networks of Windows 2000 and IBM Lotus Domino (Cisco Unity with Domino Only)

The “Outage Scenarios for Networks of Windows 2000 and IBM Lotus Domino” in the “[Behavior of Cisco Unity Failover During Outages of Network Components](#)” appendix omitted the following scenarios:

- [The Domino Server Is Disconnected from the Network, Then Reconnected, page 2-7](#)
- [The Domino Server Is Disconnected from the Network, Then the Primary and Secondary Servers Are Restarted, page 2-7](#)
- [The Domino Server Is Disconnected from the Network, Then the Primary Server Is Disconnected from the Network, page 2-8](#)
- [The Domino Server and the Primary Server Simultaneously Crash, Then Are Reconnected, page 2-10](#)

The Domino Server Is Disconnected from the Network, Then Reconnected

In testing, this scenario was simulated by disabling the network interface card on the Domino server.

Disconnection Behavior

- All subscribers hear the Unity Messaging Repository (UMR) conversation when they log on to Cisco Unity.
- External callers can leave messages for subscribers. The new messages are stored in the UnityMTA folder on the primary server.
- Subscribers homed on the same Cisco Unity server can leave messages for each other by dialing an extension or logging on to Cisco Unity. The new messages are stored in the UnityMTA folder on the primary server.
- Subscribers can call the Cisco Unity server and listen to their new messages stored in the UnityMTA folder on the primary server. Messages stored on the Domino server before the network outage are not available.
- The primary server handles directory synchronization.
- MWIs, event notification, and message notification are not handled.

Reconnection Behavior

- Subscribers who log on to Cisco Unity no longer hear the UMR conversation, but hear the appropriate conversation.
- Messages stored in the UnityMTA folder on the primary server are delivered to the appropriate subscriber Inboxes.
- The primary server sets MWIs for subscribers who have unheard messages stored on the Domino server.
- External callers and subscribers can leave messages for subscribers. The messages are stored on the Domino server.
- The primary server handles directory synchronization, MWIs, event notification, and message notification.

The Domino Server Is Disconnected from the Network, Then the Primary and Secondary Servers Are Restarted

In testing, this scenario was simulated by disabling the network interface card on the Domino server, then stopping and restarting the primary and secondary servers.

Restarting Behavior for the Primary and Secondary Servers

- The Cisco Unity service (AvCsMgr.exe) on both servers does not start.
- There is no voice messaging functionality. Neither the primary nor secondary server answers calls.
- Subscribers are not able to leave or listen to messages. External callers cannot leave messages for subscribers.

The Domino Server Is Disconnected from the Network, Then the Primary Server Is Disconnected from the Network

In testing, this scenario was simulated by disabling the network interface card on the Domino server, then on the primary server.

Disconnection Behavior (Only the Domino Server Is Disconnected)

- The primary server continues to be active, and the secondary server continues to be inactive.
- The primary server continues answering all calls.
- All subscribers hear the Unity Messaging Repository (UMR) conversation when they log on to Cisco Unity.
- External callers can leave messages for subscribers. The new messages are stored in the UnityMTA folder on the primary server.
- Subscribers homed on the same Cisco Unity server can leave messages for each other by dialing an extension or logging on to Cisco Unity. The new messages are stored in the UnityMTA folder on the primary server.
- Subscribers can call the Cisco Unity server and listen to their new messages stored in the UnityMTA folder on the primary server. Messages stored on the Domino server before the network outage are not available.
- The primary server handles directory synchronization and file replication.
- MWIs, event notification, and message notification are not handled.

Disconnection Behavior (the Primary Server Is Also Disconnected)

- The secondary server answers all calls.
- The Failover Monitor on the primary server shows that the primary server is active. The Failover Monitor on the secondary server shows that the secondary server is active.
- All subscribers hear the UMR conversation when they log on to Cisco Unity.
- External callers can leave messages for subscribers. The new messages are stored in the UnityMTA folder on the secondary server.
- Subscribers homed on the same Cisco Unity server can leave messages for each other by dialing an extension or logging on to Cisco Unity. The new messages are stored in the UnityMTA folder on the secondary server.
- Subscribers can call the Cisco Unity server and listen to their new messages stored in the UnityMTA folder on the secondary server. Messages stored on the Domino server before the network outage are not available.
- MWIs, event notification, and message notification are not handled.

Reconnection Behavior When the Primary Server Is Reconnected and the Domino Server Remains Disconnected

- The primary server becomes active, and the secondary server becomes inactive.
- All voice messaging ports on the primary server register with the Cisco CallManager server.
- The primary server answers all calls.
- The Node Manager services (AvCsNodeMgr) on the primary and secondary servers send status to and receive status from each other.
- The Failover Monitors on the primary and secondary servers show that the primary server is active.

- Changes to the UnityDb database that occurred while the primary server was offline are replicated from the secondary server to the primary server.
- The primary server handles directory synchronization, MWIs, event notification, and message notification.
- Messages, greetings, and other recordings made on the primary server but not replicated to the secondary server before the network outage are replicated to the secondary server.
- Messages, greetings, and other recordings made on the secondary server during the network outage are replicated to the primary server.

Reconnection Behavior After the Primary Server Is Reconnected, Then the Domino Server Is Reconnected

- Subscribers who log on to Cisco Unity no longer hear the UMR conversation, but hear the appropriate conversation.
- Messages stored in the UnityMTA folder on the primary server are delivered to the appropriate subscriber Inboxes.
- The primary server sets MWIs for subscribers who have unheard messages stored on the Domino server.
- External callers and subscribers can leave messages for subscribers. The messages are stored on the Domino server.
- The primary server handles directory synchronization, MWIs, event notification, and message notification.

Reconnection Behavior When the Domino Server Is Reconnected and the Primary Server Remains Disconnected

- Subscribers who log on to Cisco Unity no longer hear the UMR conversation, but hear the appropriate conversation.
- Messages stored in the UnityMTA folder on the secondary server are delivered to the appropriate subscriber Inboxes.
- The secondary server sets MWIs for subscribers who have unheard messages stored on the Domino server.
- External callers and subscribers can leave messages for subscribers. The messages are stored on the Domino server.
- The secondary server handles directory synchronization, MWIs, event notification, and message notification.

Reconnection Behavior After the Domino Server Is Reconnected, Then the Primary Server Is Reconnected

- The primary server becomes active, and the secondary server becomes inactive.
- All voice messaging ports on the primary server register with the Cisco CallManager server.
- The primary server answers all calls.
- Subscribers are able to leave and listen to messages. External callers can leave messages for subscribers
- The Node Manager services (AvCsNodeMgr) on the primary and secondary servers send status to and receive status from each other.
- The Failover Monitors on the primary and secondary servers show that the primary server is active.
- Changes to the UnityDb database that occurred while the primary server was offline are replicated from the secondary server to the primary server.

- The primary server handles directory synchronization, MWIs, event notification, and message notification.
- Messages, greetings, and other recordings made on the primary server but not replicated to the secondary server before the network outage are replicated to the secondary server.
- Messages, greetings, and other recordings made on the secondary server during the network outage are replicated to the primary server.

The Domino Server and the Primary Server Simultaneously Crash, Then Are Reconnected

In testing, this scenario was simulated by turning off power to the Domino server and to the primary server at the same time.

Disconnection Behavior

- The secondary server answers all calls.
- All subscribers hear the Unity Messaging Repository (UMR) conversation when they log on to Cisco Unity.
- External callers can leave messages for subscribers. The new messages are stored in the UnityMTA folder on the secondary server.
- Subscribers homed on a different Cisco Unity server can leave messages for subscribers on another Cisco Unity server by calling the Cisco Unity server. The new messages are stored in the UnityMTA folder on the secondary server.
- Subscribers can call the Cisco Unity server and listen to their new messages stored in the UnityMTA folder on the secondary server. Messages stored on the Domino server before the network outage are not available.
- MWIs, event notification, and message notification are not handled.

Reconnection Behavior When the Domino Server Is Reconnected and the Primary Server Remains Disconnected

- Subscribers who log on to Cisco Unity no longer hear the UMR conversation, but hear the appropriate conversation.
- Messages stored in the UnityMTA folder on the secondary server are delivered to the appropriate subscriber Inboxes.
- The secondary server sets MWIs for subscribers who have unheard messages stored on the Domino server.
- External callers and subscribers can leave messages for subscribers. The messages are stored on the Domino server.
- The secondary server handles directory synchronization, MWIs, event notification, and message notification.

Reconnection Behavior After the Domino Server Is Reconnected, Then the Primary Server Is Reconnected

- The primary server is inactive, and the secondary server remains active.
- When failback is manually initiated or when a scheduled failback occurs, the primary server becomes active and the secondary server becomes inactive.
- When the primary server becomes active, all voice messaging ports on the primary server register with the Cisco CallManager server.
- When the primary server becomes active, it answers all calls. Until then, the secondary server answers all calls.

- Subscribers are able to leave and listen to messages. External callers can leave messages for subscribers.
- The Node Manager services (AvCsNodeMgr) on the primary and secondary servers send status to and receive status from each other.
- When the primary server becomes active, the Failover Monitors on the primary and secondary servers show that the primary server is active.
- Changes to the UnityDb database that occurred while the primary server was offline are replicated from the secondary server to the primary server.
- When the primary server becomes active, it handles directory synchronization, MWIs, event notification, and message notification.
- Messages, greetings, and other recordings made on the primary server but not replicated to the secondary server before the network outage are replicated to the secondary server.
- Messages, greetings, and other recordings made on the secondary server during the network outage are replicated to the primary server.

Reconnection Behavior When the Primary Server Is Reconnected and the Domino Server Remains Disconnected

- The Cisco Unity service (AvCsMgr.exe) on the primary server does not start.
- The secondary server continues to be active.
- The secondary server continues answering all calls.

Reconnection Behavior After the Primary Server Is Reconnected, Then the Domino Server Is Reconnected and the Cisco Unity Service (AvCsMgr.exe) on the Primary Server Is Manually Started

- The primary server is inactive, and the secondary server remains active.
- When failback is manually initiated or when a scheduled failback occurs, the primary server becomes active and the secondary server becomes inactive.
- When the primary server becomes active, all voice messaging ports on the primary server register with the Cisco CallManager server.
- When the primary server becomes active, it answers all calls. Until then, the secondary server answers all calls.
- Subscribers are able to leave and listen to messages. External callers can leave messages for subscribers. The messages are stored on the Domino server.
- Subscribers who log on to Cisco Unity no longer hear the UMR conversation, but hear the appropriate conversation.
- Messages stored in the UnityMTA folder on the secondary server are delivered to the appropriate subscriber Inboxes.
- The primary server sets MWIs for subscribers who have unheard messages stored on the Domino server.
- The Node Manager services (AvCsNodeMgr) on the primary and secondary servers send status to and receive status from each other.
- The Failover Monitors on the primary and secondary servers show that the primary server is active.
- Changes to the UnityDb database that occurred while the primary server was offline are replicated from the secondary server to the primary server.
- The primary server handles directory synchronization, MWIs, event notification, and message notification.

- Messages, greetings, and other recordings made on the primary server but not replicated to the secondary server before the network outage are replicated to the secondary server.
- Messages, greetings, and other recordings made on the secondary server while the primary server was inactive are replicated to the primary server.



CHAPTER 3

Cisco Unity Installation Guide

This chapter should be used in conjunction with the *Release 4.0(5) and Later* versions of the Cisco Unity installation guide. Information that has changed in the Cisco Unity installation guide—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section.

All *Release 4.0(5) and Later* versions of the installation guide are available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html.

This chapter contains the following section:

- [Errors and Changes, page 3-1](#)

Errors and Changes

The following sections apply to all *Release 4.0(5) and Later* versions of the Cisco Unity installation guides at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html, unless otherwise noted:

- [Changes That Affect All Cisco Unity Guides, page 3-2](#)
- [Installing Windows Server 2003 or Windows 2000 Server, page 3-2](#)
- [Obtaining Cisco Unity License Files, page 3-3](#)
- [Running the Cisco Unity System Preparation Assistant, page 3-3](#)
- [Preparing the Domino Server\(s\) for Cisco Unity \(Cisco Unity with Domino Only\), page 3-4](#)
- [Installing Exchange 2003 Administration Software \(Cisco Unity with Exchange 2003 Only\), page 3-6](#)
- [Setting Rights and Permissions with the Cisco Unity Permissions Wizard \(Cisco Unity with Domino Only\), page 3-7](#)
- [Setting Rights and Permissions with the Cisco Unity Permissions Wizard \(Cisco Unity with Exchange Only\), page 3-7](#)
- [Setting Required Exchange Permissions \(Cisco Unity with Exchange Only\), page 3-7](#)
- [Configuring Cisco Unity for the Message Store \(Cisco Unity with Domino Only\), page 3-8](#)
- [Setting Up the Cisco Unity Administrator and Status Monitor to Use SSL, page 3-9](#)
- [Configuring Internet Explorer to Display the Cisco Unity Administrator Correctly \(Windows Server 2003 Only\), page 3-10](#)

- [Enabling the Unity Messaging Repository Conversation \(Cisco Unity with Domino Only\)](#), page 3-11
- [Intel Dialogic D/120JCT-LS and D/120JCT-Euro](#), page 3-12
- [Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant During a New Installation](#), page 3-13

Changes That Affect All Cisco Unity Guides

Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html.
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html.

Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

Installing Windows Server 2003 or Windows 2000 Server

The “Installing Windows” section in the “Installing the Operating System” chapter omitted the following information in the instruction on using a name that is 15 characters or fewer in length when you enter a name for the Cisco Unity server:

If there is more than one Cisco Unity server in an Active Directory forest, give each Cisco Unity server a name that is unique in the first 14 characters, or Cisco Unity will have problems communicating with the Active Directory accounts that it creates. For example, the following names would cause communication problems: CiscoUnitySrvr1 and CiscoUnitySrvr2.

The following links go to the applicable version of the “Installing the Operating System” chapter, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)

- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

Obtaining Cisco Unity License Files

The “Obtaining Cisco Unity License Files” section in the “Customizing the Cisco Unity Platform” chapter refers to a URL available for users who are not registered on Cisco.com to obtain license files. Disregard the URL.

You must be a registered user on Cisco.com to obtain license files, so the only valid URL is <http://www.cisco.com/go/license>.

The following links go to the applicable version of the “Customizing the Cisco Unity Platform” chapter, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

Running the Cisco Unity System Preparation Assistant

In the “Running the Cisco Unity System Preparation Assistant” section in the “Customizing the Cisco Unity Platform” chapter, the procedure incorrectly refers to installing SQL Server 2000 Service Pack 3a or MSDE 2000 Service Pack 3a.

The Cisco Unity System Preparation Assistant actually is installing SQL Server 2000 Service Pack 4 or MSDE 2000 Service Pack 4. The steps for installing Service Pack 4 are the same as the steps for installing Service Pack 3a with one exception: when you install SQL Server 2000 Service Pack 4, there is no Upgrade Microsoft Search and Apply SQL Server 2000 SP3 [Required] check box.

In addition, the procedure does not contain steps for installing the Cisco Unity Report Engine. Follow the on-screen prompts in the Cisco Unity System Preparation Assistant to install the Report Engine.

The following links go to the applicable version of the “Customizing the Cisco Unity Platform” chapter, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

Preparing the Domino Server(s) for Cisco Unity (Cisco Unity with Domino Only)

Revised September 18, 2007

The “Preparing the Domino Server(s) for Cisco Unity” section in the “Setting Up Domino and Installing Lotus Notes” chapter is incomplete. (Links to the [Domino/no-failover version of the chapter](#) and the [Domino/failover version of the chapter](#).)

Disregard the section and use the following version instead.



Note

Cisco assumes that the Domino environment is already set up and working before the Cisco Unity system is installed.

In the procedure in this section, you:

- Create a Domino group called UnityServers.
- Register a Person with Lotus Notes as the mail system for the Cisco Unity server.
- In the Access Control List (ACL) for Admin4.nsf, grant the UnityServers group Editor permissions.

Admin4.nsf is used by the Administrative Process task running on each Domino server. When a Domino user is imported into Cisco Unity, Cisco Unity submits a signed request to the Adminp task, which adds the request to Admin4.nsf. IBM Lotus Domino Unified Communications (DUC) for Cisco then modifies the user’s mail file with Cisco Unity Unified Messaging functionality. The changes are made to the database on the server that contains the user’s mail file. The UnityServers group requires editor-level permissions in the Admin4.nsf database on each server containing the mail file for a Cisco Unity subscriber.

Domino security policy requires Cisco Unity to digitally sign requests. Requests are documents, and signing documents requires modifying them, so the UnityServers group needs privileges to sign requests submitted to the Administrative Process database. This corresponds to editor-level permissions in an ACL.

- In the Access Control List for Names.nsf, grant the UnityServers group Editor with Delete Documents permissions.

By default, Names.nsf is the main directory database for a Domino domain. Cisco Unity needs sufficient permissions in the ACL of the database to read, edit, create, and delete documents (or “notes”) in the database.

- On the Security tab of the Server document of the Domino address book server, grant the UnityServers group the permission to Create Databases and Templates.

You will specify the Domino server to use as the address book server during Cisco Unity installation in the Cisco Unity Message Store Configuration wizard. The wizard must be able to create mail files for the default accounts, such as the Unity Messaging System account, on the specified Domino server.

- Install DUC for Cisco components on Domino servers.
- Confirm that the network is configured so that Cisco Unity can resolve the unqualified Domino server name to an IP address.

The Cisco Unity server also has Manager-level access to the mail files of its subscribers because when a Domino user is imported into Cisco Unity, DUC for Cisco adds Cisco Unity to the ACL of the mail file for the user. Cisco Unity requires the access to modify the read/unread list. Ensure there are no explicit deny lists or security settings that hinder the ability of Cisco Unity to access a mail file after the Domino user has been imported into Cisco Unity.

To Prepare the Domino Server(s) for Cisco Unity

Step 1 Create a group of type MultiPurpose for the Cisco Unity server, and name it **UnityServers**. Refer to the applicable IBM Lotus documentation.



Note Multipurpose is the recommended type, but Access Control List Only is acceptable.

Step 2 Register a Person for the Cisco Unity server. Most settings will not affect Cisco Unity functionality, however, you must do the following:

- Create a Lotus Notes mail file for the Person.



Note All Cisco Unity voice messages are submitted to mail.box on the Domino server on which you create the Lotus Notes mail file. Messages are then routed to the Domino servers on which Cisco Unity subscribers are homed. Create the Lotus Notes mail file on a Domino server that is well connected to the network.

- Save the user ID file for the Person in a location other than the Domino directory (the default option). In the Register Person—New Entry dialog box:
 - a. Check the **Advanced** check box, so tabs on the left side of the dialog box appear.
 - b. Click the **ID Info** tab.
 - c. Uncheck the **In Domino Directory** check box.



Caution If you save the ID file in the Domino directory, regardless of whether you also save it in a file, Cisco Unity will not function properly.

- d. Check the **In File** check box.
- e. Choose a location for the ID file, and make note of where you saved it. You will use it when you configure Lotus Notes on the Cisco Unity server, later in the installation.

Step 3 Add the Cisco Unity Person to the **UnityServers** group that you created in [Step 1](#). Refer to the applicable IBM Lotus documentation.

Step 4 In the Access Control List for Admin4.nsf, grant the UnityServers group **Editor** permissions.

Step 5 In the Access Control List for Names.nsf, grant the UnityServers group **Editor with Delete Documents** permissions.

Step 6 On the Security tab of the Server document of the Domino address book server, grant the UnityServers group the permission to **Create Databases and Templates**. (You will specify the Domino server to use as the address book server during Cisco Unity installation in the Cisco Unity Message Store Configuration wizard.)

Step 7 Install **csServer**, the server component of DUC for Cisco, on the following servers:

- On each Domino server that will home Cisco Unity subscribers.
- On the Domino server on which you created the Lotus Notes mail file in [Step 2](#).



Caution Do not install csServer on the Cisco Unity server.

Step 8 If you selected the mail template MailX.ntf (where X is the version of Domino in use—for example, Mail6.ntf for Domino 6.0) during csServer installation in [Step 7](#), skip to [Step 9](#).

If you selected a mail template other than MailX.ntf (where X is the version of Domino in use—for example, Mail6.ntf for Domino 6.0) during csServer installation in [Step 7](#), rerun csServer installation on the Domino server that you intend to use as the address book server for Cisco Unity. (The address book server is the Domino server that Cisco Unity monitors for changes to the primary address book, and the server on which it creates default objects.) Select the option to DUC-enable multiple mail templates, then select the applicable MailX.ntf file.



Caution If you do not DUC-enable the MailX.ntf template, default objects created by Cisco Unity, such as the Unity Messaging account, may not function correctly.

Step 9 In the Domino Administrator or Lotus Notes client on the server you would typically use to administer the Domino Directory, switch to a Notes ID that has Designer or higher access to the administration server for the Domino Directory, then close all windows applications including the Domino Administrator and Lotus Notes client.



Note The switch is required for the next step. After you begin the step, you cannot switch to another Notes ID.

Step 10 Install **csAdmin**, the administration component of DUC for Cisco, to update the Domino domain directory database. The database is usually called Names.nsf, but it may have a different name on your system. You install csAdmin only once for the domain. For more detailed installation instructions, refer to the applicable IBM Lotus documentation.



Caution Do not install csAdmin on the Cisco Unity server.

Step 11 Confirm that the network is configured so that Cisco Unity can resolve the unqualified Domino server name to an IP address. (For example, if the Domino server name is MailServer and you enter ping mailserver on the command line on the Cisco Unity server, the response is the IP address of the Domino server.)

Installing Exchange 2003 Administration Software (Cisco Unity with Exchange 2003 Only)

In the “Installing Exchange 2003 Administration Software” section in the “Setting Up Exchange” chapter, the procedure “To Install Exchange 2003 Service Pack 1 on the Cisco Unity Server” incorrectly refers to Service Pack 1 and misstates its location.

You should install Exchange 2003 Service Pack 2, which is located on Cisco Unity Service Pack CD 3.

The following links go to the applicable version of the “Setting Up Exchange” chapter, depending on the Cisco Unity configuration:

- [Unified Messaging/Exchange 2003/no-failover version](#)
- [Unified Messaging/Exchange 2003/failover version](#)
- [Voice Messaging/Exchange 2003/no-failover version](#)

- [Voice Messaging/Exchange 2003/failover version](#)

Setting Rights and Permissions with the Cisco Unity Permissions Wizard (Cisco Unity with Domino Only)

In the “Setting Rights and Permissions with the Cisco Unity Permissions Wizard” section in the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, the procedure is incorrect. (Links to the [Domino/no-failover version of the chapter](#) and the [Domino/failover version of the chapter](#).)

Use the applicable procedure in the Permissions wizard Help instead.

Setting Rights and Permissions with the Cisco Unity Permissions Wizard (Cisco Unity with Exchange Only)

In the “Setting Rights and Permissions with the Cisco Unity Permissions Wizard” section in the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, the procedure is incorrect.

Use the applicable procedure in the Permissions wizard Help instead.

In addition, the following information was omitted:

When Cisco Unity uses an Exchange 2003 or Exchange 2000 server as the partner server, the Permissions wizard automatically creates an organizational unit (OU) named Unity at the top level of the Active Directory domain that contains the Cisco Unity server. The Permissions wizard also creates an OU named Locations below the Unity OU.

During the Permissions wizard, you are prompted to choose the OU where you want Cisco Unity to create location objects. This dialog box defaults to the Unity/Locations OU, which has already been created by the Permissions wizard. If you choose a different location, the Unity and Locations OUs are not deleted.

The Permissions wizard creates Unity and Locations OUs only once in a domain. If you rerun the Permissions wizard, either on the same server or on another server (for example, because you are adding another Cisco Unity server to the same domain), the Permissions wizard does not create additional OUs.

The following links go to the applicable version of the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, depending on the Cisco Unity configuration:

- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

Setting Required Exchange Permissions (Cisco Unity with Exchange Only)

In the “Setting Required Exchange Permissions” section in the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, the procedure in the section is incorrect.

Disregard the procedure and refer instead to the Permissions wizard Help file PWHelpExchange_<language>.htm.

In addition, the following information was omitted:

You can delegate Exchange Admin control to the installation account and delegate Exchange Admin or Exchange View Only Admin control to the directory services account at the administrative group level. However, for ease of maintenance, we encourage you to delegate control at the organization level.

If you have multiple Cisco Unity servers and you want to use Digital Networking, for all administrative groups in which Cisco Unity subscriber mailboxes are homed, you must delegate the following controls:

- Exchange Administrator control to the installation account for every Cisco Unity server.
- Exchange Administrator or Exchange View Only Administrator control to the directory service account for every Cisco Unity server.

Otherwise, Digital Networking is not supported.

Using Cisco Unity Bridge Networking, AMIS Networking, or VPIM Networking is supported only when you delegate control to the installation and directory services accounts at the organization level.

The following links go to the applicable version of the “Creating Accounts for the Installation and Setting Rights and Permissions” chapter, depending on the Cisco Unity configuration:

- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

Configuring Cisco Unity for the Message Store (Cisco Unity with Domino Only)

In the “Configuring Cisco Unity for the Message Store” section in the “Installing and Configuring Cisco Unity Software” chapter, the procedure contains a table of information in Step 9 for the directory database that you will use to import subscribers and public distribution lists. (Links to the [Domino no-failover version of the chapter](#) and the [Domino/failover version of chapter](#).)

The description of the Server Name field is incomplete. The following description is correct:

Server Name	<p>The Domino name for the server. This name must be resolvable to an IP address by using DNS, a HOSTS file, or some other mechanism.</p> <p>If you reran the csServer installation to DUC-enable the MailX.ntf template in Step 8 of the “To Prepare the Domino Server(s) for Cisco Unity” section on page 3-5, the server that you specify here must be the server on which you reran csServer. If you decide to use a different Domino server, or if you are unsure whether you reran csServer on the correct server, repeat the step on the correct server before continuing with this procedure.</p>
--------------------	---

Setting Up the Cisco Unity Administrator and Status Monitor to Use SSL

In the “Setting Up the Cisco Unity Administrator and Status Monitor to Use SSL” section in the “Installing and Configuring Cisco Unity Software” chapter, the following information was omitted.

After you have set up the Cisco Unity Administrator and Status Monitor to use SSL, you must make the following changes so the web applications can be started by using the Cisco Unity tray icon and desktop icons:

- Update the Windows registry to change the default HTTP URL to an HTTPS (secure) URL for the tray icon.
- Change the desktop icons to use HTTPS URLs.

Do the following two procedures to change the URLs to secure URLs.

To Change the Default URL for the Cisco Unity Tray Icon to an HTTPS URL

Step 1 On the Cisco Unity server, start Registry Editor.



Caution Changing the wrong registry key or entering an incorrect value can cause the server to malfunction. Before you edit the registry, confirm that you know how to restore it if a problem occurs. (Refer to the “Restoring” topics in Registry Editor Help.) If you have any questions about changing registry key settings, contact Cisco TAC.

Step 2 If you do not have a current backup of the registry, click **Registry > Export Registry File**, and save the registry settings to a file.

Step 3 Expand the key
HKEY_LOCAL_MACHINE\SOFTWARE\Active Voice\SystemParameters\1.0.

Step 4 In the left pane, right-click **1.0**, and click **New > DWORD Value**.

Step 5 Name the value **EnforceSSL**.

Step 6 In the right pane, double-click **EnforceSSL**.

Step 7 Change Value Data to **1**.

Step 8 Click **OK** to save the change.

Step 9 Close Registry Editor.

Step 10 Restart the server.

To Change the Desktop Icons to Use HTTPS URLs

Step 1 On the Cisco Unity server, right-click the **System Administration** desktop icon, and click **Properties**.

Step 2 Click the **Web Document** tab.

Step 3 In the URL field, change the “http” portion of the URL to **https**.

Step 4 Click **OK**.

Step 5 Right-click the **Status Monitor** desktop icon, and click **Properties**.

Step 6 Click the **Web Document** tab.

- Step 7** In the URL field, change the “http” portion of the URL to **https**.
- Step 8** Click **OK**.

The following links go to the applicable version of the “Installing and Configuring Cisco Unity Software” chapter, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

Configuring Internet Explorer to Display the Cisco Unity Administrator Correctly (Windows Server 2003 Only)

In the “Installing and Configuring Cisco Unity Software” chapter, this section was omitted. It should follow the “Setting Up the Cisco Unity Administrator and Status Monitor to Use SSL” section. Do the procedure in this section before you access the Cisco Unity Administrator.



Note

If Windows Server 2003 is not installed on the Cisco Unity server, skip this section.

If you created a Cisco Unity administration account as recommended by the Cisco Unity installation guide and you log on to Windows by using that account, the changes that Windows Server 2003 Service Pack 1 makes to the default Internet Explorer security settings cause the Cisco Unity Administrator to display a blank page. Do the following procedure to configure Internet Explorer to display the Cisco Unity Administrator when you log on to Windows by using the administration account.

To Configure Internet Explorer to Display the Cisco Unity Administrator Correctly

- Step 1** Log on to the Cisco Unity server by using the Cisco Unity administration account.
- Step 2** Right click the **Cisco Unity** icon in the system tray, and click **Launch System Admin**.
- Step 3** If you are prompted to provide a user name and password, click **Cancel**.
- Step 4** On the Internet Explorer Tools menu, click **Internet Options**.
- Step 5** Click the **Security** tab.
- Step 6** Under Select a Web Content Zone to Specify Its Security Settings, click the **Trusted Sites** icon.
- Step 7** Click **Sites**.
- Step 8** In the Trusted Sites dialog box, in the Add This Website to the Zone field, enter the applicable value depending on whether the Cisco Unity Administrator is set up to use SSL:

Cisco Unity Administrator is set up to use SSL	Enter https:\\<CiscoUnityServerName>
Cisco Unity Administrator is not set up to use SSL	Enter http:\\<CiscoUnityServerName>

- Step 9** If the Cisco Unity Administrator is set up to use SSL, check the **Require Server Verification (https:) for All Sites in This Zone** check box.
- If the Cisco Unity Administrator is not set up to use SSL, uncheck the **Require Server Verification (https:) for All Sites in This Zone** check box.
- Step 10** Click **Add**.
- Step 11** Click **Close** to close the Trusted Sites dialog box.
- Step 12** On the Security tab, click **Custom Level**.
- Step 13** In the Security Settings dialog box, change the value of the Reset To list to **Low**.
- Step 14** Click **Reset**, and click **Yes** to confirm that you want to change the security settings for this zone.
- Step 15** Click **OK** to close the Security Settings dialog box.
- If the Security Settings dialog box does not close:
- Close the dialog box by clicking the **X** in the upper-right corner.
 - In the “not responding” message box, click **End Now**. (The “not responding” message box may take a few seconds to appear.)
- Step 16** Restart the Cisco Unity Administrator.
-

The following links go to the applicable version of the “Installing and Configuring Cisco Unity Software” chapter, depending on the Cisco Unity configuration:

- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

Enabling the Unity Messaging Repository Conversation (Cisco Unity with Domino Only)

This section was omitted from the “Installing and Configuring Cisco Unity Software” chapter. (Links to the [Domino no-failover version of the chapter](#) and the [Domino/failover version of chapter](#).) The section should follow the “Re-enabling Virus-Scanning and Cisco Security Agent Services” section.

If the Domino servers are not configured in a cluster or if there is only one Domino server, do the procedure in this section to allow subscribers increased access to voice messages during an outage.



Caution

Do not enable the Unity Messaging Repository (UMR) conversation if Domino servers are configured in a cluster. Doing so may cause Cisco Unity to unnecessarily hold messages in the UnityMTA directory and restrict subscriber access to messages stored in the UMR, even though subscriber mail files are available on another Domino server in the cluster.

When a Domino server—or even the entire Domino network—is down, Cisco Unity can answer calls, allow unidentified callers to look up subscriber extensions, and take voice messages. While the e-mail system or network is off line, new voice messages are handled by the Unity Messaging Repository on the Cisco Unity server.

The UMR as a feature consists of the following main parts:

- **UnityMTA**—When callers leave messages for subscribers, the messages are temporarily stored in the UnityMTA directory on the Cisco Unity server. If a problem with the network prevents Cisco Unity from handing off the messages to Domino, the messages remain on the hard disk of the Cisco Unity server until they can be delivered. While Domino is unavailable, callers can still leave messages. When the Domino server or network is back on line, voice messages stored in the UMR are routed to subscriber mailboxes.
- **UMR conversation**—When subscribers log on to Cisco Unity and their mail files are unavailable, the UMR conversation provides limited functionality by allowing subscribers to listen to messages left for them in the UnityMTA directory. The UMR conversation is disabled by default. After a subscriber logs on, if Cisco Unity is unable to access the mail file of the subscriber, Cisco Unity plays the failsafe prompt and hangs up. (“This system is temporarily unable to complete your call. Call again later. Goodbye.”)



Note

If you are configuring Cisco Unity for failover, do the following procedure on the primary server and on the secondary server. Registry changes are not replicated between the servers.

To Enable the Unity Messaging Repository Conversation

-
- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
 - Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
 - Step 3** In the Unity Settings pane, click **Conversation—(Unity Domino only) Enable UMR Conversation**.
 - Step 4** In the New Value box, enter **0** to enable the conversation, and click **Set**.
 - Step 5** When prompted, click **OK**.
 - Step 6** Click **Exit**.
 - Step 7** Restart the Cisco Unity software for the registry change to take effect.
-

Intel Dialogic D/120JCT-LS and D/120JCT-Euro

In the “Intel Dialogic D/120JCT-LS and D/120JCT-Euro” section in the “Voice Cards and PIMG Units” appendix, the illustration in the procedure “To Set the D/120JCT-LS and D/120JCT-Euro Card Switches” does not indicate the direction you slide the SW1 switch to set the switch to On Hook. When the board is oriented as shown in the graphic, move the switch to the left to set it to On Hook.

The following links go to the applicable version of the “Voice Cards and PIMG Units” appendix, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)

Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant During a New Installation

The “Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant During a New Installation” appendix does not include installation procedures for all of the software installed by the Cisco Unity System Preparation Assistant for Cisco Unity 4.2.

If you are using the appendix instead of the Cisco Unity System Preparation Assistant to install required software, ignore the procedure for installing SQL Server 2000 Service Pack 3a or MSDE 2000 Service Pack 3a.

Instead, install SQL Server 2000 Service Pack 4 or MSDE 2000 Service Pack 4.

In addition, install the following software:

- Crystal Reports XI
- Microsoft Windows Server 2003 Service Pack 1

The following links go to the applicable version of the “Manual Installation Procedures for Software Installed by the Cisco Unity System Preparation Assistant During a New Installation” appendix, depending on the Cisco Unity configuration:

- [Domino/no-failover version](#)
- [Domino/failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Unified Messaging/Exchange 2003 or 2000/failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/no-failover version](#)
- [Voice Messaging/Exchange 2003 or 2000/failover version](#)



CHAPTER 4

Cisco Unity Maintenance Guide

This chapter should be used in conjunction with the *Cisco Unity Maintenance Guide, Release 4.0(5)*. Information that has changed in the *Cisco Unity Maintenance Guide, Release 4.0(5)*—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section below.

The Domino version of the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/maintenance/guide/dom/dom.html; the Exchange version of the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/maintenance/guide/ex/ex.html.

This chapter contains the following section:

- [Errors and Changes, page 4-1](#)

Errors and Changes

The following sections apply to the *Cisco Unity Maintenance Guide (With IBM Lotus Domino), Release 4.0(5)* and to the *Cisco Unity Maintenance Guide (With Microsoft Exchange), Release 4.0(5)*, unless otherwise noted:

- [Changes That Affect All Cisco Unity Guides, page 4-2](#)
- [Updating the System Clock, page 4-2](#)
- [Monitoring the Message Transfer Agent, page 4-2](#)
- [Unity Messaging System Mailbox \(Cisco Unity with Exchange Only\), page 4-3](#)
- [Viewing and Printing Reports \(Cisco Unity with Domino Only\), page 4-3](#)
- [Viewing and Printing Reports \(Cisco Unity with Exchange Only\), page 4-4](#)
- [Distribution Lists Report \(Cisco Unity with Domino Only\), page 4-4](#)
- [Transfer Billing Report \(Cisco Unity with Domino Only\), page 4-4](#)
- [Transfer Billing Report \(Cisco Unity with Exchange Only\), page 4-4](#)
- [Outcall Billing Report \(Cisco Unity with Domino Only\), page 4-4](#)
- [Outcall Billing Report \(Cisco Unity with Exchange Only\), page 4-5](#)
- [Port Usage Report, page 4-5](#)
- [AMIS Out Traffic Report \(Cisco Unity with Domino Only\), page 4-5](#)
- [AMIS Out Traffic Report \(Cisco Unity with Exchange Only\), page 4-5](#)

Changes That Affect All Cisco Unity Guides

Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html.
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html.

Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

Updating the System Clock

The “Updating the System Clock” section in the “Routine and Scheduled Maintenance on the Cisco Unity Server” chapter omitted the following information:

If you change the time on the system clock, restart the Cisco Unity server or Cisco Unity may not function properly.

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)



Note

You do not need to restart the server when Windows automatically resets the system clock for daylight saving time.

Monitoring the Message Transfer Agent

The “Monitoring the Message Transfer Agent” section in the “Routine and Scheduled Maintenance on the Cisco Unity Server” chapter omits the following information about the UnityMTA\Failed directory and what to do if you find messages in the directory:

If the subscriber home server is accessible when Cisco Unity attempts to deliver a message from the MTA queue but message delivery fails for some other reason (for example, the RecipientAlias does not exist in the mail server directory), Cisco Unity moves the message to the UnityMTA\Failed directory and

does not attempt to redeliver the message. If there are messages in the Failed directory, you can look at the routing file for each message (routing files have a .txt extension) to determine the cause of the failure. If you believe that the problem has been corrected, you can manually move the message (both the TXT routing file and the corresponding WAV audio file) back to the UnityMTA folder, and Cisco Unity will attempt to redeliver it.

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)

Unity Messaging System Mailbox (Cisco Unity with Exchange Only)

The “Moving the Unity Messaging System, UAmis, UVPIIM, UOmni, and USbms Exchange Mailboxes” section in the “[Cisco Unity Data and Log Files](#)” chapter contains an incorrect procedure for moving the Unity Messaging System Mailbox. Disregard the “Unity Messaging System Mailbox (Cisco Unity with Microsoft Exchange Only)” section.

The Unity Messaging System mailbox should always reside on the partner Exchange server. To move the mailbox to a different Exchange server, you must do so by changing the partner Exchange server. If you attempt to move the mailbox to another server by using the procedure in the *Cisco Unity Maintenance Guide* without following the steps to change the partner Exchange server, when you attempt to restart the Cisco Unity software, the Unity services may generate errors and fail to start.

For the procedure to change the partner Exchange server, refer to the “[Changing the Partner Exchange Server](#)” chapter of the *Cisco Unity Reconfiguration and Upgrade Guide (With Microsoft Exchange)* at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/upgrade/guide/ex/ru_060.html. When the partner Exchange server is changed, the Unity Messaging System mailbox is automatically moved.

Viewing and Printing Reports (Cisco Unity with Domino Only)

The “Viewing and Printing Reports” section in the “[Reports](#)” chapter omitted the following paragraph:

When a report has completed, Cisco Unity sends an e-mail to the person who generated the report. To receive the e-mail, the person running the report must be either a Cisco Unity subscriber or associated with a Cisco Unity subscriber account. If the account that you use to log on to the Cisco Unity Administrator is not associated with a subscriber account, use the GrantUnityAccess utility to associate the account with a subscriber account that is in a class of service with system access to the Cisco Unity Administrator.

In addition, the procedure “To View a Report” is incorrect. Use the following procedure instead:

To View a Report

- Step 1** Click the link in the e-mail message.
 - Step 2** If the report is in Web page format, the browser will start automatically and display the information. If the report is in comma-delimited format, you may be required to choose an application in which to display the information.
-

Viewing and Printing Reports (Cisco Unity with Exchange Only)

The “Viewing and Printing Reports” section in the “[Reports](#)” chapter omitted the following information:

When a report has completed, Cisco Unity sends an e-mail to the person who generated the report. To receive the e-mail, the person running the report must be either a Cisco Unity subscriber or associated with a Cisco Unity subscriber account. If the account that you use to log on to the Cisco Unity Administrator is not associated with a subscriber account, use the GrantUnityAccess utility to associate the account with a subscriber account that is in a class of service with system access to the Cisco Unity Administrator.

Distribution Lists Report (Cisco Unity with Domino Only)

The “Distribution Lists Report” section in the “[Reports](#)” chapter incorrectly states that you can include distribution list members in the report, and instructs you to check the List All Members for Each Distribution List check box to include the information.

You cannot include distribution list members in the report, and there is no check box for such an option in the Cisco Unity Administrator.

Transfer Billing Report (Cisco Unity with Domino Only)

The first paragraph in the “Transfer Billing Report” section in the “[Reports](#)” chapter is incorrect and should be replaced with the following paragraph:

Use the Transfer Billing report to obtain information about calls that are transferred from subscribers or from call handlers to phones. Information about calls that are transferred to greetings or to other call handlers is not included in the report. You can use this report for billing purposes or to keep track of transfers to long-distance phone numbers. You can generate the report for all subscribers, a selected subscriber, all billing IDs, a selected billing ID, all call handlers, or a single call handler.

Transfer Billing Report (Cisco Unity with Exchange Only)

The first paragraph in the “Transfer Billing Report” section in the “[Reports](#)” chapter should be replaced with the following paragraph:

Use the Transfer Billing report to obtain information about calls that are transferred from subscribers or from call handlers to phones. Information about calls that are transferred to greetings or to other call handlers is not included in the report. You can use this report for billing purposes or to keep track of transfers to long-distance phone numbers. You can generate the report for all subscribers, a selected subscriber, all billing IDs, a selected billing ID, a single distribution list, all call handlers, or a single call handler.

Outcall Billing Report (Cisco Unity with Domino Only)

The “Outcall Billing Report” section in the “[Reports](#)” chapter incorrectly states that you can generate the report for subscribers, billing IDs, or for a distribution list.

You can generate the report only for subscribers or for billing IDs.

Outcall Billing Report (Cisco Unity with Exchange Only)

In the “Outcall Billing Report” section in the “[Reports](#)” chapter, disregard the second paragraph, which is incorrect. (Subscribers with the billing ID of 0 are, in fact, included in the report when the Dial Time option is used.)

Port Usage Report

The table in the “Port Usage Report” section in the “[Reports](#)” chapter misstates the unit of time in the Length of Calls field description as milliseconds.

The field value represents the length of time in seconds of all calls on the port per hour, day, or week for the time period specified.

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)

AMIS Out Traffic Report (Cisco Unity with Domino Only)

The table in the “AMIS Out Traffic Report” section in the “[Reports](#)” chapter incorrectly describes the Submit Date and Time field.

The following description is correct:

The date and time that the message was delivered to the UAmis mail file. Note that the time may differ from actual delivery time because AMIS messages are transmitted in batches at scheduled times.

AMIS Out Traffic Report (Cisco Unity with Exchange Only)

The table in the “AMIS Out Traffic Report” section in the “[Reports](#)” chapter incorrectly describes the Submit Date and Time field.

The following description is correct:

The date and time that the message was delivered to the UAmis mailbox. Note that the time may differ from actual delivery time because AMIS messages are transmitted in batches at scheduled times.



CHAPTER 5

Cisco Unity System Administration Guide

This chapter should be used in conjunction with the *Cisco Unity System Administration Guide, Release 4.0(5)*. New features are described in individual sections. Information that has changed in the *Cisco Unity System Administration Guide, Release 4.0(5)*—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section at the end of the chapter.

The Domino version of the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/administration/guide/dom/dom.html; the Exchange version of the guide is available at http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/administration/guide/ex/ex.html.

This chapter contains the following sections:

- [Adjusting Response Timeouts for Phone Menu Commands](#), page 5-2
- [Allowing Subscribers to Access Cisco Unity by Phone Without Entering a Password](#), page 5-4
- [Changing How Cisco Unity Handles Messages That Contain Text \(Cisco Unity with Exchange Only\)](#), page 5-4
- [Changing the Message Playback Speed](#), page 5-12
- [Clarifying Cisco Unity Behavior When Subscribers Play a “Previous” Message](#), page 5-13
- [Disabling Delete Confirmations in the Cisco Unity Inbox \(Cisco Unity with Exchange Only\)](#), page 5-13
- [Disabling the “Record Your Message at the Tone” Prompt](#), page 5-13
- [Disabling the “Wait While I Transfer Your Call” Prompt](#), page 5-14
- [Enabling a Post-Greeting Recording](#), page 5-14
- [Enabling Alternate Greeting Notices \(Cisco Unity Voice Messaging with Microsoft Exchange 2003 or Exchange 2000 Only\)](#), page 5-16
- [Enabling Callers to Transfer From Subscriber Greetings to an Alternate Contact Number](#), page 5-17
- [Enabling Subscribers to Reply to Messages From Subscribers Who Leave Messages as Unidentified Callers](#), page 5-19
- [FAQ Available in the Cisco Unity Administrator and on the Cisco Unity Server Desktop](#), page 5-19
- [Including Receipts in Message Locator Searches \(Cisco Unity with Exchange Only\)](#), page 5-19
- [Live Record](#), page 5-20
- [Live Reply \(“Call the Subscriber”\) Behavior When Used to Leave Messages](#), page 5-21
- [Offering Subscribers a “Quick Message” Option](#), page 5-21

- [Offering Subscribers the Option to Change the Priority of Messages by Marking Them Urgent or Normal](#), page 5-22
- [Offering Subscribers the Option to Jump to the First or Last Message in a Stack](#), page 5-22
- [Prompting Subscribers to Record Introductions When They Forward Messages](#), page 5-23
- [Providing Caller Information with Text Message Notifications](#), page 5-23
- [Setting Up Mobile Message Access for BlackBerry \(Cisco Unity Unified Messaging with Exchange Only\)](#), page 5-24
- [Specifying That Cisco Unity Will Ask Subscribers to Confirm Deletions of New and Saved Messages](#), page 5-25
- [Specifying That Cisco Unity Will Play New Messages Automatically](#), page 5-25
- [Specifying That Cisco Unity Will Prompt Subscribers to Confirm Addressees by Name](#), page 5-26
- [Specifying That Messages Are Marked Saved When Subscribers Hang Up or Are Disconnected](#), page 5-27
- [Specifying the Style of Phone Menus That Subscribers Hear When They Send, Reply to, and Forward Messages](#), page 5-28
- [Subscribers Can Press ## or 00 to Switch Search Modes](#), page 5-30
- [Errors and Changes](#), page 5-30

Adjusting Response Timeouts for Phone Menu Commands

By default, when subscribers respond to a phone menu by pressing a key that represents the first digit of more than one possible key combination, Cisco Unity waits 1000 milliseconds (one second) for additional key presses before acting on the key. For example, in the After Message menu for the standard conversation, subscribers can press 4 to reply to a message, 42 to reply to all, or 44 to call the subscriber. Thus, when subscribers press 4 after listening to a message, Cisco Unity waits one second before responding to give subscribers a chance to press an additional key. For those who prefer that Cisco Unity respond more quickly or more slowly in waiting for additional key presses, you can adjust the response timeouts.

The setting that controls the response timeout is the “CommandInterdigit Timeout” setting. It only affects how long Cisco Unity waits when the key that the subscriber presses is identical to the first key press in another key combination for a particular phone menu. Keep in mind that the “CommandInterdigit Timeout” setting is different from the “Interdigit Timeout” setting, which controls how long Cisco Unity waits for more key presses when subscribers spell names or enter digits to address messages, update passwords, change call transfer or message notification numbers, and so on.

To adjust the response timeout setting, do one of the following two procedures:

- Adjust the timeout value for individual subscribers or for a specific group of subscribers by using the Bulk Edit utility. See the [“To Adjust the Timeout for Menu Commands for Individual Subscribers or for a Group of Subscribers” procedure on page 5-3](#). The change is applied to the applicable subscribers regardless of their conversation style.
- Specify a single timeout value for all subscribers who are associated with the Cisco Unity server by using the Advanced Settings tool. See the [“To Change the Timeout Value for Menu Commands for All Subscribers” procedure on page 5-3](#). The change is applied to the applicable subscribers regardless of their conversation style. (Subscribers who have already had their timeout values adjusted in Bulk Edit are not affected by the change made by the Advanced Settings tool.)

We recommend that when you adjust the timeout value, do so only for individuals or groups of subscribers, rather than making the change for all subscribers on the server.

To Adjust the Timeout for Menu Commands for Individual Subscribers or for a Group of Subscribers

- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, under Administrative Tools, double-click **Bulk Edit**.
- Step 3** Follow the on-screen instructions to select the subscriber accounts that you want to modify.
- Step 4** Click the **Conversation** tab.
- Step 5** Check the **Update Phone Menu Response Behavior** check box.
- Step 6** In the Milliseconds to Wait for More Digits When Entering Menu Commands box, enter a value between 250 and 10,000 milliseconds. (Alternatively, you can leave the box blank to use the default value of 1000 milliseconds.)



Tip We recommend that you keep the response timeout value for menu commands between 750 and 2000 milliseconds. Longer timeouts can result in frustrating delays for subscribers, while shorter timeouts may not leave subscribers with enough time to press all intended digits.

- Step 7** Click **Exit**.
-

To Change the Timeout Value for Menu Commands for All Subscribers

- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
- Step 3** In the Unity Settings pane, click **Conversation—Interdigit Delay for Command Entry System Default**.
- Step 4** In the New Value list, select a value between 250 and 10,000 milliseconds, and click **Set**.



Tip We recommend that you keep the response timeout value for menu commands between 750 and 2000 milliseconds. Longer timeouts can result in frustrating delays for subscribers, while shorter timeouts may not leave subscribers with enough time to press all intended digits.

- Step 5** When prompted, click **OK**.
 - Step 6** Click **Exit**. You do not need to restart the Cisco Unity software or server for the change to take effect.
-

Allowing Subscribers to Access Cisco Unity by Phone Without Entering a Password

By default, subscribers are prompted for a password before they can log on to Cisco Unity to check messages or change their personal settings. As a convenience to subscribers who often access Cisco Unity from a mobile phone, home phone, or phone in a secured office within your organization, you may consider specifying that Cisco Unity should not prompt them to enter a password when they access their mailbox from their primary extension or alternate devices. (When they call Cisco Unity from an unknown extension, Cisco Unity will prompt them for a password as usual.)

**Note**

For security reasons, it may not be appropriate to allow subscribers who work in shared workspaces, cubicles, or other public areas in your organization (such as a lobby or reception area) to access Cisco Unity by phone without first entering a password.

Do the following procedure to allow an individual subscriber to access messages by phone without entering a password when they call from their primary extension or an alternate device. (To make the change for a group of subscribers, use the Bulk Edit tool available in Tools Depot.) Note that neither the Cisco Unity Assistant nor the Cisco Unity conversation offer a way for subscribers to make the change themselves.

Subscribers who do not have to enter a password to log on to Cisco Unity are still prompted to renew their password when it expires.

To Allow Subscribers to Access Cisco Unity by Phone Without Entering a Password

- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Phone Password** page.
- Step 2** In the Prompt for Phone Password section, check the **Only When User Calls From Unknown Extension** check box.
- Step 3** Click the **Save** icon.

Changing How Cisco Unity Handles Messages That Contain Text (Cisco Unity with Exchange Only)

If your organization has both Voice Messaging and Unified Messaging subscribers, messaging between the two types of subscribers can be problematic. This is because Voice Messaging subscribers cannot use the Cisco Unity conversation or the Cisco Unity Inbox to access text in e-mail messages. In addition, when a message contains both a voice recording and a text message—as may be the case when a Unified Messaging subscriber uses Cisco Unity ViewMail for Microsoft Outlook to send, reply to, and forward messages to Voice Messaging subscribers, the Cisco Unity conversation and the Cisco Unity Inbox present only the voice portion of the message. Moreover, Cisco Unity informs neither the sender nor the recipient that all or a portion of a message is unavailable to the recipient.

You can set up Cisco Unity so that it rejects messages sent to Voice Messaging subscribers if the messages contain text. In this way, you can ensure that Voice Messaging subscribers receive only those messages that they can play in their entirety. At the same time, when Cisco Unity rejects messages that contain text, Unified Messaging subscribers receive a nondelivery receipt (NDR) and can learn to adjust their messaging habits accordingly.

For more information, see the following sections:

- [Using the Message Store Manager to Change How Cisco Unity Handles Messages That Contain Text, page 5-5](#)
- [Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them, page 5-6](#)
- [Task List for Setting Up Cisco Unity to Reject Messages That Are Sent to Voice Messaging Subscribers When the Messages Contain Text, page 5-9](#)

Using the Message Store Manager to Change How Cisco Unity Handles Messages That Contain Text

The Message Store Manager utility allows you to set up agents that perform the task that you assign them to do. You specify which subscriber mailboxes are members of an agent; only the mailboxes that you specify are affected by the task performed by the agent.

To set up Cisco Unity so that it rejects messages that are sent to Voice Messaging subscribers, if the messages contain text, you need to create two agents:

- The first agent applies a rule that rejects messages that contain text. The agent applies the rule to the subscriber mailboxes that you specify as agent members. You can use a Cisco Unity distribution list, class of service, extension range, or an imported CSV file to specify agent members. However, we recommend that you use a distribution list or class of service, because as you add members to the distribution list or class of service, membership in the agent will be automatically updated at the same time.
- The second agent removes the rule that was applied by the first agent from subscriber accounts that no longer need it. Once the first agent is set up, it will continue to reject messages that contain text until the second agent removes it. If you do not set up the second agent, even after you remove a subscriber from the distribution list or class of service that you specified as a member of the first agent, the first rule will continue to reject messages from that subscriber mailbox if the messages contain text. We recommend that you set up both agents at the same time, setting the second agent to remove the rule from all subscriber mailboxes on the server except those that are associated with Voice Messaging subscribers. When the agents are set up this way, you will not have to create a new agent to remove the rule from a single mailbox each time that a Voice Messaging subscriber is removed from the distribution list or class of service that you specified for the first agent.

You schedule when and how often you want each agent to run. For example, you may choose to run the agents nightly or weekly, depending on how often you add or remove subscribers from the class of service or distribution list that you use to specify agent membership. As you determine a schedule for running the agents, consider that when Voice Messaging subscribers are set to not appear in the Outlook address books, the agents will take longer to run. Also note that while an agent is running, any previously hidden mailboxes appear in address books, and then, when the agent has completed its task, the mailboxes are hidden once again. For this reason, you may want to schedule the agents to run when subscribers are not likely to use the system. (Voice Messaging subscribers are often prevented from appearing in the Outlook address book as way of discouraging people from inadvertently sending e-mail messages to a Voice Messaging account.)

When you set up the agents, you can activate the Subscriber Message Store Status report (or you can schedule the report to run at a later time) to gather detailed data about each subscriber mailbox that is a member of the agent. When the value of the VM Mailbox Rule column equals one (1), the rule associated with the first agent has been applied; when the value equals zero (0), the rule has not been applied to the mailbox.

For more information on working with Message Store Manager to set up agents and run reports, see Message Store Manager Help.

Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them

When you set up Cisco Unity so that it rejects messages sent to Voice Messaging subscribers when the messages contain text, Voice Messaging subscribers continue to receive receipts, faxes, and voice messages as before, but many other types of messages are no longer delivered. Knowing how Cisco Unity handles messages differently can help you prepare both Voice Messaging and Unified Messaging subscribers for the change.

Table 5-1 compares how Cisco Unity handles messages by default, to how Cisco Unity handles messages after you have set it to reject messages that are sent to Voice Messaging subscribers when the messages contain text. Keep in mind that when Cisco Unity rejects a message, it does so when the Voice Messaging subscriber is the sole recipient of the message, and also when the subscriber is one of many recipients, as may be the case when a message containing text is sent to a distribution list. Note that in a few cases, Cisco Unity does not reject certain types of messages that you may expect, while it rejects others that you may not expect.

Table 5-1 Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them

Type of Message Sent to Voice Messaging Subscriber	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
Voice message with text in subject line	ViewMail	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Does not deliver message; sends an NDR to sender.
Voice message with text in subject line	Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Same as default.
Voice message with text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Voice message with a non-WAV attachment	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
Reply to voice message with voice recording and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.

Table 5-1 Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them (continued)

Type of Message Sent to Voice Messaging Subscriber	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
Reply to voice message with text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Reply to voice message with non-WAV attachment	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
Reply to voice message with no voice recording, no change to subject line, and no text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Reply to voice message with change to text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to voice message with change to subject line	ViewMail	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Does not deliver message; sends an NDR to sender.
Reply to voice message with change to subject line	Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Same as default.
Reply to voice and text message with voice recording and deletion of all text	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Reply to voice and text message with voice recording	Cisco Unity conversation	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to voice and text message with voice recording	Cisco Unity Inbox or ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Reply to e-mail message with voice recording and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Reply to e-mail message with voice recording	Cisco Unity conversation or ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Reply to e-mail message with text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.

Table 5-1 Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them (continued)

Type of Message Sent to Voice Messaging Subscriber	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
Forwarded voice message with voice introduction and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with non-WAV attachment	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with change to text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with change to subject line	ViewMail	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Does not deliver message; sends an NDR to sender.
Forwarded voice message with change to subject line	Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers can access subject line only in Cisco Unity Inbox.	Same as default.
Forwarded voice and text message with or without voice introduction	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Forwarded voice and text message with or without voice introduction	Cisco Unity conversation or the Cisco Unity Inbox	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded voice and text message with deletion of all text	ViewMail	Delivers message as voice message.	Same as default.
Forwarded e-mail with text in message body	ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.
Forwarded e-mail message with voice introduction and text in message body	ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Does not deliver message; sends an NDR to sender.
Forwarded e-mail message with voice introduction	Cisco Unity conversation or ViewMail	Delivers message as voice message; Voice Messaging subscribers cannot access text.	Same as default.
Forwarded e-mail message with no change to subject line or additional text	Cisco Unity conversation or ViewMail	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.

Table 5-1 Understanding How Messages That Contain Text Are Handled After You Set Up Cisco Unity to Reject Them (continued)

Type of Message Sent to Voice Messaging Subscriber	Application Used to Send Message	How Cisco Unity Handles Message by Default	How Cisco Unity Handles Messages When Set Up to Reject Messages That Contain Text
E-mail message with WAV attachment	E-mail program	Delivers message as e-mail message that Voice Messaging subscribers cannot access; Voice Messaging subscribers cannot access the attachment.	Does not deliver message; sends an NDR to sender.
E-mail message	E-mail program	Delivers message as e-mail message that Voice Messaging subscribers cannot access.	Does not deliver message; sends an NDR to sender.

Task List for Setting Up Cisco Unity to Reject Messages That Are Sent to Voice Messaging Subscribers When the Messages Contain Text

Complete the following tasks to set up Cisco Unity so that it rejects messages that are sent to Voice Messaging subscribers when the messages contain text:

1. Identify the Voice Messaging subscribers on your Cisco Unity server. For example, create a class of service or public distribution list for Voice Messaging subscribers, and then use the Cisco Unity Administrator or Bulk Edit to assign the appropriate subscribers to it. (Note that how you differentiate Voice Messaging subscribers from Unified Messaging subscribers is up to you; nothing in the way that you created them, nor in how they are licensed, identifies them as Voice Messaging or Unified Messaging subscribers for this feature.)
2. Set up the two agents that will enable Cisco Unity to reject messages that are sent to Voice Messaging subscribers when the messages contain text. See the [“To Set Up an Agent to Reject Messages That Contain Text When the Messages Are Sent to Voice Messaging Subscribers”](#) procedure on page 5-10 and the [“To Set Up an Agent to Ensure Unified Messaging Subscribers Receive Messages That Contain Text”](#) procedure on page 5-11.
3. Customize ViewMail for Outlook so that when it is installed on subscriber workstations, messages that are sent to Voice Messaging subscribers are checked for text. You need to do this even if you are upgrading subscriber workstations from a customized version of ViewMail 4.1(1) to ViewMail 4.2(1). See the [“To Customize ViewMail for Outlook Version 4.1\(1\) and Later to Check for Text When Subscribers Send Messages to Voice Messaging Subscribers”](#) procedure on page 5-11.
4. Install the customized version of ViewMail on all subscriber workstations. See the [“To Install the Customized Version of ViewMail on All Subscriber Workstations”](#) procedure on page 5-12.



Note

If you already installed a standard version of ViewMail on subscriber workstations, you cannot simply install the customized version of ViewMail to enable the feature. You also cannot repair the existing installation to enable the feature. To enable the feature if you already installed a standard version of ViewMail, you must change the value of a registry key to 1 on each subscriber workstation. The registry key is HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems\Cisco Unity\VMO\NoTextToVM. It is a DWORD key. You can edit the registry on each subscriber workstation, or you can use a software publishing tool to update the key value on all subscriber workstations at once.

5. Subscribers who use Microsoft Outlook 2002 and later will get a Microsoft Outlook security alert when they use the customized version of ViewMail. Tell subscribers that they can safely click Yes in response. The standard text for the security alert informs users that an application is attempting to access the Outlook Address Book, and asks them if they want to allow it. (In fact, ViewMail does not access the Address Book, but it does check for text in each message that triggers the alert.) To learn more about the Microsoft Outlook Security feature—as well as how to customize or disable it, refer to the Microsoft Office Assistance topic “Customizing the Outlook Security Features Administrative Package,” in the “Administering Outlook Security” chapter of the *Messaging Deployment Guide* on the Microsoft website.
6. Consider letting subscribers know what to expect now that Cisco Unity rejects messages sent to Voice Messaging subscribers when the messages contain text. Give everyone a list of Voice Messaging subscribers so that they know which subscribers cannot receive messages that contain text. In addition, tell Unified Messaging subscribers that if they receive an NDR in response to a message that they sent to a Voice Messaging subscriber, they should remove all text before attempting to resend the message. Remind them that NDRs can also be triggered when a recipient has a full mailbox.

**Note**

When you move a Voice Messaging subscriber mailbox from one Exchange server to another, the rules associated with the mailbox continue to work after the move. The same is true when you move a Voice Messaging subscriber from one Cisco Unity server to another. If the other Cisco Unity server is not already set up to reject messages that contain text, consider enabling it so that messages to Voice Messaging subscribers are handled consistently. Alternatively, you can create a new agent to remove the rule from the individual mailbox before moving the subscriber to the other Cisco Unity server.

To Set Up an Agent to Reject Messages That Contain Text When the Messages Are Sent to Voice Messaging Subscribers


- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, under Administrative Tools, double-click **Message Store Manager**.
- Step 3** From the File menu, click **New Agent**.
- Step 4** Enter a name for the agent, then click **OK**. For example, consider naming the agent, “Reject Text to VM Subscribers.”
- Step 5** Right-click the **Included** folder, and click the option that allows you to specify that only Voice Messaging subscribers are members of the agent. For example, if you created a class of service to identify Voice Messaging subscribers on your server, you would click Add Class of Service.
- Step 6** Click the applicable class of service or distribution list, then click **OK**.
- Step 7** Click the **Scripts** directory.
- Step 8** From the list displayed in the right pane, right-click **Add VM Mailbox Rules** and click **Activate**.
- Step 9** In the MSM Script dialog box, click the **Schedule** tab. Specify how often you want the agent to run.



Note The agent takes longer to run if any members are currently hidden from Outlook address books.

- Step 10** Click **OK** to close the MSM Script dialog box.
-

To Set Up an Agent to Ensure Unified Messaging Subscribers Receive Messages That Contain Text

-
- Step 1** From the File menu, click **New Agent**.
- Step 2** Enter a name for the agent, then click **OK**. For example, consider naming the agent, "Remove VM Subscribers Rule."
- Step 3** Right-click the **Included** folder, and click the option that allows you to specify all subscribers as members of the agent. For example, if you have an All Subscribers distribution list, you would click Add Distribution List.
- Step 4** Click the applicable class of service or distribution list, then click **OK**.
- Step 5** Right-click the **Excluded** folder, and click the option that allows you to specify that Voice Messaging subscribers are excluded as members of the agent. For example, if you created a class of service to identify Voice Messaging subscribers, you would click Add Class of Service.
- Step 6** Click the applicable class of service or distribution list, then click **OK**.
- Step 7** Click the **Scripts** directory.
- Step 8** From the list displayed in the right pane, right-click **Delete VM Mailbox Rules** and click **Activate**.
- Step 9** In the MSM Script dialog box, click the **Schedule** tab and specify how often you want the agent to run.
-  **Note** The agent takes longer to run if any members are currently hidden from Outlook address books.
-
- Step 10** Click **OK** to close the MSM Script dialog box.
-

To Customize ViewMail for Outlook Version 4.1(1) and Later to Check for Text When Subscribers Send Messages to Voice Messaging Subscribers

-
- Step 1** Download ViewMail or browse to the ViewMail directory on the Cisco Unity DVD, as applicable. See the applicable *Release Notes for Cisco Unity ViewMail for Microsoft Outlook* for the version of ViewMail that you are customizing. The document is available at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html.
- Step 2** In the ViewMail directory, browse to the ENU language folder.
- Step 3** Open the **VMOInit.VBS** file in a text editor such as Notepad.
- Step 4** Enter **Session.Property("NOTEXTTOVM") = "1"** immediately before the End Function line, as shown below:
- ```
Function VMOInitFn()
 rem Session.Property("EXTENSION") = ""
 rem Session.Property("UNITYSERVER") = ""
 Session.Property("NOTEXTTOVM") = "1"
End Function
```
- Step 5** Save the script file and close the text editor.
- Step 6** Open a Command Prompt window. (On the Windows Start menu, click **Programs > Accessories > Command Prompt**.)
- Step 7** Change to the **ViewMail > ENU** directory.
- Step 8** Enter **vmaddbin ViewMail.MSI VMOInit.VBS**, and press **Enter**. (When the script completes, your cursor returns to the command line.)

**Step 9** Close the Command Prompt window.

---

#### To Install the Customized Version of ViewMail on All Subscriber Workstations

---

**Step 1** For the version of ViewMail that you customized in the “[To Customize ViewMail for Outlook Version 4.1\(1\) and Later to Check for Text When Subscribers Send Messages to Voice Messaging Subscribers](#)” procedure on page 5-11, review the applicable *Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release* at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html) for requirements, installation instructions, and other important information.

**Step 2** Using the ViewMail.msi file that you customized, install ViewMail on all subscriber workstations.

You can install ViewMail by using any of the methods described in the applicable *Release Notes for Cisco Unity ViewMail for Microsoft Outlook Release* at

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_release_notes_list.html).

---

## Changing the Message Playback Speed

You can specify the playback speed for the messages that subscribers listen to by phone by changing a setting in the Cisco Unity Administrator or by using the Bulk Edit utility. The speed that you specify determines how fast Cisco Unity plays the body of subscriber messages and recorded introductions for fax messages. It does not affect the speed of Text to Speech (TTS) messages, receipts, or the message header and footer. (TTS messages are always played at normal speed, while the speed at which Cisco Unity plays receipts, message headers, and message footers is determined by the speed specified for the Cisco Unity conversation.)

Do the following procedure to change message playback speed for an individual subscriber or in a subscriber template. To change message playback speed for a group of subscribers, use the Bulk Edit tool available in Tools Depot. Alternatively, provide subscribers with the information in the “[Changing the Message Playback Speed in the Cisco Unity Assistant](#)” section on page 7-2 so that they learn how to adjust message playback speed themselves.

#### To Change Message Playback Speed

---

**Step 1** In the Cisco Unity Administrator, go to the applicable page:

- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Profile** page.
- To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Profile** page.

**Step 2** In the Playback Speed list, click the level at which you want subscribers to hear all messages that they listen to by phone.

**Step 3** Click the **Save** icon.

---

## Clarifying Cisco Unity Behavior When Subscribers Play a “Previous” Message

While listening to messages, subscribers have the option to go back and play the previous message in the stack. However, note the following:

- The previous message option is not available in the Alternate Keypad Mapping X conversation.
- When a subscriber presses the applicable key to go back to the previous message, the current message is left in its current state (new, saved, or deleted). In effect, the subscriber skips the current message when going back to the previous message.
- You may consider clarifying the “previous” message behavior for your subscribers, to make sure they understand that the new, saved, and deleted message stacks are dynamic. For example, when a subscriber listens to messages in the new message stack, and either deletes or saves messages, those messages are no longer new, and are thus dynamically removed from the new message stack. If the subscriber then presses the applicable key to go back to the previous message in the stack, the result might be unexpected. The subscriber may expect to hear the message that was just played, but if the subscriber has changed the state of that message, it will no longer be in the stack. (Note that if the subscriber has moved all previous messages to other stacks, the conversation will announce “no previous message,” and the current message will play again.)

For an updated list of phone menus and shortcuts that you can provide to subscribers, see the “[Errors and Changes](#)” section on page 7-10 in the “[Cisco Unity User Guide](#)” chapter.

## Disabling Delete Confirmations in the Cisco Unity Inbox (Cisco Unity with Exchange Only)

You can use the Advanced Settings Tool to change the registry so that the Cisco Unity Inbox will never ask subscribers to confirm a deletion, or will ask them to confirm a deletion only when deleting the item will delete it permanently. By default, when subscribers delete messages and other items from the Cisco Unity Inbox, they are asked to confirm the deletion. This is true when subscribers delete new and saved items, as well as when they delete items that are in the Deleted Items folder (as applicable).

For details on setting up this functionality, see Advanced Settings Tool Help. The setting is called Unity Inbox—Confirm Deletes.

## Disabling the “Record Your Message at the Tone” Prompt

By default, Cisco Unity plays the “Record your message at the tone” prompt after playing a subscriber or call handler greeting. Because some subscribers instruct callers when to record messages in their greetings, callers may hear the instruction twice. For this reason, you may want to disable the prompt after some or all greetings.

Do the following procedure to disable the “Record your message at the tone” prompt for subscriber templates, individual subscribers, or call handlers. (To disable the prompt for a group of subscribers, use the Bulk Edit tool, available in Tools Depot.)

### To Disable the “Record Your Message at the Tone” Prompt

---

- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Greetings** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Greetings** page.
  - To modify an existing call handler, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Greetings** page.
- Step 2** Check the **Do Not Play the “Record Your Message at the Tone” Prompt** check box.
- Step 3** Click the **Save** icon.
- 

## Disabling the “Wait While I Transfer Your Call” Prompt

By default, Cisco Unity plays the “Wait While I Transfer Your Call” prompt when it transfers a call to an extension. Some callers do not like hearing the prompt, so you may want to disable it.

Do the following procedure to disable the “Wait While I Transfer Your Call” prompt for subscriber templates, individual subscribers, or call handlers. (To disable the prompt for a group of subscribers, use the Bulk Edit tool available in Tools Depot.) Note that when you disable the prompt, callers still hear the transfer tones from Cisco CallManager, as applicable.

### To Disable the “Wait While I Transfer Your Call” Prompt

---

- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Call Transfer** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Call Transfer** page.
  - To modify an existing call handler, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Call Transfer** page.
- Step 2** In the While Transferring Notify Caller section, check the **Do Not Play the “Wait While I Transfer Your Call” Prompt** check box.
- Step 3** Click the **Save** icon.
- 

## Enabling a Post-Greeting Recording

You can use the settings on the applicable **Subscribers > Class of Service > Greetings** page in the Cisco Unity Administrator to specify whether Cisco Unity plays a recording before allowing callers to leave a message for subscribers who are assigned to the class of service (COS). For each COS, you use

the Media Master control bar on the page to record what you want callers to hear, and you indicate whether all callers hear the recording or only unidentified callers. Though callers can press # to skip a subscriber or call handler greeting, callers cannot skip a post-greeting recording.

When Cisco Unity is enabled to play it, callers hear the recording immediately after a subscriber greeting, regardless of which personal greeting is enabled for the subscriber. The post-greeting recording also plays after a call handler greeting when the call handler is configured to take a message and the message recipient for the call handler is a subscriber who is assigned to a COS that has the recording enabled. (The COS assigned to the owner of a call handler has no effect on whether the recording is played.)

By default, the post-greeting recording feature is disabled for all classes of service. Depending on your organization and the type of subscribers assigned to each COS, you may want to consider enabling it for some classes of service, so that those who call certain groups of subscribers—such as a sales team, technical support group, or a Human Resources department—hear the recording. For each COS, you can create a different recording tailored to those callers and as applicable, in the appropriate language(s). The recording can be up to 90 seconds in length.

For example, you may want to enable a post-greeting recording for a particular COS to convey a confidentiality policy or to let callers know when they can expect a response. You can also use the feature to remind callers to include contact information, invoice or policy numbers, and other such information. Conversely, due to legal or security concerns, you may want to advise callers what information not to include in messages—information like passwords, financial transaction requests, and so on.

Note that a post-greeting recording does not play when:

- The message recipient for a call handler is assigned to a distribution list.
- Subscribers send, reply to, or forward messages to other subscribers, and when subscribers call a subscriber extension, log on to Cisco Unity during the subscriber greeting, and then leave a message.

**Note**

---

When you create a new COS based on an existing one, the new COS inherits the post-greeting recording settings but not the recording itself.

---

Do the following procedure to enable a post-greeting recording for a class of service. Whether you plan to enable the feature for a new COS or an existing one, consider testing the feature by enabling it for a COS that has a test subscriber account assigned to it. Then call the test subscriber to hear how your recording will sound after the greeting, and adjust the recording as needed.

**To Enable a Post-Greeting Recording for a Class of Service**

- 
- Step 1** In the Cisco Unity Administrator, go to the applicable **Subscribers > Class of Service > Greetings** page.
- Step 2** In the **After Greeting, Play Recording Before Taking Messages** section, select one of the following options to enable the feature and to indicate which callers will hear the recording:
- **Play Recording Only for Unidentified Callers**—Before they leave a message, outside callers and subscribers who did not log on to Cisco Unity will hear the subscriber or call handler greeting and then the recording.
  - **Play Recording to All Callers**—Before they leave a message, subscribers and outside callers will hear the subscriber or call handler greeting and then the recording.
- Step 3** Use the Media Master control bar to record what you want callers to hear, or specify an existing WAV file as the recording.

Use the Copy/Paste From File options on the Options menu of the Media Master control bar to use a prerecorded WAV file as the recording.

**Step 4** Click the **Save** icon.

---

## Enabling Alternate Greeting Notices (Cisco Unity Voice Messaging with Microsoft Exchange 2003 or Exchange 2000 Only)

Because subscribers never hear the greetings of their message recipients when they send, reply to, and forward messages, consider enabling “alternate greeting notices” for the Cisco Unity server so that subscribers are alerted when a message recipient has the alternate greeting enabled. Alternate greeting notices are a type of message receipt. When a subscriber leaves or sends a message to a subscriber who has the alternate greeting enabled, Cisco Unity delivers the message and also sends the sender an alternate greeting notice. The alternate greeting notice says:

“The alternate greeting for <subscriber name or ID> is on and will remain on until <expiration date for the greeting>. The message you sent was delivered, but the recipient may not be available to play it.”

When the greeting is set to play indefinitely, Cisco Unity will indicate that rather than play an expiration date.

An alternate greeting notice is sent in response to the first message that a subscriber leaves or sends to a recipient within the time period that the recipient has the alternate greeting enabled. If the subscriber leaves or sends subsequent messages to the same recipient, Cisco Unity do not respond with additional notices (unless the recipient turns off the alternate greeting and then enables it again).

When the feature is enabled, subscribers can play notices by phone or they can view the text from the Cisco Unity Inbox, assuming that they can access receipts (you can disable receipts per server by using the Advanced Settings Tool). Though alternate greeting notices are automated responses, they are from the message recipient. Thus, subscribers can use the Message Locator to find both messages and notices from a particular subscriber. Note that like other types of receipts, alternate greeting notices do not trigger message waiting indicators (MWIs).

Cisco Unity does not send notices in response to system broadcast messages, nor does it send notices to unidentified callers. Cisco Unity sends a notice to the sender when the message is addressed to an individual subscriber or to a distribution list of which the recipient is a member. Notices are sent regardless of whether the sender and recipient are homed on the same Cisco Unity server or are on separate servers that are digitally networked (assuming that the feature is enabled for each server). However, when other networking features (AMIS, Bridge, or VPIM) are used, subscribers do not receive notices in response to messages left for or sent to remote Cisco Unity or Cisco Unity Express subscribers, nor do they receive notices in response to messages left for or sent to remote users on another voice messaging system—even when the recipients have their alternate greeting or similar type of greeting (such as an extended absence greeting) enabled.

Alternate greeting notices are disabled by default. You can enable alternate greeting notices only per server; you cannot specify that notices are sent only in response to messages sent to certain subscribers or a specific group of subscribers, nor that only certain subscribers can receive notices. In digitally networked environments, the feature should be enabled for all Cisco Unity servers in the network.

To set up the Cisco Unity server to send a notice to subscribers when they leave, send to, reply to, or forward messages to other subscribers who have their alternate greeting enabled, do the procedure in this section. After you do the following procedure, when subscribers associated with the Cisco Unity server enable their alternate greeting, Cisco Unity will send an alternate greeting notice to any subscriber who sends a message to them. (Cisco Unity will not send notices in response to messages sent to subscribers who already had their alternate greeting enabled before notices were turned on.)

Consider providing subscribers with the information in the [“Alternate Greeting Notices \(Cisco Unity Voice Messaging with Exchange Only\)”](#) section on page 7-2 so that they understand how notices work.

If you later choose to disable alternate greeting notices, any existing notices in subscriber mailboxes will no longer be available to subscribers until you enable the feature again, and subscribers will no longer receive notices—even if other Cisco Unity servers in the network have the feature enabled.

**Note**

Alternate greeting notices cannot be enabled for Cisco Unity with Exchange 5.5 systems. In addition, due to conflicts with the “Out of Office” rule in Outlook, enabling alternate greeting notices for Unified Messaging systems is not supported.

**To Enable Alternate Greeting Notices for a Cisco Unity Server**

- Step 1** On the Cisco Unity server desktop, double-click the **Cisco Unity Tools Depot** icon.
- Step 2** In the left pane, under Administrative Tools, double-click **Advanced Settings Tool**.
- Step 3** In the Unity Settings pane, click **Conversation—Alternate Greeting Notices**.
- Step 4** In the New Value list, click **1** and click **Set**.
- Step 5** When prompted, click **OK**.
- Step 6** Click **Exit**.
- Step 7** Restart the Cisco Unity software.

**Note**

If you do not restart the Cisco Unity software when you enable or disable the feature, notices do not behave as expected.

- Step 8** As applicable, repeat the procedure for each Cisco Unity server at your site.

**Note**

For Cisco Unity failover, registry changes on one Cisco Unity server must be made manually on the other Cisco Unity server, because registry changes are not replicated.

## Enabling Callers to Transfer From Subscriber Greetings to an Alternate Contact Number

As a convenience to callers, you can set up Cisco Unity so that callers can transfer to an alternate contact number by pressing a key during the greetings for a particular subscriber or a group of subscribers. An alternate contact number can be the extension for an operator or another subscriber (such as a supervisor or coworker), or any other number where the subscriber or another person can be reached.

You can use the Cisco Unity Administrator or the Bulk Edit utility to specify the key that callers press to transfer and the number that they transfer to. You can specify the same key and alternate contact number for multiple subscribers, or you can specify a different key and/or alternate contact number for each subscriber. Subscribers can specify the alternate contact number by using the Cisco Unity conversation or the Cisco Unity Assistant. (Note that the option to specify an alternate contact number appears in the Cisco Unity Assistant regardless of whether you have specified a key that callers can press to transfer from the subscriber greeting.) The alternate contact number is limited to the numbers allowed by the restriction table for transfers that is associated with the subscriber who specifies it.

When you enable the feature, you may want to specify the key(s) that can be used to make the transfer and leave the alternate contact number unspecified, so that subscribers can specify the number themselves. Until an alternate contact number is specified, Cisco Unity ignores the key set to transfer the call if callers happen to press it during a subscriber greeting. Because neither the Cisco Unity conversation nor the Cisco Unity Assistant indicate the key that you specified to allow callers to make the transfer, let subscribers know the key so that they can include the information in their greetings. When transferring a caller to an alternate contact number, Cisco Unity releases the call to the phone system.

Do the following procedure to enable callers to transfer to an alternate contact number from a subscriber greeting. You can set up the feature to work for the greetings for an individual subscriber or for those subscribers who are associated with a subscriber template. Alternatively, you can use Bulk Edit to set up the feature for the greetings of multiple subscribers at once.

Finally, provide subscribers with the information in the [“Specifying an Alternate Contact Number” section on page 7-5](#) so that they understand how alternate contact numbers work.

#### To Enable Callers to Transfer From Subscriber Greetings to an Alternate Contact Number

- 
- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Caller Input** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Caller Input** page.
- Step 2** Select a key from the Caller Input Map or from the keypad.
- Step 3** In the action section, click **Send Caller To** and then click **Alternate Contact Number**.
- Step 4** In the Number to Dial field, enter digits 0 through 9 to specify an alternate contact number up to 30 digits in length. You can also enter:
- , (comma) to insert a one-second pause.
  - # and \* to correspond to the # and \* keys on the phone.
- Do not use spaces, dashes, or parentheses between digits. Begin with an access code, if needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.
- Step 5** Indicate whether to lock the key to that action.
- Step 6** Click the **Save** icon.
-

# Enabling Subscribers to Reply to Messages From Subscribers Who Leave Messages as Unidentified Callers

By default, when subscribers check messages by phone, Cisco Unity does not offer the reply option in the After Message menu when the message is from an unidentified caller. As a convenience to subscribers in your organization, you can use the Advanced Settings Tool so that the Cisco Unity conversation offers the reply option for messages from unidentified callers. Subscribers can then reply to subscribers who leave messages as unidentified callers by pressing the same key that they press when they respond to messages from identified subscribers. (Subscribers then hear the same prompts that Cisco Unity plays when subscribers choose to forward messages, except that reply to all and call the subscriber options are not available.)

To determine whether Cisco Unity offers the reply option for messages from unidentified callers, see the Advanced Settings Tool Help. The setting is called Conversation—Reply to Unknown Caller.

## FAQ Available in the Cisco Unity Administrator and on the Cisco Unity Server Desktop

An FAQ is available in the Cisco Unity Administrator and on the desktop of the Cisco Unity server. The FAQ addresses questions often asked by Cisco Unity administrators.

### To Display the Cisco Unity Administrator FAQ

- 
- Step 1** Click the **Cisco Unity Administrator FAQ** link at the bottom of the navigation bar. Cisco Unity displays the FAQ in a separate window.
- Or, from the Cisco Unity desktop, click the **Cisco Unity Administrator FAQ** shortcut.
- Step 2** Click the available links to review questions and answers.
- 

## Including Receipts in Message Locator Searches (Cisco Unity with Exchange Only)

You can specify whether to include new and saved receipts in Message Locator searches on the applicable Features page for a subscriber template or an individual subscriber in the Cisco Unity Administrator, or by using the Bulk Edit utility. By default, receipts are not included in Message Locator searches.

When subscribers search for messages from a particular subscriber and Message Locator is set to include receipts, the following receipts are included in search results, in addition to voice messages: nondelivery receipts (NDRs), return (read and delivery) receipts, and alternate greeting notices. Note that receipts are included in the search results regardless of whether subscribers can access receipts when they check messages by phone or in the Cisco Unity Inbox. (You can use the Advanced Settings Tool in Tools Depot to prevent subscribers from accessing receipts.)

Do the following procedure to include receipts in Message Locator searches for an individual subscriber or in a subscriber template. (To change the setting for a group of subscribers, use the Bulk Edit tool, available in Tools Depot.) Consider providing the applicable subscribers with the information in the “[Message Locator Searches Include Receipts \(Cisco Unity with Exchange Only\)](#)” section on page 7-4 so that they understand what to expect when they use the Message Locator.

#### To Include Receipts in Message Locator Searches

- 
- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Features** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Features** page.
- Step 2** Check the **Include Receipts in Searches** check box.
- Step 3** Click the **Save** icon.
- 

## Live Record

Live record allows subscribers to record conversations while they talk to callers. The recorded conversation is stored as a message in the subscriber mailbox, and the subscriber can review it later or redirect it to another subscriber or group of subscribers. Operators in your organization may find live record particularly useful.

Live record is supported only when Cisco Unity is integrated with a Cisco CallManager phone system. In addition, live record does not work for subscribers who have full mailboxes. When a subscriber who has a full mailbox records a call, the feature seems to work normally, but the recorded conversation is not stored as a message in the subscriber mailbox.

The Advanced Settings Tool allows you to specify how often Cisco Unity plays a beep as a call is recorded and how long the beep plays. To set up live record—including the beep, refer to the Cisco Unity Tools website at [http://www.ciscounitytools.com/App\\_LiveRecord\\_405.htm](http://www.ciscounitytools.com/App_LiveRecord_405.htm).

Consider providing the applicable subscribers with the information in the “[Using Live Record](#)” section on page 7-7 so that they understand how to use the feature and can review the following disclaimer.

**DISCLAIMER:** The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal, state and/or local laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some laws require some form of notification to all parties to a phone conversation, such as by using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties. In cases where local laws require a periodic beep while a conversation is being recorded, the Cisco Unity phone system provides a user with the option of activating “the beep.” Prior to activating Cisco Unity’s call record function, check the laws of all applicable jurisdictions. This is not legal advice and should not take the place of obtaining legal advice from a lawyer. **IN ADDITION TO THE GENERAL DISCLAIMER THAT ACCOMPANIES THIS UNITY PRODUCT, CISCO ADDITIONALLY DISCLAIMS ANY AND ALL LIABILITY, BOTH CIVIL AND CRIMINAL, AND ASSUMES NO RESPONSIBILITY FOR THE UNAUTHORIZED AND/OR ILLEGAL USE OF THIS UNITY**

PRODUCT. THIS DISCLAIMER OF LIABILITY INCLUDES, BUT IS NOT NECESSARILY LIMITED TO, THE UNAUTHORIZED AND/OR ILLEGAL RECORDING AND MONITORING OF TELEPHONE CONVERSATIONS IN VIOLATION OF APPLICABLE FEDERAL, STATE AND LOCAL LAWS.

## Live Reply (“Call the Subscriber”) Behavior When Used to Leave Messages

When subscribers use the live reply feature to return a call from a subscriber, but the subscriber does not answer and so they leave a message, Cisco Unity uses the calling number to identify who the message is from. This means that Cisco Unity will correctly identify who the message is from only when a subscriber uses live reply from his or her own extension.

When a subscriber uses another phone to use live reply and leave a message for a subscriber, Cisco Unity does not correctly identify who the message is from. Instead, Cisco Unity may indicate that the message is from an “unidentified caller” even though the subscriber who left the message was logged on to Cisco Unity at the time.

## Offering Subscribers a “Quick Message” Option

By using the Custom Key Map utility, you can provide subscribers with the option to send “quick messages.” After listening to a message, a subscriber can press the applicable key to quickly switch to the send message conversation to send a message; when the message has been sent, the subscriber is then returned to the message playback conversation, to the exact spot in the message stack he or she was in before sending the quick message. When the subscriber presses the quick message key, the conversation announces “sending quick message”; when the message has been sent, the conversation then announces “returning to message” as an audible cue to the subscriber.

This functionality is only available while the After Message menu plays.

Note the following behaviors:

- When subscribers send quick messages, they will hear the same send menu style that they normally hear, and the recording and addressing order will be the same.
- Subscribers will only be allowed to send a single quick message before being returned to the message playback conversation. If the subscriber wants to send additional quick messages, the applicable quick message key must be pressed again.

To set up the feature, do the following tasks:

1. Use the Custom Key Map utility to map a key sequence to the Send Quick Message action. For additional information on using the utility, see Custom Key Map utility Help.
2. Assign subscribers to a Custom Keypad Mapping conversation on the Subscribers > Subscriber > Conversation page in the Cisco Unity Administrator.

## Offering Subscribers the Option to Change the Priority of Messages by Marking Them Urgent or Normal

By using the Custom Key Map utility, you can give subscribers the option to toggle the priority of a message from normal to urgent, and vice versa. Subscribers can toggle the message priority during message playback, and also as the After Message menu plays. When the subscriber presses the applicable key, the priority of the current message is toggled: if the message is currently marked urgent, then it will be set to normal priority; if the message is currently marked normal, then it will be set to urgent priority. The conversation announces the new priority setting for the message, and then moves on to the next message in the stack.

Note the following behaviors:

- When a subscriber toggles the priority of a message, the “new” or “saved” status of the message does not change.
- If the subscriber presses the applicable key to change the priority of a message while listening to it, the conversation will stop playing the message, announce the new priority setting, and then move to the next message, in effect skipping over the message.
- The order of messages in the subscriber stack will not be updated to reflect the new priority of the toggled message until the subscriber leaves the stack by hanging up, or by backing out to the main menu.

To set up the feature, do the following tasks:

1. Use the Custom Key Map utility to map a key sequence to the Toggle Urgency Flag action. For additional information on using the utility, see Custom Key Map utility Help.
2. Assign subscribers to a Custom Keypad Mapping conversation on the Subscribers > Subscriber > Conversation page in the Cisco Unity Administrator.

**Note**

---

Regardless of which conversation style they are assigned to, subscribers who use the Cisco Unity Inbox can prioritize messages by checking or unchecking the “Mark Urgent” check box in the message window.

---

## Offering Subscribers the Option to Jump to the First or Last Message in a Stack

By using the Custom Key Map utility, you can give subscribers the option to jump to the first or last message in the message stack while they are listening to messages. This option is available in the new, saved, and deleted message stacks. While listening to messages, the subscriber presses the applicable key. The conversation then jumps to the requested message, announcing either “first message” or “last message” as an audible cue to the subscriber.

This functionality is available during message playback and also while the After Message menu plays.

To set up the feature, do the following tasks:

1. Use the Custom Key Map utility to map a key sequence to both the Jump to Start of Message Stack and the Jump to End of Message Stack actions. For additional information on using the utility, see Custom Key Map utility Help.

2. Assign subscribers to a Custom Keypad Mapping conversation on the Subscribers > Subscriber > Conversation page in the Cisco Unity Administrator.

## Prompting Subscribers to Record Introductions When They Forward Messages

When the Cisco Unity conversation is set to prompt subscribers to address messages before recording them, you can help subscribers avoid forwarding messages without introductions by using the Advanced Settings Tool to specify that Cisco Unity will prompt subscribers to record an introduction when they press the # key immediately after addressing the message. Although subscribers are still not required to record an introduction in order to send the message (they can press # again to skip it), they may be more likely to do so when they hear Cisco Unity prompt them for an introduction.

To change how Cisco Unity responds when subscribers press the # key immediately after addressing a forwarded message, see Advanced Settings Tool Help. The setting is called Conversation—Subscriber Forward Message Flow (Prompt for Introduction). Note that the setting has no effect on the conversation when Cisco Unity is set to prompt subscribers to record first and then address messages.

## Providing Caller Information with Text Message Notifications

When you set up Cisco Unity to send message notifications in the form of text messages to subscriber text pagers, text-compatible cell phones, or e-mail addresses, you can specify that Cisco Unity provides caller information in the notifications. Caller information appears after the message counts (as applicable), numbered in order from newest to oldest message. For example, a text pager notification that includes a value in the Text and From fields, message counts, and caller information would look like this:

```
Urgent message for Technical Support.
Urgent Voice Count: 1
Voice Count: 2
E-mail Count: 2
1. Kelly Bader
2. 2065551205
3. Kelly Bader
4. Caller information unknown
<number to call Cisco Unity as indicated in From field>
```

Whether Cisco Unity provides the name or number of the caller, or merely indicates that the caller information is not known, depends on whether the message that triggered the notification was from a subscriber, unidentified caller, or a fax server.

To learn more about the caller information that Cisco Unity can provide and how to enable the feature, see field Help for the Include Caller Information check box on the Message Notification pages for subscribers and templates in the Cisco Unity Administrator. You can offer caller information for a group of subscribers who use text message notifications by using the Bulk Edit tool available in Tools Depot.

To alert subscribers that they can include caller information when they set up text message notifications in the Cisco Unity Assistant, provide them with the information in the [“Including Caller Information with Text Message Notifications”](#) section on page 7-3.



Tip

When message notifications include caller information, subscribers may not wish to hear the information again when they log on to Cisco Unity by phone to play the message. Consider using the Custom Key Map utility to map a key (for example, the # key) so that subscribers can easily skip from the message header to the message body. (For additional information on using the utility, see Custom Key Map utility Help.) Alternatively, subscribers can use the Cisco Unity Assistant to specify that Cisco Unity does not play caller information before playing messages.

## Setting Up Mobile Message Access for BlackBerry (Cisco Unity Unified Messaging with Exchange Only)

The Mobile Message Access for BlackBerry is not a licensed feature, nor does it require that you give subscribers special class of service (COS) privileges. As long as their Blackberry devices are connected to a Blackberry server that has a Mobile Message Access for BlackBerry plug-in installed, and the devices are configured properly, subscribers can use their Blackberry devices to access Cisco Unity voice messages on a Cisco Unity server that is set up for Unified Messaging.

Voice messages appear along with other messages in the BlackBerry Inbox. To play a Cisco Unity voice message, subscribers use their BlackBerry device to open the message and click the associated link. Cisco Unity calls the phone number specified for message playback, and when the subscriber answers the call, the message begins to play. (Note that the restriction tables associated with the subscriber class of service may prohibit them from specifying certain phone numbers for message playback.)

The menu options available during and after message playback are the same as those available when subscribers log on to Cisco Unity to play messages over the phone. After saving or deleting a message, subscribers can select another message from the BlackBerry Inbox to play, or they can press \* to log on to Cisco Unity to perform other tasks.

### Task List for Setting Up Mobile Message Access for BlackBerry

Do the following tasks to set up Mobile Message Access for BlackBerry:

1. *Optional:* Set up Cisco Unity to use the Secure Sockets Layer (SSL) protocol in its communications with the BlackBerry server so that the data exchanged between the Cisco Unity server and the BlackBerry server is sent over an encrypted HTTPS connection. In addition, consider preventing the BlackBerry device from displaying the resulting security alert.

For detailed instructions, see the task list in the “Manually Setting Up the System to Use SSL” section in the “Using SSL to Secure Client/Server Connections” chapter of the *Cisco Unity Security Guide, Release 4.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/security/guide/ex/usg007.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/security/guide/ex/usg007.html).

2. To allow subscribers to use the phone as a recording and playback device, specify that Cisco Unity has at least one voice messaging port designated for this purpose.

For more information, see the “Voice Messaging Port Settings” section in the “System Settings” chapter of the *Cisco Unity System Administration Guide, Release 4.0(5)*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/administration/guide/ex/sag\\_0260.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/administration/guide/ex/sag_0260.html).

3. Install the Mobile Message Access for BlackBerry plug-in on the BlackBerry server. See the *Release Notes for Cisco Unity Mobile Message Access for BlackBerry Release 1.0(1)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/5x/release/notes/mig/bb101rn.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/5x/release/notes/mig/bb101rn.html). The document specifies the requirements and procedures for installing the Mobile Message Access for BlackBerry plug-in.
4. Provide subscribers with the procedures in the “Using Mobile Message Access for BlackBerry (Cisco Unity with Exchange Only)” section on page 7-7 so that they can set up their devices to use the BlackBerry browser. In addition, the first time that they use the BlackBerry device to access Cisco Unity voice messages, they will need to specify the phone number that Cisco Unity calls to play messages.

## Specifying That Cisco Unity Will Ask Subscribers to Confirm Deletions of New and Saved Messages

By default, when subscribers delete new and saved messages by phone, Cisco Unity does not ask them to confirm the deletion. Some subscribers may prefer that Cisco Unity ask them to confirm the choice before deleting the messages. Confirming the deletion of messages is particularly useful to those subscribers who do not have access to deleted messages.

To specify that Cisco Unity will ask subscribers to confirm their deletions, do the following procedure for an individual subscriber or on a subscriber template. (To make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.) Note that neither the Cisco Unity Assistant nor the Cisco Unity conversation offer a way for subscribers to make the change themselves.

### To Specify That Cisco Unity Will Ask Subscribers to Confirm Deletions of New and Saved Messages

- 
- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Conversation** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Conversation** page.
- Step 2** Check the **Confirm Deletions of New and Saved Messages** check box.
- Step 3** Click the **Save** icon.
- 

## Specifying That Cisco Unity Will Play New Messages Automatically

By default, subscribers hear the Main menu after they log on to Cisco Unity. You can customize the conversation so that Cisco Unity will play new messages instead. When you specify that Cisco Unity will play new messages automatically, subscribers no longer need to press a key to play new messages (“Press 1 for new messages”).

Even when you have set Cisco Unity to play new messages automatically, the conversation that subscribers hear sounds and acts the same:

- Cisco Unity plays the subscriber recorded name, alternate greeting notification, new message counts, and the Message Type menu as specified.
- System broadcast messages, full mailbox warnings, reminders to reset passwords, and other such prompts are played before Cisco Unity begins playing new messages.
- Subscribers must indicate whether they want to save or delete the message before Cisco Unity plays the next new message.
- Subscribers can exit message playback to hear the Main menu at any time.

Also note that if subscribers have no new messages, the Main menu is played as usual.

To specify that Cisco Unity will play new messages automatically, do the following procedure for an individual subscriber or in a subscriber template. (To make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.) Note that neither the Cisco Unity Assistant nor the Cisco Unity conversation offer a way for subscribers to make the change themselves.

After you enable the feature, consider providing subscribers with the information in the [“Checking Messages by Phone When Cisco Unity Plays New Messages Automatically”](#) section on page 7-3 so that they understand what to expect when they log on to Cisco Unity to check messages by phone.

#### To Specify That Cisco Unity Will Play New Messages Automatically

- 
- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Conversation** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Conversation** page.
- Step 2** Check the **New Messages Automatically** check box.
- Step 3** Click the **Save** icon.
- 

## Specifying That Cisco Unity Will Prompt Subscribers to Confirm Addressees by Name

By default, when subscribers send, forward, or reply to messages by phone, Cisco Unity does not ask them to confirm each addressee that they add—even when they address a message by entering subscriber extensions. For subscribers who prefer that Cisco Unity confirm each addressee by name (regardless of how they add the addressee), you can specify that Cisco Unity will announce “<subscriber name> added” after each addressee is added.

To specify that Cisco Unity will prompt subscribers to confirm addressees by name, do the following procedure for an individual subscriber or in a subscriber template. (To make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.) Note that neither the Cisco Unity Assistant nor the Cisco Unity conversation offer a way for subscribers to make the change themselves.

---

**To Specify That Cisco Unity Will Prompt Subscribers to Confirm Addressees by Name**

- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Conversation** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Conversation** page.
- Step 2** Check the **Confirm Addressee by Name** check box.
- Step 3** Click the **Save** icon.
- 

## Specifying That Messages Are Marked Saved When Subscribers Hang Up or Are Disconnected

By default, when subscribers listen to the body of a message by phone, Cisco Unity retains the message as-is—either as a new or saved message—unless subscribers indicate otherwise before hanging up or being disconnected. However, some subscribers may prefer that Cisco Unity marks all messages saved as soon as they access the message body.

To specify that messages are marked saved when subscribers hang up or are disconnected, do the following procedure for an individual subscriber or in a subscriber template. (To make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.) Note that neither the Cisco Unity Assistant nor the Cisco Unity conversation offer a way for subscribers to make the change themselves.

After you enable the feature, make sure to alert subscribers of the change.

**To Specify That Messages Are Marked Saved When Subscribers Hang Up or Are Disconnected**

- 
- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Conversation** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Conversation** page.
- Step 2** Check the **Mark a Message as Saved Upon Hang-Up or Disconnection** check box.
- Step 3** Click the **Save** icon.
-

## Specifying the Style of Phone Menus That Subscribers Hear When They Send, Reply to, and Forward Messages

You can specify the menus that subscribers hear when they send, reply to, and forward messages over the phone. The send menu style affects what subscribers hear after they have recorded and addressed a message.

By default, subscribers hear the Streamlined Send menu. Compared to the tiered menus that are offered with the Standard Send menu style, the Streamlined Send menu is designed so that subscribers use fewer keystrokes to mark messages urgent, request receipts, and perform other tasks after they have addressed and recorded a message. The following table compares the two send menu styles:

| Streamlined Send Menu                                                                                                                                                                                                                                                                                                                          | Standard Send Menus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li># - Send message</li> <li>1 - Urgent</li> <li>2 - Return receipt</li> <li>3 - Private</li> <li>4 - Future delivery (Exchange only)</li> <li>5 - Review recording</li> <li>6 - Re-record</li> <li>7 - Add to recording</li> <li>91 - Add name</li> <li>92 - Hear all names (and delete names)</li> </ul> | <ul style="list-style-type: none"> <li># - Send message</li> <li>1 - Message options               <ul style="list-style-type: none"> <li>1 - Change address                   <ul style="list-style-type: none"> <li>1 - Add name</li> <li>2 - Hear all names</li> <li>3 - Remove name</li> </ul> </li> <li>2 - Change recording                   <ul style="list-style-type: none"> <li>1 - Hear recording</li> <li>2 - Save recording</li> <li>3 - Re-record</li> <li>4 - Add to recording</li> </ul> </li> <li>3 - Set special delivery                   <ul style="list-style-type: none"> <li>1 - Urgent</li> <li>2 - Return receipt</li> <li>3 - Private</li> <li>4 - Future delivery (Exchange only)</li> </ul> </li> <li>4 - Review message</li> </ul> </li> <li># - Send message</li> </ul> |



### Note

When subscribers switch from Standard Send menus to Streamlined Send menu, they may continue to use old shortcuts to set special delivery options before sending a message. For example, out of habit, subscribers may press 131# to mark a message urgent and send it. In the Streamlined Send menus, using the same shortcut marks the message urgent, private, and then marks the message normal again before it is sent. As a result, the recipient receives a private message, and not the urgent message that the sender intended. As with any conversation change, make sure that subscribers understand the implications of changing from Standard to Streamlined Send menus so that they can adjust their behavior accordingly.

Streamlined Send menus also offer easier navigation of lists when subscribers address messages:

| List Navigation with Streamlined Send Menus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | List Navigation with Standard Send Menus                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cisco Unity offers a “skip and scan” method of selecting names from lists. Cisco Unity presents the entire list of matches, and when subscribers hear the name they want, they press # to select it. (Subscribers press 3 to delete a name when reviewing lists.) They can also press 7 or 9 to skip to, respectively, the previous or next name in the list, and can press 7-7 or 9-9 to skip to the beginning or end of the list.</p> <p>In this way, subscribers can navigate and select names from long lists more quickly and efficiently, which may reduce the time that they spend addressing messages.</p> | <p>Cisco Unity presents six names at a time when subscribers select addressees from a list of names. When subscribers hear the name they want, they select the name by pressing the number (from 1 to 6) that corresponds to the name; if they do not make a selection, Cisco Unity presents the next set of six names.</p> |



#### Note

The send menu style that you select does not affect the order in which Cisco Unity prompts subscribers to address and record when they send or forward messages to other subscribers, nor does it affect whether Cisco Unity prompts subscribers to continue addressing. (You specify addressing order by using the Advanced Settings Tool to change the Conversation—Subscriber Send Message Flow setting. For details on continuous addressing, see the [“Streamlining Message Addressing for Multiple Recipients” section on page 5-37.](#))

Do the following procedure to specify the send menu style for an individual subscriber or in a subscriber template. To make the change for a group of subscribers, use the Bulk Edit tool available in Tools Depot. Alternatively, provide subscribers with the information in the [“Specifying the Send Menu That You Hear When You Send, Reply To, and Forward Messages” section on page 7-6](#) so that they can use the Cisco Unity Assistant to specify the send menu style that they prefer.

#### To Specify a Send Menu Style

- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Conversation** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Conversation** page.
- Step 2** From the Send Message Style list, click the style of menu that you want subscribers to hear.
- Step 3** Click the **Save** icon.

## Subscribers Can Press ## or 00 to Switch Search Modes

When subscribers use Cisco Unity to address messages, edit private lists, or find messages by phone, they search for a subscriber either by spelling the name or by entering the extension. Subscribers can switch search modes by pressing ## or 00. By default, Cisco Unity responds to either key combination; you do not need to configure it to do so.

It is important to note, however, that when subscribers press 00 to switch search modes, they will experience a delay before Cisco Unity responds. To avoid the delay, subscribers can press ## rather than press 00. Alternatively, you can reduce the amount of time that Cisco Unity waits for key presses so that subscribers no longer experience the delay when pressing 00.

Reducing the amount of time that Cisco Unity waits for more key presses can eliminate the delay when subscribers press 00 to switch search modes, but at the same time, it also reduces the time that Cisco Unity waits for additional key presses as subscribers address messages, update passwords, change call transfer or message notification numbers, and so on. For this reason, we recommend that you reduce the value specified for the How Long Cisco Unity Waits for Additional Key Presses After Subscriber Has Pressed a Key field (also known as the Interdigit Timeout setting) only for individual subscribers who are likely to use 00, rather than for all subscribers who are associated with a Cisco Unity server.

The How Long Cisco Unity Waits for Additional Key Presses After Subscriber Has Pressed a Key field is on the Conversation pages for individual subscribers in the Cisco Unity Administrator. By default, Cisco Unity waits 3000 milliseconds for additional key presses before it acts.

## Errors and Changes

The following sections apply to the *Cisco Unity System Administration Guide (With IBM Lotus Domino), Release 4.0(5)* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/administration/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/administration/guide/dom/dom.html) and to the *Cisco Unity System Administration Guide (With Microsoft Exchange), Release 4.0(5)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/administration/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/administration/guide/ex/ex.html), unless otherwise noted:

- [Changes That Affect All Cisco Unity Guides, page 5-31](#)
- [Available Languages for Cisco Unity Components, page 5-32](#)
- [Changing the Speed of the Cisco Unity Conversation in the Cisco Unity Administrator, page 5-32](#)
- [Changing the Volume for the Cisco Unity Conversation in the Cisco Unity Administrator, page 5-32](#)
- [Message Locator, page 5-33](#)
- [Message Notification Schedule Settings, page 5-33](#)
- [Conversation Settings: Responding to Phone Menu Field Definition, page 5-33](#)
- [Sending System Broadcast Messages: Maximum Message Length, page 5-34](#)
- [Sending System Broadcast Messages: Using a Graphical User Interface to Send and Manage Messages, page 5-34](#)
- [Sending System Broadcast Messages: Using Prerecorded System Broadcast Messages, page 5-35](#)
- [How You Can Customize Cisco Unity Conversations, page 5-35](#)
- [Changing How Subscribers Skip Messages During Message Playback \(Standard Conversation\), page 5-36](#)
- [Streamlining Message Addressing for Multiple Recipients, page 5-37](#)

- [Managing Security Alerts When Using SSL Connections](#), page 5-38
- [Subscriber Template Call Transfer Settings](#), page 5-38
- [Subscriber Template Caller Input Settings](#), page 5-38
- [Subscriber Call Transfer Settings](#), page 5-39
- [Call Handler Transfer Settings](#), page 5-39
- [Viewing and Printing Reports \(Cisco Unity with Domino Only\)](#), page 5-39
- [Viewing and Printing Reports \(Cisco Unity with Exchange Only\)](#), page 5-40
- [Distribution Lists Report \(Cisco Unity with Domino Only\)](#), page 5-40
- [Transfer Billing Report \(Cisco Unity with Domino Only\)](#), page 5-40
- [Transfer Billing Report \(Cisco Unity with Exchange Only\)](#), page 5-40
- [Outcall Billing Report \(Cisco Unity with Domino Only\)](#), page 5-41
- [Outcall Billing Report \(Cisco Unity with Exchange Only\)](#), page 5-41
- [Port Usage Report](#), page 5-41
- [AMIS Out Traffic Report \(Cisco Unity with Domino Only\)](#), page 5-41
- [AMIS Out Traffic Report \(Cisco Unity with Exchange Only\)](#), page 5-41
- [Configuration Settings: Identified Subscriber Messaging Field](#), page 5-42
- [Configuration Settings: Responding to Phone Menu Field Definition](#), page 5-42
- [Subscriber Address Book Settings \(Cisco Unity with Domino Only\)](#), page 5-42

## Changes That Affect All Cisco Unity Guides

### Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/requirements/42cusysreq.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html).
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/support/42lsupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html).

### Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

## Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

## Available Languages for Cisco Unity Components

The “Setting Up Cisco Unity Applications on Subscriber Workstations” chapter and the “Languages” chapter both incorrectly refer to the *Cisco Unity System Requirements, and Supported Hardware and Software* for a list of all languages available for ViewMail, IBM Lotus Domino Unified Communications (DUC) for Cisco, and the Cisco Personal Communications Assistant (PCA).

The information is in the “Available Languages for Cisco Unity Components” section of *Release Notes for Cisco Unity Release 4.2(1)*, at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/release/notes/cu421rn.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/release/notes/cu421rn.html).

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Changing the Speed of the Cisco Unity Conversation in the Cisco Unity Administrator

The “Cisco Unity Conversation,” “Subscriber Template Settings,” and “Subscriber Settings” chapters incorrectly state that the Speed setting is located on the Conversation page in the Cisco Unity Assistant. The setting has been moved to the Profile pages for templates and subscribers and has been renamed to clarify its purpose. The setting is now called “Prompts Speed.”

The chapters also incorrectly state that the setting does not affect the speed of recorded voice names or subscriber greetings. In fact, the setting controls the speed for all elements of the Cisco Unity conversation—prompts, recorded voice names, receipts, message headers and footers, and subscriber greetings.

Note that the information has been corrected in Cisco Unity Administrator Help.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Changing the Volume for the Cisco Unity Conversation in the Cisco Unity Administrator

The “Cisco Unity Conversation,” “Subscriber Template Settings,” and “Subscriber Settings” chapters incorrectly state that the Volume control in the Cisco Unity Administrator allows subscribers to adjust the volume of the Cisco Unity conversation. In fact, it controls message playback volume.

The chapters also incorrectly state that the Volume setting is located on the Conversation page in the Cisco Unity Administrator. The setting has been moved to the Profile page for templates and subscribers and has been renamed to clarify its purpose. The setting is now called “Message Playback Volume.”

Note that the information has been corrected in Cisco Unity Administrator Help.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Message Locator

The “Cisco Unity Conversation,” “Subscriber Template Settings,” and “Subscriber Settings” chapters incorrectly state that when Message Locator is enabled, Cisco Unity prompts the subscriber to “Press 5 to find messages” from the Main menu for all conversation styles. In fact, for Alternate Keypad Mapping X and Alternate Keypad Mapping S, Cisco Unity prompts subscribers to press 8 instead.

Note that the error has been corrected in Cisco Unity Administrator Help.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Message Notification Schedule Settings

The “Subscriber Template Settings” and “Subscriber Settings” chapters do not clearly explain how message notification schedules work. When you have new messages during the active hours of a notification schedule, Cisco Unity makes notification calls. When new messages arrive during inactive hours, Cisco Unity sends message notifications at the start of the next active hour in your schedule. The chapters did not specify that Cisco Unity sends a message notification for any message that is marked new at the start of the next active hour in the subscriber schedule—even if notification has already been received for that particular message.

Note that the content has been clarified in Cisco Unity Administrator Help.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Conversation Settings: Responding to Phone Menu Field Definition

The description for the Responding to Phone Menu field in the “Subscriber Template Settings” and the “Subscriber Settings” chapters is incorrect. The description should read:

For each subscriber, you can specify the following:

- How long Cisco Unity waits for subscriber to press a first key after playing a menu. This setting is also known as the “First Digit Timeout.” The range of valid entries is 500 to 10,000 milliseconds. Default: 5000 milliseconds.
- How long Cisco Unity waits for additional key presses after subscriber has pressed a key when they enter subscriber names or extensions to address a message, update passwords, change call transfer or message notification numbers, and the like. This setting is also known as the “Interdigit Timeout.” The range of valid entries is 1000 to 10,000 milliseconds. Default: 3000 milliseconds.
- How many times Cisco Unity repeats a menu if the subscriber has not responded to a menu. The range of valid entries is 0 to 250. Default: 1.

**Note**

Use caution when significantly increasing the number of times that Cisco Unity repeats a menu for subscribers. In the event that a subscriber puts a call to Cisco Unity on hold and forgets to return to it, or if the call is not disconnected as expected when the subscriber hangs up, Cisco Unity can tie up a voice port for long periods of time by repeating a phone menu.

The values that you specify for the above settings control the phone menus for all subscriber conversations (for example, the Main menu, message playback menus, After Message menu, and menus for Setup Options), except those menus played to validate subscriber IDs and passwords.

When you leave a field blank, the settings specified on the System > Configuration > Settings page dictate how long Cisco Unity waits for subscribers and how many times Cisco Unity repeats a menu.

The Responding to Phone Menu fields appear on the Conversation pages of the Cisco Unity Administrator for both subscribers and templates. Note that Cisco Unity Administrator Help has not been updated to reflect all of the changes.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Sending System Broadcast Messages: Maximum Message Length

The “Task List for Setting Up and Offering Access to the Cisco Unity Broadcast Message Administrator” section of the “Cisco Unity Conversation” chapter gives incorrect information about the maximum recording length. The guide incorrectly indicates that the Advanced Settings tool only allows you to specify up to 360,000 milliseconds for the maximum recording length of system broadcast messages. In fact, you can use the tool to specify up to 3,600,000 milliseconds (60 minutes) for the maximum recording length.

The Advanced Settings Tool is available in the Tools Depot. The setting is called Conversation—System Broadcast Message Maximum Recording Length.

Note that the error has been corrected in Advanced Settings Tool and Cisco Unity Administrator Help.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Sending System Broadcast Messages: Using a Graphical User Interface to Send and Manage Messages

The “Sending System Broadcast Messages” section of the “Cisco Unity Conversation” chapter does not indicate that there are two tools that you can use to send and manage system broadcast messages. The section details only how to use the Cisco Unity Broadcast Message Administrator—a special conversation that allows you to send and manage broadcast messages by phone.

The section does not mention that you can also use the Broadcast Message Administrator Tool—a tool with a graphical interface—to send and manage system broadcast messages for the local Cisco Unity server. The graphical interface for the Broadcast Message Administrator Tool offers an easy way to specify the recording and schedule for a new system broadcast message, to play active system broadcast messages and review who has played them, and to delete system broadcast messages. Although no class of service rights are required to use the tool, administrators must be able to log on to the Cisco Unity server to use it.

The tool is available in Tools Depot. To learn how to use it, see Broadcast Message Administrator Tool Help.

Cisco Unity Administrator Help will be corrected in the next release.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Sending System Broadcast Messages: Using Prerecorded System Broadcast Messages

The “Sending System Broadcast Messages” section of the “Cisco Unity Conversation” chapter does not indicate that there are prerecorded system broadcast messages available for use. You may want to send one of the prerecorded messages to welcome subscribers to a new system, or to summarize changes to Cisco Unity after an upgrade. The prerecorded messages are available in G711 and G729a format in the following directories on the Cisco Unity server:

- CommServer\Utilities\BManager\Example Messages\711
- CommServer\Utilities\BManager\Example Messages\729a

Alternatively, you can modify the recording scripts detailed in the ExampleMessagesScript.txt file, and record your own system broadcast messages. The script file is located in the CommServer\Utilities\BManager\Example Messages directory on the Cisco Unity server.

Cisco Unity Administrator Help will be corrected in the next release.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## How You Can Customize Cisco Unity Conversations

The table in the “How You Can Customize Cisco Unity Conversations” section of the “Cisco Unity Conversation” chapter offers incorrect and incomplete information, as indicated below:

- The description for the Double-Key Time Interval incorrectly indicates that you use the Conversation—Set “Double Key Press” Time in the Advanced Settings Tool to adjust the time that Cisco Unity waits for a second key before acting upon the first. With the release of Cisco Unity 4.2(1), the setting is now called Conversation—Set “Double Key Press” Time for Changing Addressing Mode. In addition, note that the setting only controls the time that Cisco Unity waits for the second # or 0 key when subscribers switch between addressing by name and ID. To learn more, see Advanced Settings Tool Help.
- The description for Responding to Phone Menus: Timeouts for Subscribers does not indicate how the conversation is affected by the value that you specify for the length of time that Cisco Unity waits for additional digits after a subscriber has pressed a key. The value controls how long Cisco Unity waits for more key presses when subscribers spell names or enter digits to address messages, update passwords, change call transfer or message notification numbers, and so on.

It does not control how long Cisco Unity waits for additional digits when subscribers press a key that is mapped to more than one menu command (for example, subscribers can press 4 to reply or press 42 to reply to all when using the standard conversation style). For more information on the setting that controls the time that Cisco Unity waits for a second key before acting upon the first when subscribers respond to menu commands, see the “[Adjusting Response Timeouts for Phone Menu Commands](#)” section on page 5-2.

Cisco Unity Administrator Help will be corrected in the next release.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Changing How Subscribers Skip Messages During Message Playback (Standard Conversation)

The “Changing How Subscribers Skip Messages During Message Playback” section in the “Conversations” chapter incorrectly states that when you change the registry to set # to skip to the next message, subscribers can also press 99 to fast-forward to the end of a message. In fact, once you have made the change, subscribers no longer have a way to fast-forward to the end of the message. Pressing 99 instead fast-forwards ten seconds into a message; no keys are mapped to allow subscribers to fast-forward to the end of the message.

See [Table 5-2](#) for a correct listing of key presses and the tasks associated with them.

**Table 5-2** *Shortcut Keys Affected by Changing How # Behaves During Message Playback*

| Task                                                                              | Key(s) Subscribers Press When Registry Value is 0 <sup>1</sup> | Key(s) Subscribers Press When Registry Value is 1 |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------|---------------------------------------------------|
| Skip message and save as is                                                       | ##                                                             | #                                                 |
| Fast-forward to end of message (Cisco Unity plays After Message menu)             | #                                                              | <no keys mapped>                                  |
| Fast-forward to end of message and restore as saved (Exchange only)               | #2                                                             | <no keys mapped>                                  |
| Fast-forward to end of message and reply                                          | #4                                                             | <no keys mapped>                                  |
| Fast-forward to end of message and reply to all                                   | #42                                                            | <no keys mapped>                                  |
| Fast-forward to end of message and forward message                                | #5                                                             | <no keys mapped>                                  |
| Fast-forward to end of message and save as new (or restore as new, Exchange only) | #6                                                             | <no keys mapped>                                  |
| Fast-forward to end of message and deliver e-mail/fax to fax                      | #8                                                             | <no keys mapped>                                  |
| Fast-forward to end of message and play message properties                        | #9                                                             | <no keys mapped>                                  |

1. Note that the *Cisco Unity at a Glance*, *Cisco Unity Phone Menus and Shortcuts*, and the *Cisco Unity User Guide* reflect the key mapping that subscribers use when the registry value is set to 0.

The “Changing How Subscribers Skip Messages During Message Playback” section also omits the following recommendation:



**Tip**

We recommend that you use the Custom Keypad Map utility to adjust how # behaves during message playback, rather than using the Advanced Settings Tool. When you use the Custom Keypad Map, you can also map a key to allow subscribers to fast-forward to the end of the message. (You assign subscribers to a Custom Keypad Mapping conversation on the Subscribers > Subscriber > Conversation page in the Cisco Unity Administrator.)

Cisco Unity Administrator Help will be corrected in the next release.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Streamlining Message Addressing for Multiple Recipients

The “Streamlining Message Addressing for Multiple Recipients” section in the “Conversations” chapter should be replaced with the following content:

### Specifying That Cisco Unity Prompts Subscribers to Continue Addressing

By default, when subscribers address messages by phone (“Press 2 to send” or when forwarding a message), Cisco Unity allows them to add a single recipient and then prompts them to indicate what they want to do next (“To add another recipient, press 1. For message options, press 3. To record, press #.”). Subscribers who send and forward messages to multiple recipients may find pressing 1 to continue addressing after each recipient tedious and time-consuming. If this is an issue for subscribers in your organization, you can specify that Cisco Unity will instead allow subscribers to continue adding names after each recipient. In this way, you can streamline the addressing process when subscribers send and forward messages to multiple recipients, which may be a welcome change for those who routinely send messages to more than one recipient.

However, if you make the change, consider that when subscribers address messages to a single recipient, they are now required to press an additional key to send a message in the following situations:

- When subscribers forward messages to a single recipient, they will be required to press one additional key.
- When subscribers send messages to a single recipient and Cisco Unity is set up to prompt them to record messages before addressing them, they will be required to press one additional key.

To specify that Cisco Unity prompts subscribers to continue addressing, do the following procedure for an individual subscriber or in a subscriber template. (To make the change for a group of subscribers, you can use the Bulk Edit tool available in Tools Depot.) Note that neither the Cisco Unity Assistant nor the Cisco Unity conversation offer a way for subscribers to make the change themselves.

Continuous (or “streamlined”) addressing is available for use with all conversations and send menu styles.

**Note**

Specifying that Cisco Unity prompts subscribers to continue addressing does not affect the order in which Cisco Unity prompts subscribers to address and record when they send or forward messages to other subscribers. (You specify addressing order by using the Advanced Settings Tool to change the Conversation—Subscriber Send Message Flow setting.)

#### To Specify That Cisco Unity Prompts Subscribers to Continue Addressing

- 
- Step 1** In the Cisco Unity Administrator, go to the applicable page:
- To modify the template that you will use to create subscriber accounts, go to any **Subscribers > Subscriber Template** page, and find the template that you want to modify. Then browse to the **Conversation** page.
  - To modify an existing subscriber account, go to any **Subscribers > Subscribers** page and find the applicable subscriber. Then browse to the **Conversation** page.
- Step 2** Check the **Continue Adding Names After Each Addressee** check box.
- Step 3** Click the **Save** icon.
-

Cisco Unity Administrator Help will be corrected in the next release.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Managing Security Alerts When Using SSL Connections

The “Managing Security Alerts When Using SSL Connections” section in the “Setting Up Cisco Unity Applications on Subscriber Workstations” chapter should have been removed.

Updated conceptual information and procedures are available in the “Using SSL to Secure Client/Server Connections” chapter of the *Cisco Unity Security Guide*. The Exchange version of the guide is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/security/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/security/guide/ex/ex.html). The Domino version of the guide is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/security/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/security/guide/dom/dom.html).

## Subscriber Template Call Transfer Settings

The “Subscriber Template Call Transfer Settings” section in the “Subscriber Template Settings” chapter incorrectly describes how supervised transfers work. In the Transfer Type field, the guide does not indicate that the Transfer Type feature requires that call forwarding not be enabled on the subscriber extension.

The correct description is:

- Supervise Transfer—Cisco Unity acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Cisco Unity—not the phone system—forwards the call to the subscriber or handler greeting. Use Supervise Transfer only when call forwarding is not enabled on the subscriber extension.

Note that the error has been corrected in Cisco Unity Administrator Help.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Subscriber Template Caller Input Settings

In the “To Define an Action for a Key” procedure in the “Subscriber Template Caller Input Settings” section of the “Subscriber Template Settings” chapter, the procedure incorrectly includes the following note:



### Note

---

The Cisco Unity Administrator does not allow you to map the same action to more than one key. Thus, when you select an action that is already assigned to another key, Cisco Unity assigns the key that you selected in Step 2 to the action, leaving the other key unassigned.

---

In fact, you can use the Caller Input settings to map the same action to more than one key.

Note that the error has been corrected in Cisco Unity Administrator Help.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Subscriber Call Transfer Settings

The “Subscriber Call Transfer Settings” section in the “Subscriber Settings” chapter incorrectly describes how supervised transfers work. In the Transfer Type field, the guide does not indicate that the Transfer Type feature requires that call forwarding not be enabled on the subscriber extension.

The correct description is:

- Supervise Transfer—Cisco Unity acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Cisco Unity—not the phone system—forwards the call to the subscriber or handler greeting. Use Supervise Transfer only when call forwarding is not enabled on the subscriber extension.

Note that the error has been corrected in Cisco Unity Administrator Help.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Call Handler Transfer Settings

The “Call Handler Transfer Settings” section in the “Call Handler Settings” chapter incorrectly describes how supervised transfers work. In the Transfer Type field, the guide does not indicate that the Transfer Type feature requires that call forwarding not be enabled on the subscriber extension.

The correct description is:

- Supervise Transfer—Cisco Unity acts as a receptionist, handling the transfer. If the line is busy or the call is not answered, Cisco Unity—not the phone system—forwards the call to the subscriber or handler greeting. Use Supervise Transfer only when call forwarding is not enabled on the subscriber extension.

Note that the error has been corrected in Cisco Unity Administrator Help.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Viewing and Printing Reports (Cisco Unity with Domino Only)

The “Viewing and Printing Reports” section in the “[Reports](#)” chapter is missing the following information:

When a report has completed, Cisco Unity sends an e-mail to the person who generated the report. To receive the e-mail, the person running the report must be either a Cisco Unity subscriber or associated with a Cisco Unity subscriber account. If the account that you use to log on to the Cisco Unity Administrator is not associated with a subscriber account, use the GrantUnityAccess utility to associate the account with a subscriber account that is in a class of service with system access to the Cisco Unity Administrator.

In addition, the procedure “To View a Report” is incorrect.

Do the following procedure instead:

### To View a Report

- 
- Step 1** Click the link in the e-mail message.

- Step 2** If the report is in Web page format, the browser will start automatically and display the information. If the report is in comma-delimited format, you may be required to choose an application in which to display the information.
- 

Note that the errors have been corrected in Cisco Unity Administrator Help.

## Viewing and Printing Reports (Cisco Unity with Exchange Only)

The “Viewing and Printing Reports” section in the “[Reports](#)” chapter is missing the following information:

When a report has completed, Cisco Unity sends an e-mail to the person who generated the report. To receive the e-mail, the person running the report must be either a Cisco Unity subscriber or associated with a Cisco Unity subscriber account. If the account that you use to log on to the Cisco Unity Administrator is not associated with a subscriber account, use the GrantUnityAccess utility to associate the account with a subscriber account that is in a class of service with system access to the Cisco Unity Administrator.

Note that the error has been corrected in Cisco Unity Administrator Help.

## Distribution Lists Report (Cisco Unity with Domino Only)

The “Distribution Lists Report” section in the “[Reports](#)” chapter incorrectly states that you can include distribution list members in the report, and instructs you to check the List All Members for Each Distribution List check box in order to do so.

In fact, you cannot include distribution list members in the report, and there is no check box for the option in the Cisco Unity Administrator.

Note that the error has been corrected in Cisco Unity Administrator Help.

## Transfer Billing Report (Cisco Unity with Domino Only)

The first paragraph in the “Transfer Billing Report” section in the “[Reports](#)” chapter is inaccurate, and should be replaced with the following paragraph:

“Use the Transfer Billing report to obtain information about calls that are transferred from subscribers or from call handlers to phones. Information about calls that are transferred to greetings or to other call handlers is not included in the report. You can use this report for billing purposes or to keep track of transfers to long distance phone numbers. You can generate the report for all subscribers, a selected subscriber, all billing IDs, a selected billing ID, all call handlers, or a single call handler.”

Note that the error has been corrected in Cisco Unity Administrator Help.

## Transfer Billing Report (Cisco Unity with Exchange Only)

The first paragraph in the “Transfer Billing Report” section in the “[Reports](#)” chapter is inaccurate, and should be replaced with the following paragraph:

“Use the Transfer Billing report to obtain information about calls that are transferred from subscribers or from call handlers to phones. Information about calls that are transferred to greetings or to other call handlers is not included in the report. You can use this report for billing purposes or to keep track of transfers to long distance phone numbers. You can generate the report for all subscribers, a selected subscriber, all billing IDs, a selected billing ID, a single distribution list, all call handlers, or a single call handler.”

Note that the error has been corrected in Cisco Unity Administrator Help.

## Outcall Billing Report (Cisco Unity with Domino Only)

The “Outcall Billing Report” section in the “[Reports](#)” chapter incorrectly states that you can generate the report for subscribers, billing IDs, or for a distribution list.

In fact, you can generate the report only for subscribers or for billing IDs.

Note that the error has been corrected in Cisco Unity Administrator Help.

## Outcall Billing Report (Cisco Unity with Exchange Only)

The second paragraph in the “Outcall Billing Report” section in the “[Reports](#)” chapter incorrectly states that the dial time option excludes subscribers with a billing ID of 0 (zero).

Note that the error has been corrected in Cisco Unity Administrator Help.

## Port Usage Report

The “Port Usage Report” section in the “[Reports](#)” chapter incorrectly defines the Length of Calls field as the total length, in milliseconds, of all calls on the port per hour, day, or week for the time period specified.

The correct definition is that the field value represents the length of time in seconds, rather than in milliseconds.

Note that the error has been corrected in Cisco Unity Administrator Help.

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)

## AMIS Out Traffic Report (Cisco Unity with Domino Only)

The “AMIS Out Traffic Report” section in the “[Reports](#)” chapter incorrectly describes the Submit Date and Time field as the date and time that the AMIS message transmission was completed.

Instead, it should say “The date and time that the message was delivered to the UAmis mail file.”

Note that the error has been corrected in Cisco Unity Administrator Help.

## AMIS Out Traffic Report (Cisco Unity with Exchange Only)

The “AMIS Out Traffic Report” section in the “[Reports](#)” chapter incorrectly describes the Submit Date and Time field as the date and time that the AMIS message transmission was completed.

Instead, it should say “The date and time that the message was delivered to the UAmis mailbox.”

Note that the error has been corrected in Cisco Unity Administrator Help.

## Configuration Settings: Identified Subscriber Messaging Field

On the System > Configuration > Settings page in the Cisco Unity Administrator, a field related to Identified Subscriber Messaging has been changed to clarify what the check box controls. The old field name was “Subscribers Are Identified as Message Senders Only If They Log On.” The field name has been changed to “Disable Identified Subscriber Messaging.”

The “Configuration Settings” section of the “System Settings” chapter refers to the old field name.

Note that Cisco Unity Administrator Help has been updated to reflect the new field name.

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)

## Configuration Settings: Responding to Phone Menu Field Definition

The description for the Responding to Phone Menu field in the “System Settings” chapter is incorrect. The description should read:

For each caller, you can specify the following:

- How long Cisco Unity waits for subscribers to press a first key after playing a menu. This setting is also known as the “First Digit Timeout.” The range of valid entries is 500 to 10,000 milliseconds. Default: 5000 milliseconds.
- How long Cisco Unity waits for additional key presses after a subscriber presses a key when entering subscriber names or extensions to address a message, update passwords, change call transfer or message notification numbers, and so on. This setting is also known as the “Interdigit Timeout.” The range of valid entries is 1000 to 10,000 milliseconds. Default: 3000 milliseconds.
- How many times Cisco Unity repeats a menu if a subscriber has not responded to the menu. The range of valid entries is 0 to 250. Default: 1.



**Note** Use caution when significantly increasing the number of times that Cisco Unity repeats a menu for subscribers. In the event that a subscriber puts a call to Cisco Unity on hold and forgets to return to it, or if the call is not disconnected as expected when the subscriber hangs up, Cisco Unity can tie up a voice port for long periods of time by repeating a phone menu.

The values that you specify for the above settings control the phone menus for conversations that are heard by outside callers and subscribers.

The Responding to Phone Menu fields appear on the System > Configuration page of the Cisco Unity Administrator.

Cisco Unity Administrator Help will be corrected in the next release.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Subscriber Address Book Settings (Cisco Unity with Domino Only)

The following information was omitted from the ‘Subscriber Address Book Settings’ section of the “System Settings” chapter.

The DUC for Cisco Help file, which contains instructions for manually installing csAdmin (the DUC administration component for Cisco) when adding a secondary subscriber address book, is named csUCAdminGuide.nsf and is included in the DUC for Cisco installation media. To access the Help file, open the csUCAdminGuide.nsf database in the Domino Administrator.

Before adding a secondary subscriber address book to Cisco Unity, in addition to the steps listed, you may need to add a Server document to the secondary address book database (for example, contacts.nsf) in order for the Cisco Unity server to correlate the address book with the Domino domain that is used to import subscribers. The Server document must be added to the \$Servers view of the secondary address book. The Server document added to the secondary address book must be for the same Domino server to which Cisco Unity is partnered as its primary mail server. If this step is required but has not been done, Cisco Unity will display the following error when you attempt to add the address book as a secondary subscriber address book:

“The subscriber address book <name> could not be added because the address book must reside in the same domain as the Unity server account.”





## CHAPTER 6

# Cisco Unity Troubleshooting Guide

---

This chapter should be used in conjunction with the *Cisco Unity Troubleshooting Guide, Release 4.0(5)*. New features are described in individual sections. Information that has changed in the *Cisco Unity Troubleshooting Guide, Release 4.0(5)*—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section at the end of the chapter.

The Domino version of the guide is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/troubleshooting/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/troubleshooting/guide/dom/dom.html); the Exchange version of the guide is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/troubleshooting/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/troubleshooting/guide/ex/ex.html).

This chapter contains the following sections:

- [Web Pages That Contain the Media Master Control Bar Do Not Load Properly When Google Desktop Search Is Installed](#), page 6-1
- [PIMG Units Produce Unexpected Results](#), page 6-2
- [Errors and Changes](#), page 6-2

## Web Pages That Contain the Media Master Control Bar Do Not Load Properly When Google Desktop Search Is Installed

When Google Desktop Search is installed on a subscriber workstation that uses Windows XP, the pages of the Cisco Personal Communications Assistant (PCA) and the Cisco Unity Administrator do not load properly in the browser. The problem is caused by a conflict between the Media Master and the Google Desktop Search. (Cisco Unity ViewMail for Microsoft Outlook is unaffected by the conflict.)

To correct or avoid the problem, find and rename `GoogleDesktopNetwork2.dll` on the subscriber workstation (for example, rename the file “`OFF-GoogleDesktopNetwork2.dll`”). Explain to subscribers that after you rename the file, Google Desktop Search results will no longer appear integrated with Google search results. Subscribers can continue to use Google Desktop Search on their workstations, but only from the Google Desktop Search page.

# PIMG Units Produce Unexpected Results

When Cisco Unity is integrated via PIMG units to a circuit-switched phone system, and the PIMG units are not producing calls or call information as Cisco Unity requires, perform the applicable diagnostic tasks for the PIMG units that the manufacturer suggests. Detailed instructions are in the “Diagnostics” chapter of the *Intel Netstructure PBX-IP Media Gateway User’s Guide*, which is available at the Intel website.

## Errors and Changes

The following sections apply to the *Cisco Unity Troubleshooting Guide (With IBM Lotus Domino), Release 4.0(5)* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/troubleshooting/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/troubleshooting/guide/dom/dom.html)

and to the *Cisco Unity Troubleshooting Guide (With Microsoft Exchange), Release 4.0(5)* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/troubleshooting/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/troubleshooting/guide/ex/ex.html):

- [Changes That Affect All Cisco Unity Guides](#), page 6-2
- [Cisco Unity Services and Their Functions](#), page 6-3
- [Micro Trace Logs in the Cisco Unity Diagnostic Tool \(UDT\)](#), page 6-3

## Changes That Affect All Cisco Unity Guides

### Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/requirements/42cusysreq.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html).
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/support/42lsupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html).

### Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

### Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

## Cisco Unity Services and Their Functions

In the “Cisco Unity Services and Their Functions” appendix, the TomCat service should be included in the “Cisco Unity Services” table:

| Service | Function                                                                                                              |
|---------|-----------------------------------------------------------------------------------------------------------------------|
| TomCat  | The Tomcat service is responsible for generating the web pages for the Cisco Personal Communications Assistant (PCA). |

The TomCat service should also be included in the Exchange 2003, Exchange 2000, and Exchange 5.5 tables, and in the Domino table:

| Service | Logs On As   | Startup Mode | Comments | Dependencies |
|---------|--------------|--------------|----------|--------------|
| TomCat  | Local System | Automatic    | None     | None         |

(Links to the [Domino version of the appendix](#) and to the [Exchange version of the appendix](#).)

## Micro Trace Logs in the Cisco Unity Diagnostic Tool (UDT)

In the “Micro Trace Logs in the Cisco Unity Diagnostic Tool (UDT)” section in the “Diagnostic Trace Utilities and Logs” chapter, the following micro traces should be included in the Micro Traces table:

| Micro Trace Name                          | What the Trace Analyzes                          |
|-------------------------------------------|--------------------------------------------------|
| AvBAPExtSvr<br><i>(for Exchange only)</i> | Cisco Unity Mobile Message Access for Blackberry |
| AvLic                                     | The use of Cisco Unity license files             |

(Links to the [Domino version of the chapter](#) and to the [Exchange version of the chapter](#).)





## CHAPTER 7

# Cisco Unity User Guide

---

This chapter should be used in conjunction with the *Cisco Unity User Guide, Release 4.0(5)*. New features are described in individual sections. Information that has changed in the *Cisco Unity User Guide, Release 4.0(5)*—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section at the end of this chapter.

The Domino version of the *Cisco Unity User Guide* is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/user/guide/dom/5do.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/dom/5do.html); the Unified Messaging with Exchange version is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/user/guide/exum/5umex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/exum/5umex.html); the Voice Messaging with Exchange version is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/user/guide/exvm/5vmex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/exvm/5vmex.html).

This chapter contains the following sections:

- [Alternate Greeting Notices \(Cisco Unity Voice Messaging with Exchange Only\)](#), page 7-2
- [Changing the Message Playback Speed in the Cisco Unity Assistant](#), page 7-2
- [Checking Messages by Phone When Cisco Unity Plays New Messages Automatically](#), page 7-3
- [Including Caller Information with Text Message Notifications](#), page 7-3
- [Leaving a Message While Using Live Reply \(“Call The Subscriber”\)](#), page 7-4
- [Message Locator Searches Include Receipts \(Cisco Unity with Exchange Only\)](#), page 7-4
- [Specifying an Alternate Contact Number](#), page 7-5
- [Specifying the Send Menu That You Hear When You Send, Reply To, and Forward Messages](#), page 7-6
- [Using Live Record](#), page 7-7
- [Using Mobile Message Access for BlackBerry \(Cisco Unity with Exchange Only\)](#), page 7-7
- [Errors and Changes](#), page 7-10

# Alternate Greeting Notices (Cisco Unity Voice Messaging with Exchange Only)

**Note**

---

When alternate greeting notices are enabled for a Cisco Unity server, subscribers associated with the server are alerted when they send a message to a subscriber who has the alternate greeting enabled. If alternate greeting notices are enabled, consider providing the information below to subscribers.

---

An alternate greeting notice is a type of message receipt. When you send or leave a message for a subscriber who has the alternate greeting enabled, Cisco Unity delivers the message and sends you an alternate greeting notice that says:

“The alternate greeting for <subscriber name or ID> is on and will remain on until <expiration date for the greeting>. The message you sent was delivered, but the recipient may not be available to play it.”

You can play alternate greeting notices by phone or view the text in the Cisco Unity Inbox. Alternate greeting notices do not trigger message waiting indicators (MWIs).

## Changing the Message Playback Speed in the Cisco Unity Assistant

**Note**

---

Provide the information below to subscribers. Note that Cisco Unity Assistant Help for the Personal Preferences page has been updated to reflect the information.

---

Do the procedure in this section to adjust the playback speed for all messages that you listen to by phone. The speed that you specify determines how fast Cisco Unity plays the bodies of messages and the recorded introductions of fax messages. It does not affect the speed of text-to-speech (TTS) messages, receipts, or message headers and footers. (TTS messages are always played at normal speed; the speed at which Cisco Unity plays receipts, and message headers and footers is determined by the speed specified for the Cisco Unity conversation.)

### To Change Message Playback Speed in the Cisco Unity Assistant

- 
- Step 1** In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.
  - Step 2** In the Message Playback Speed list, click the level at which you want to hear all messages that you listen to by phone.
  - Step 3** Scroll to the bottom of the page, and click **Save**.
-

# Checking Messages by Phone When Cisco Unity Plays New Messages Automatically

**Note**

If Cisco Unity is set to play new messages automatically, provide the information below to applicable subscribers.

When you call Cisco Unity to check messages, your new messages begin playing automatically—you do not have to press a key. Note the following considerations:

- If you have the Message Type menu enabled, Cisco Unity plays the menu instead.
- Cisco Unity plays your recorded name, alternate greeting notification, and new message counts as specified.
- Cisco Unity plays system broadcast messages, full mailbox warnings, reminders to reset passwords, and other such prompts before new messages.
- You must indicate whether you want to save or delete a message before Cisco Unity plays the next new message.
- You can exit message playback to hear the Main menu at any time.
- If you have no new messages, you hear the Main menu.

## Including Caller Information with Text Message Notifications

**Note**

Provide the information below to subscribers. Note that Cisco Unity Assistant Help for the Message Notification pages has been updated to reflect the information.

When you set Cisco Unity to send message notifications in the form of text messages to text pagers, text-compatible cell phones, or e-mail addresses, you can specify that Cisco Unity provide caller information in the notifications. Caller information appears after the message counts (as applicable), numbered in order of newest to oldest message. For example:

Urgent message for Technical Support.

Urgent Voice Count: 1

Voice Count: 2

E-mail Count: 2

1. Kelly Bader
  2. 2065551205
  3. Kelly Bader
  4. Caller information unknown
- <number to call Cisco Unity>

The information that Cisco Unity provides depends on who sent the message:

- Message from a Cisco Unity subscriber—Cisco Unity provides the display name associated with the subscriber. For remote subscribers, Cisco Unity provides the names or numbers, though both may be unfamiliar to you.
- Message from an unidentified caller—Cisco Unity provides the phone number (if available) of the caller. If the number is not available, Cisco Unity indicates “Caller information unknown.” Whether Cisco Unity can provide the phone number depends on the phone system that your organization uses.
- Message from a fax server—Cisco Unity provides the display name for the fax server.

If the information exceeds the maximum message length for your notification device, the message may be truncated.

To include caller information for a text message notification, check the Include Caller Information check box for the notification device in the Cisco Unity Assistant. Refer to Cisco Unity Assistant Help for detailed procedures on setting up notification devices.

## Leaving a Message While Using Live Reply (“Call The Subscriber”)



### Note

---

Provide the information below to applicable subscribers.

---

When you use the live reply feature to return a call from a subscriber and then leave a message for that subscriber, Cisco Unity uses your calling number to indicate who the message is from. Cisco Unity can correctly identify you only when you use live reply from your own extension or from a number that you have specified as an alternate device in the Cisco Unity Assistant.

When you call from another number, Cisco Unity may indicate that the message is from an unidentified caller even though you were logged on to Cisco Unity when you left the message.

## Message Locator Searches Include Receipts (Cisco Unity with Exchange Only)



### Note

---

If you set Cisco Unity to include receipts in Message Locator searches, provide the information below to applicable subscribers.

---

When you use Message Locator to search for messages from a particular subscriber, nondelivery receipts (NDRs), return (read and delivery) receipts, and alternate greeting notices are included in the search results—in addition to voice messages.

# Specifying an Alternate Contact Number



## Note

If you set Cisco Unity to allow callers to transfer from a subscriber greeting to an alternate contact number, provide the information and procedures below to applicable subscribers. Consider telling subscribers the key that you specified to allow callers to make the transfer, so they can include it in their greetings.

As a convenience to you and your callers, you can set Cisco Unity so that callers can transfer to an alternate contact number by pressing a key during your greetings. An alternate contact number can be the extension for an operator or for another subscriber (such as a supervisor or coworker), or any other number where you or another person can be reached. Your Cisco Unity administrator can tell you the key that callers press to make the transfer. When you specify an alternate contact number, you may want to update your greetings to include the information (for example: “I am away from my desk right now. Leave a message at the tone, or press 4 to transfer to another sales representative.”).

Depending on how Cisco Unity is set up, you may not be able to enter certain phone numbers. To specify an alternate contact number, use digits 0 through 9. You can also use:

- , (comma) to insert a one-second pause.
- # and \* to correspond to the # and \* keys on the phone.

Do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code.

This section contains two procedures. Do the applicable procedure to specify an alternate contact number by phone (regardless of your conversation style) or in the Cisco Unity Assistant.

### To Specify an Alternate Contact Number by Phone (All Conversations)

- Step 1** Log on to Cisco Unity.
- Step 2** Press **4 3 4**.
- Step 3** Press **1** to specify an alternate contact number.
- Step 4** When prompted, enter the number followed by #.

**Table 7-1 Use These Keys Anytime**

| Key | Task              | Key | Task |
|-----|-------------------|-----|------|
| *   | Cancel or back up | 0   | Help |

### To Specify an Alternate Contact Number in the Cisco Unity Assistant

- Step 1** In the Cisco Unity Assistant, on the Preferences menu, click **Personal**.
- Step 2** On the Personal Preferences page, in the Alternate Contact Number field, enter the phone number that you want callers to transfer to when they press a key during your greetings.
- Step 3** Click **Save**.

# Specifying the Send Menu That You Hear When You Send, Reply To, and Forward Messages



## Note

Provide the information below to subscribers. Note that Cisco Unity Assistant Help for the Advanced Settings page has been updated to reflect the information.

You can select the Send menu style that you hear when you send, reply to, and forward messages. The Send menu style affects what you hear after you have recorded and addressed a message. (The Send menu style does not affect the order in which Cisco Unity prompts you to address and record messages.)

Table 7-2 shows the tiered menu options in the Standard Send menu and the compressed menu options in the Streamlined Send menu, which allows you to use fewer key presses to mark a message urgent, request a receipt, and perform other tasks after you have addressed and recorded a message.

**Table 7-2** Standard and Streamlined Send Menu Options

| Standard Send Menu Options          | Streamline Send Menu Options           |
|-------------------------------------|----------------------------------------|
| # - Send message                    | # - Send message                       |
| 1 - Message options                 | 1 - Urgent                             |
| 1 - Change address                  | 2 - Return receipt                     |
| 1 - Add name                        | 3 - Private                            |
| 2 - Hear all names                  | 4 - Future delivery (Exchange only)    |
| 3 - Remove name                     | 5 - Review recording                   |
| 2 - Change recording                | 6 - Rerecord                           |
| 1 - Hear recording                  | 7 - Add to recording                   |
| 2 - Save recording                  | 91 - Add name                          |
| 3 - Rerecord                        | 92 - Hear all names (and delete names) |
| 4 - Add to recording                |                                        |
| 3 - Set special delivery            |                                        |
| 1 - Urgent                          |                                        |
| 2 - Return receipt                  |                                        |
| 3 - Private                         |                                        |
| 4 - Future delivery (Exchange only) |                                        |
| 4 - Review message                  |                                        |
| # - Send message                    |                                        |

The Streamlined Send menu also offers a “skip and scan” method of reviewing and selecting addressees in lists. Press # to select a name in a list; press 7 to skip to the previous name and 9 to skip to the next name; press 77 to skip to the beginning of a list and 99 to skip to the end of a list.



## Caution

When you switch from the Standard Send menu to the Streamlined Send menu, do not use old shortcuts to set special delivery options before sending a message. For example, out of habit, you may press 131# to mark a message urgent and send it. In the Streamlined Send menu, using the same shortcut marks the message urgent, private, and then marks the message normal again before it is sent.

You change the Send menu style only in the Cisco Unity Assistant, not by phone.

### To Change the Send Menu Style

**Step 1** In the Cisco Unity Assistant, on the Preferences menu, click **Advanced Settings**.

- Step 2** Check the **Use Streamlined Style for Sending Messages** check box.
- Step 3** Scroll to the bottom of the page, and click **Save**.
- 

## Using Live Record

**Note**

---

Provide the information below to applicable subscribers.

---

Live record allows you to record conversations while you talk to callers. The recorded conversation is stored as a message in your mailbox. You can play it or forward it to another subscriber or group of subscribers. Note that live record does not work properly when you have a full mailbox.

Before using live record, review the following disclaimer:

**DISCLAIMER:** The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal, state and/or local laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some laws require some form of notification to all parties to a phone conversation, such as by using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties. In cases where local laws require a periodic beep while a conversation is being recorded, the Cisco Unity phone system provides a user with the option of activating “the beep.” Prior to activating Cisco Unity’s call record function, check the laws of all applicable jurisdictions. This is not legal advice and should not take the place of obtaining legal advice from a lawyer. **IN ADDITION TO THE GENERAL DISCLAIMER THAT ACCOMPANIES THIS UNITY PRODUCT, CISCO ADDITIONALLY DISCLAIMS ANY AND ALL LIABILITY, BOTH CIVIL AND CRIMINAL, AND ASSUMES NO RESPONSIBILITY FOR THE UNAUTHORIZED AND/OR ILLEGAL USE OF THIS UNITY PRODUCT. THIS DISCLAIMER OF LIABILITY INCLUDES, BUT IS NOT NECESSARILY LIMITED TO, THE UNAUTHORIZED AND/OR ILLEGAL RECORDING AND MONITORING OF TELEPHONE CONVERSATIONS IN VIOLATION OF APPLICABLE FEDERAL, STATE AND LOCAL LAWS.**

## Using Mobile Message Access for BlackBerry (Cisco Unity with Exchange Only)

**Note**

---

If you set up the Mobile Message Access for BlackBerry feature for your site, provide the information and procedures below to applicable subscribers.

---

You can use your BlackBerry device to check voice messages in your Cisco Unity mailbox. Voice messages appear along with other messages in your BlackBerry Inbox.

To set up your BlackBerry device to check voice messages in your Cisco Unity mailbox, you must specify that it uses the BlackBerry browser. In addition, the first time that you use the device to access Cisco Unity voice messages, you will need to specify the phone number that Cisco Unity calls to play

your messages. You can change the number at any time. To set up your device, do the first procedure in this section, “[To Set Up Your BlackBerry Device to Access Voice Messages in Your Cisco Unity Mailbox \(First-Time Use Only\)](#).”


Once your device is properly set up, you can use the second or third procedure (as applicable) in this section to check voice messages by using your BlackBerry device:

- [To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox \(Standard Conversation\)](#), page 7-8
- [To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox \(Optional Conversation 1\)](#), page 7-9

Note that you cannot use your device to play the voice messages that you may have received or saved before you set up the device.

Keypad mappings for other conversations are documented in the “Cisco Unity Phone Menus and Shortcuts” chapter of the *Cisco Unity User Guide*. Ask your Cisco Unity administrator which conversation you are set up to use.

### To Set Up Your BlackBerry Device to Access Voice Messages in Your Cisco Unity Mailbox (First-Time Use Only)

- 
- Step 1** On your BlackBerry device, confirm that the Default Browser Configuration is set to use the **BlackBerry Browser**.
- Step 2** In the BlackBerry Inbox, click a Cisco Unity voice message, and then click **Open**.
- Step 3** In the message body, select the link and click **Get Link** from the menu.
- Step 4** In the **Cisco Unity Voicemail Password** field, enter the numeric password that you use to log on to Cisco Unity by phone.
- Step 5** In the **Number to Call to Play Messages** field, enter the phone number of the BlackBerry device or another phone, beginning with any access code needed to make an external call (for example, 9). Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:
- , (comma) to insert a one-second pause.
  - # and \* to correspond to the # and \* keys on the phone.
-  **Note** You cannot enter phone numbers that include plus signs (+). If you are experiencing difficulties with this setting, contact your Cisco Unity administrator.
- 
- Step 6** Click **Submit**.
- Step 7** Test your setup:
- Click **Call #**.
  - Answer the phone when it rings; Cisco Unity should begin playing your message.
  - If the phone number does not work, click **Change #**, then repeat [Step 4](#) through [Step 7](#)
- 

### To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox (Standard Conversation)

- 
- Step 1** In the BlackBerry Inbox, click a Cisco Unity voice message, and then click **Open**.

**Step 2** In the message body, select the link and click **Get Link** from the menu.

**Step 3** to activate it.

**Step 4** Answer the phone when it rings.

**Step 5** Use the following keys to control playback as you listen to a message:

| Key(s) | Task                       | Key(s) | Task                     |
|--------|----------------------------|--------|--------------------------|
| 1      | Restart message            | 8      | Pause/Resume             |
| 2      | Save                       | 9      | Fast-forward             |
| 3      | Delete                     | #      | Fast-forward to end      |
| 4      | Slow playback              | ##     | Skip message, save as is |
| 5      | Change volume <sup>1</sup> | *      | Cancel or back up        |
| 6      | Fast playback              | 0      | Help                     |
| 7      | Rewind message             |        |                          |

1. Not available on some systems.

**Step 6** Use the following keys to manage the message after you have listened to it:

| Key(s) | Task                             | Key(s) | Task                                                                                  |
|--------|----------------------------------|--------|---------------------------------------------------------------------------------------|
| 1      | Replay message                   | 6      | Save as new<br>(The message waiting indicator on your phone may light or remain lit.) |
| 2      | Save                             | 7      | Rewind message                                                                        |
| 3      | Delete                           | 9      | Play message properties                                                               |
| 4      | Reply                            | #      | Save as is                                                                            |
| 42     | Reply to all                     | *      | Cancel or back up                                                                     |
| 44     | Call the subscriber <sup>1</sup> | 0      | Help                                                                                  |
| 5      | Forward message                  |        |                                                                                       |

1. Not available on some systems.

**Step 7** After saving or deleting the message, you can:

- Follow the system prompts to play another message or log on to Cisco Unity to perform other tasks.
- Hang up, and click the **Back** button on your device to return to the BlackBerry Inbox.

---

### To Use Your BlackBerry Device to Check Voice Messages in Your Cisco Unity Mailbox (Optional Conversation 1)

---

**Step 1** In the BlackBerry Inbox, click a Cisco Unity voice message, and then click **Open**.

**Step 2** In the message body, select the link and click **Get Link** from the menu.

**Step 3** Answer the phone when it rings.

**Step 4** Use the following keys to control playback as you listen to a message:

| Key(s) | Task                    | Key(s) | Task                                                                                                |
|--------|-------------------------|--------|-----------------------------------------------------------------------------------------------------|
| 1      | Rewind message          | 6      | Fast playback                                                                                       |
| 2      | Pause/Resume            | 66     | Faster playback                                                                                     |
| 3      | Fast-forward            | 7      | Decrease volume <sup>1</sup>                                                                        |
| 33     | Fast-forward to end     | 8      | Reset volume <sup>1</sup>                                                                           |
| 4      | Slow playback           | 9      | Increase volume <sup>1</sup>                                                                        |
| 44     | Slower playback         | #      | Skip message, save as is                                                                            |
| 5      | Play message properties | ##     | Skip message, save as new<br>(The message waiting indicator on your phone may light or remain lit.) |
| 6      | Fast playback           | *      | Cancel or back up                                                                                   |
| 66     | Faster playback         | 0      | Help                                                                                                |

1. Not available on some systems.

**Step 5** Use the following keys to manage the message after you have listened to it:

| Key(s) | Task                    | Key(s) | Task                             |
|--------|-------------------------|--------|----------------------------------|
| 1      | Skip back               | 88     | Call the subscriber <sup>1</sup> |
| 4      | Replay message          | 9      | Save                             |
| 5      | Play message properties | #      | Save as is                       |
| 6      | Forward message         | ##     | Save as new                      |
| 7      | Delete message          | *      | Cancel or back up                |
| 8      | Reply                   | 0      | Help                             |
| 82     | Reply to all            |        |                                  |

1. Not available on some systems.

**Step 6** After saving or deleting the message, you can:

- Follow the system prompts to play another message or log on to Cisco Unity to perform other tasks.
- Hang up, then click the **Back** button on your device to return to the BlackBerry Inbox.

## Errors and Changes

The following sections apply to the *Cisco Unity Unified Messaging User Guide (With IBM Lotus Domino)*, Release 4.0(5) at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/user/guide/dom/5do.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/dom/5do.html), the *Cisco Unity Unified Messaging User Guide (With Microsoft Exchange)*, Release 4.0(5) at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/user/guide/exum/5umex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/exum/5umex.html), and to the *Cisco Unity Voice Messaging User Guide (With Microsoft Exchange), Release 4.0(5)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/user/guide/exvm/5vmex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/user/guide/exvm/5vmex.html), unless otherwise noted:

- [Finding Messages by Phone, page 7-11](#)
- [Sending and Responding to Messages, page 7-11](#)
- [Changing Personal Settings, page 7-11](#)
- [Changing the Volume of the Cisco Unity Conversation, page 7-12](#)
- [Changing the Speed of the Cisco Unity Conversation, page 7-12](#)
- [Changing Playback Volume for Messages, page 7-12](#)
- [Using the Cisco Unity Assistant to Set Up a Notification Device, page 7-12](#)
- [Phone Menus for the Standard Conversation, page 7-12](#)
- [Phone Menus for Optional Conversation 1, page 7-13](#)
- [Phone Menus for Alternate Keypad Mapping N, page 7-13](#)
- [Phone Menus for Alternate Keypad Mapping S, page 7-14](#)

## Finding Messages by Phone

In the “Finding Messages by Phone” chapter, the description of the Go-to-Message feature incorrectly states that the feature applies only to saved messages.

The Go-to-Message feature works with new, saved, and deleted messages.

## Sending and Responding to Messages

The key presses in procedures in the “Sending a Voice Message by Phone,” “Replying to a Message by Phone,” and “Forwarding a Message by Phone” sections of the “Sending and Responding to Messages” chapter are accurate only when subscribers use the Standard Send menu. When subscribers use the Streamlined Send menu, the key presses are different.

See the “[Specifying the Send Menu That You Hear When You Send, Reply To, and Forward Messages](#)” section on page 7-6 for information on the Send menus.

## Changing Personal Settings

The procedures for changing personal settings by phone in the “Changing Personal Settings” chapter incorrectly state that they are intended for use only by subscribers using the standard conversation or Optional Conversation 1.

The procedures apply to all conversations.

## Changing the Volume of the Cisco Unity Conversation

The “Changing the Volume of the Cisco Unity Conversation” section in the “Changing Phone Menu Preferences” chapter incorrectly states that the Volume control in the Cisco Unity Assistant allows subscribers to adjust the volume of the Cisco Unity conversation. The volume of the conversation cannot be adjusted. Disregard the section.

## Changing the Speed of the Cisco Unity Conversation

The “Changing the Speed of the Cisco Unity Conversation” section in the “Changing Phone Menu Preferences” chapter incorrectly states that the Speed setting is located on the Phone Menu Preferences page in the Cisco Unity Assistant. The setting has been moved and renamed to clarify its purpose—it is called Conversation Speed and is located on the Personal Preferences page.

The section also incorrectly states that the setting does not affect the speed of recorded names and subscriber greetings. The setting controls the speed for all elements of the Cisco Unity conversation—prompts, recorded names, receipts, message headers and footers, and subscriber greetings.

Note that the content has been clarified in Cisco Personal Communications Assistant Help.

## Changing Playback Volume for Messages

The Cisco Unity Assistant procedure in the “Changing Playback Volume for Messages” section in the “Changing Recording and Playback Settings” chapter incorrectly states that the Volume setting is located on the Phone Menu Preferences page in the Cisco Unity Assistant. The setting has been moved and renamed to clarify its purpose—it is called Message Playback Volume and is located on the Personal Preferences page.

Note that the content has been clarified in Cisco Personal Communications Assistant Help.

## Using the Cisco Unity Assistant to Set Up a Notification Device

The procedures in the “Using the Cisco Unity Assistant to Set Up a Notification Device” section in the “Changing Message Notification Settings” chapter do not clearly explain how message notification schedules work.

When you have new messages during the active hours of a notification schedule, Cisco Unity makes notification calls. When new messages arrive during inactive hours, Cisco Unity sends message notifications at the start of the next active hour in your schedule. The procedures do not mention that Cisco Unity sends a message notification for any message that is marked new at the start of the next active hour in your schedule—even if you already received notification for the particular message.

Note that the content has been clarified in Cisco Personal Communications Assistant Help.

## Phone Menus for the Standard Conversation

In the “Phone Menus for the Standard Conversation” section in the “Phone Menus and Shortcuts” chapter, three options in the During Message menu and After Message menu tables incorrectly state that the options apply only to saved messages. The options apply to new, saved, and deleted messages.

The following options and tasks are correct:

| Key(s) | Task                   |
|--------|------------------------|
| 12     | Play message by number |
| 14     | Play previous message  |
| 16     | Play next message      |

## Phone Menus for Optional Conversation 1

In the “Phone Menus for Optional Conversation 1” section in the “Phone Menus and Shortcuts” chapter, three options in the During Message menu and After Message menu tables incorrectly state that the options apply only to saved messages. The options apply to new, saved, and deleted messages.

The following options and tasks are correct:

| Key(s) | Task                   |
|--------|------------------------|
| 12     | Play message by number |
| 14     | Play previous message  |
| 16     | Play next message      |

## Phone Menus for Alternate Keypad Mapping N

In the “Phone Menus for Alternate Keypad Mapping N” section in the “Phone Menus and Shortcuts” chapter, the During Message menu and After Message menu tables are incorrect.

Use the following tables instead.

### During Message Menu and Shortcuts (Alternate Keypad Mapping N)

While listening to a message, press:

| Key(s) | Task                        |
|--------|-----------------------------|
| 1      | Rewind message              |
| 21     | Slow down                   |
| 23     | Speed up                    |
| 3      | Fast-forward                |
| 4      | Play previous message       |
| 6      | Skip message, save as is    |
| 71     | Reply                       |
| 77     | Skip message, mark as saved |
| 78     | Skip message, save as new   |
| 70     | Play message properties     |

| Key(s) | Task                 |
|--------|----------------------|
| 9      | Call the subscriber* |
| #      | Cancel or back up    |
| 0      | Operator             |

\*Not available on some systems.

## After Message Menu and Shortcuts (Alternate Keypad Mapping N)

After listening to a message, press:

| Key(s) | Task                    |
|--------|-------------------------|
| 1      | Rewind                  |
| 4      | Play previous message   |
| 6      | Save as is              |
| 9      | Call the subscriber*    |
| 70     | Play message properties |
| 71     | Reply                   |
| 72     | Replay message          |
| 73     | Forward message         |
| 74     | Reply to all            |
| 76     | Delete                  |
| 77     | Save/Restore as saved*  |
| 78     | Save/Restore as new*    |
| *      | Cancel or back up       |
| 0      | Operator                |

\*Not available on some systems.

## Phone Menus for Alternate Keypad Mapping S

In the “Phone Menus for Alternate Keypad Mapping S” section in the “Phone Menus and Shortcuts” chapter, the During Message menu and After Message menu tables are incorrect.

Use the following tables instead.

### During Message Menu and Shortcuts (Alternate Keypad Mapping S)

While listening to a message, press:

| Key(s) | Task                 |
|--------|----------------------|
| 13     | Forward message      |
| 14     | Call the subscriber* |

| Key(s) | Task                           |
|--------|--------------------------------|
| 15     | Play previous message          |
| 17     | Reply                          |
| 18     | Change volume*                 |
| 2      | Rewind message                 |
| 22     | Skip message body              |
| 3      | Delete                         |
| 4      | Fast-forward                   |
| 5      | Skip message, save as is       |
| 7      | Save/Restore as saved*         |
| 8      | Skip to message footer         |
| #      | Fast-forward to end of message |
| *      | Pause/Resume                   |
| *3     | Slow playback                  |
| *8     | Fast playback                  |

\*Not available on some systems.

## After Message Menu and Shortcuts (Alternate Keypad Mapping S)

After listening to a message, press:

| Key(s) | Task                               |
|--------|------------------------------------|
| 13     | Forward message                    |
| 15     | Play previous message              |
| 17     | Reply                              |
| 2      | Rewind message                     |
| 22     | Replay message                     |
| 3      | Delete                             |
| 42     | Reply to all                       |
| 44     | Call the subscriber*               |
| 5      | Save as is                         |
| 6      | Save/Restore as new*               |
| 7      | Save/Restore as saved*             |
| 8      | Deliver e-mail/fax to fax machine* |
| 9      | Play message properties            |
| *      | Cancel or back up                  |

\*Not available on some systems.





## CHAPTER 8

# Networking in Cisco Unity Guide

---

This chapter should be used in conjunction with the *Networking in Cisco Unity Guide, Release 4.0(5)*. Information that has changed in the *Networking in Cisco Unity Guide, Release 4.0(5)*—either because Cisco Unity functionality changed, or because information was omitted or is incorrect—is described in the “[Errors and Changes](#)” section.

The Domino version of the guide is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/networking/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/networking/guide/dom/dom.html); the Exchange version of the guide is available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/networking/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/networking/guide/ex/ex.html).

## Errors and Changes

The following sections apply to the *Networking in Cisco Unity Guide (With IBM Lotus Domino), Release 4.0(5)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/networking/guide/dom/dom.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/networking/guide/dom/dom.html) and to the *Networking in Cisco Unity Guide (With Microsoft Exchange), Release 4.0(5)* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/405/networking/guide/ex/ex.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/405/networking/guide/ex/ex.html), unless otherwise noted:

- [Changes That Affect All Cisco Unity Guides](#), page 8-2
- [Identified Subscriber Messaging Field Name Changed in Cisco Unity Administrator](#), page 8-2
- [Requirements for Setting Up Digital Networking \(Cisco Unity with Exchange Only\)](#), page 8-2
- [Creating the UAMIS Account \(Cisco Unity with Exchange Only\)](#), page 8-3
- [Creating the UVPIM Account by Using ConfigMgr.exe \(Cisco Unity with Exchange Only\)](#), page 8-3
- [Upgrading and Uninstalling Networking Options \(Cisco Unity with Exchange Only\)](#), page 8-4

## Changes That Affect All Cisco Unity Guides

### Cross-References to System Requirements Document

In cross-references to *Cisco Unity 4.x System Requirements, and Supported Hardware and Software*, refer instead to the following documents:

- *Cisco Unity 4.2 System Requirements* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/requirements/42cusysreq.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/requirements/42cusysreq.html).
- *Supported Hardware and Software, and Support Policies for Cisco Unity 4.2 and Later* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/42/support/42lsupp.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/42/support/42lsupp.html).

### Exchange 5.5 No Longer Supported

Exchange 5.5 is no longer supported as the message store for Cisco Unity messages, for either new installations or upgrades. In Cisco Unity guides and Help, ignore any references to Exchange 5.5 as being supported. (Some Cisco Unity applications may contain Exchange 5.5 references as well.)

With Cisco Unity 4.2, installations and upgrades will fail when Exchange 5.5 is the message store. Before you can upgrade to version 4.2, you must upgrade to Exchange 2003 or Exchange 2000.

### Windows NT Domain No Longer Supported

Making a Cisco Unity server a member server in a Windows NT domain is no longer supported. In Cisco Unity guides and Help, ignore any references to a Windows NT domain as being supported. (Some Cisco Unity applications may contain Windows NT domain references as well.)

## Identified Subscriber Messaging Field Name Changed in Cisco Unity Administrator

On the System > Configuration > Settings page in the Cisco Unity Administrator, a field related to Identified Subscriber Messaging has been changed to clarify what the check box controls. The old field name was “Subscribers Are Identified as Message Senders Only If They Log On.” The field name has been changed to “Disable Identified Subscriber Messaging.”

The *Networking in Cisco Unity Guide* refers to the old field name.

Note that Cisco Unity Administrator Help has been updated to reflect the new field name.

(Links to the [Domino version of the guide](#) and to the [Exchange version of the guide](#).)

## Requirements for Setting Up Digital Networking (Cisco Unity with Exchange Only)

The “Requirements for Setting Up Digital Networking” section in the “[Digital Networking](#)” chapter states that Cisco Unity servers that are digitally networked together can be any combination of Cisco Unity servers, version 3.1(2) or later. This statement is not correct for Cisco Unity version 4.1(1) and later. Only Cisco Unity version 4.0(1) and later servers can be digitally networked with Cisco Unity 4.1(1) or later servers.

For more information, see the “Digital Networking Requirements for Cisco Unity with Exchange” section of *Cisco Unity Networking Options Requirements* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html).

## Creating the UAMIS Account (Cisco Unity with Exchange Only)

The “Creating the UAmis Account” section in the “[AMIS Networking](#)” chapter omitted the following information relevant to running ConfigMgr.exe to create the UAmis account.

In Cisco Unity release 4.2(1), the Permissions wizard includes a new option to set permissions that are required for AMIS, Bridge, and VPIM networking. When you run ConfigMgr.exe, if you did not choose this option, the ConfigMgr.exe utility will indicate that you need to run the Permissions wizard, select the option for AMIS, Bridge, and VPIM networking, and manually delegate Exchange administration control to the installation and directory services accounts (if you have not already done so).

If you receive this error message, do the following tasks:

1. Click OK and exit the ConfigMgr.exe utility.
2. Download and run the latest version of the Permissions wizard from CiscoUnityTools.com, or run the version that appears in the Utilities\PermissionsWizard directory on the shipping Cisco Unity 4.2(1) CD or DVD.
3. Follow the Permissions wizard instructions to select the option for AMIS, Bridge, and VPIM networking, and to manually delegate Exchange administration control. For additional information, see Permissions wizard Help.
4. Rerun ConfigMgr.exe.

## Creating the UVPIM Account by Using ConfigMgr.exe (Cisco Unity with Exchange Only)

The “Creating the UVPIM Account by Using ConfigMgr.exe (Optional)” section in the “[VPIM Networking](#)” chapter omitted the following information relevant to running ConfigMgr.exe to create the UVPIM account.

In Cisco Unity release 4.2(1), the Permissions wizard includes a new option to set permissions that are required for AMIS, Bridge, and VPIM networking. When you run ConfigMgr.exe, if you did not choose this option, the ConfigMgr.exe utility will indicate that you need to run the Permissions wizard, select the option for AMIS, Bridge, and VPIM networking, and manually delegate Exchange administration control to the installation and directory services accounts (if you have not already done so).

If you receive this error message, do the following tasks:

1. Click OK and exit the ConfigMgr.exe utility.
2. Download and run the latest version of the Permissions wizard from CiscoUnityTools.com, or run the version that appears in the Utilities\PermissionsWizard directory on the shipping Cisco Unity 4.2(1) CD or DVD.
3. Follow the Permissions wizard instructions to select the option for AMIS, Bridge, and VPIM networking, and to manually delegate Exchange administration control. For additional information, see Permissions wizard Help.
4. Rerun ConfigMgr.exe.

## Upgrading and Uninstalling Networking Options (Cisco Unity with Exchange Only)

The “[Upgrading and Uninstalling Networking Options](#)” chapter omits important information related to upgrading to Cisco Unity 4.1(1) or later. The updated information appears in the following sections:

- [Upgrading with Digital Networking](#), page 8-4
- [Upgrading with SMTP Networking or AMIS Networking](#), page 8-4
- [Upgrading with VPIM Networking: AD Schema Update Required](#), page 8-4
- [Upgrading with VPIM Networking: Re-Running ConfigMgr.exe](#), page 8-5
- [Upgrading with VPIM Networking: Using the Latest Version of the Voice Connector](#), page 8-5

### Upgrading with Digital Networking

Note that if you upgrade one or more Cisco Unity servers to version 4.1(1) or later, you should upgrade all other digitally networked Cisco Unity servers to version 4.0(1) or later. For more information, see the “[Digital Networking Requirements for Cisco Unity with Exchange](#)” section of *Cisco Unity Networking Options Requirements* at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html).

### Upgrading with SMTP Networking or AMIS Networking

Note that if you upgrade one or more Cisco Unity servers to version 4.1(1) or later, you should upgrade all instances of the Cisco Unity Voice Connector for Microsoft Exchange to 11.0(1) or later.

We recommend that you use the latest version of the Cisco Unity Voice Connector for Microsoft Exchange that is supported for your version of Cisco Unity. If you call Cisco TAC with a problem related to networking, the Cisco TAC engineer may require that you upgrade to a newer supported version of the Voice Connector, if one is available.

For more information, see the applicable section of *Cisco Unity Networking Options Requirements*:

- “[Version Requirements for SMTP Networking in Cisco Unity with Exchange](#)”
- “[Version Requirements for AMIS Networking in Cisco Unity with Exchange](#)”

The document is available at

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html).

### Upgrading with VPIM Networking: AD Schema Update Required

In Cisco Unity release 4.2(1), the property set `cisco-Ecsbu-Unity-Information` was added to the Cisco Unity Directory Monitor schema extensions to accommodate changes to the Cisco Unity Permissions wizard. Associated updates were also made to the Cisco Unity Bridge and Cisco Unity VPIM extensions.

When upgrading Cisco Unity from an earlier release with VPIM Networking, you must update the VPIM extensions as well as the Directory Monitor extensions. The schema updates must be applied at a specific point during the upgrade process. Be sure to follow the instructions in the *Cisco Unity Reconfiguration and Upgrade Guide* that apply to your situation.

Note that the changes are backward compatible with earlier versions of Cisco Unity; if you have multiple servers connected via Digital Networking, you can apply the required schema updates in order to upgrade one Cisco Unity server to 4.2(1) even if other servers continue to run earlier versions of Cisco Unity. (For a list of Cisco Unity version combinations that are supported for networked Cisco Unity servers, see the “Digital Networking Requirements for Cisco Unity with Exchange” section in the *Cisco Unity Networking Options Requirements* at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html).)

## Upgrading with VPIM Networking: Re-Running ConfigMgr.exe

In Cisco Unity 4.0(5) and later, you can configure VPIM delivery locations to allow Cisco Unity to automatically create, modify, and delete VPIM subscribers based on the information that is received in incoming VPIM messages. If you are using this feature, each time you upgrade the VPIM bridgehead server, you must run ConfigMgr.exe to properly configure the server to automatically start and stop the CsVPIMConnector service.

In Cisco Unity release 4.2(1), the Permissions wizard includes a new option to set permissions that are required for AMIS, Bridge, and VPIM networking. When you run ConfigMgr.exe, if you did not choose this option, the ConfigMgr.exe utility will indicate that you need to run the Permissions wizard, select the option for AMIS, Bridge, and VPIM networking, and manually delegate Exchange administration control to the installation and directory services accounts (if you have not already done so).

If you receive this error message, do the following tasks:

1. Click OK and exit the ConfigMgr.exe utility.
2. Download and run the latest version of the Permissions wizard from CiscoUnityTools.com, or run the version that appears in the Utilities\PermissionsWizard directory on the shipping Cisco Unity 4.2(1) CD or DVD.
3. Follow the Permissions wizard instructions to select the option for AMIS, Bridge, and VPIM networking, and to manually delegate Exchange administration control. For additional information, see Permissions wizard Help.
4. Rerun ConfigMgr.exe.

## Upgrading with VPIM Networking: Using the Latest Version of the Voice Connector

Note that if you upgrade one or more Cisco Unity servers to version 4.1(1) or later, you should upgrade all instances of the Cisco Unity Voice Connector for Microsoft Exchange to 11.0(1) or later.

We recommend that you use the latest version of the Cisco Unity Voice Connector for Microsoft Exchange that is supported for your version of Cisco Unity. If you call Cisco TAC with a problem related to networking, the Cisco TAC engineer may require that you upgrade to a newer supported version of the Voice Connector, if one is available.

For more information, see the “Version Requirements for VPIM Networking in Cisco Unity with Exchange” section of *Cisco Unity Networking Options Requirements*, at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html](http://www.cisco.com/en/US/docs/voice_ip_comm/unity/compatibility/matrix/cunetoptionsreqs4x.html).

