



CHAPTER 1

Accessing and Using the Cisco Unity Administrator

See the following sections in this chapter:

- [Exiting and Starting the Cisco Unity Software, page 1-1](#)
- [Accessing and Using the Cisco Unity Administrator, page 1-5](#)

Exiting and Starting the Cisco Unity Software

The following sections provide instructions on exiting the Cisco Unity software, shutting down and restarting the Cisco Unity server, and starting the Cisco Unity software.



Note

For details on the accounts that you use to log on to the Cisco Unity server and the Cisco Unity Status Monitor, see the [“About the Accounts That Can Be Used to Administer Cisco Unity”](#) section on [page 2-1](#).

- [Exiting the Cisco Unity Software, page 1-1](#)
- [Shutting Down or Restarting the Cisco Unity Server, page 1-3](#)
- [Starting the Cisco Unity Software, page 1-3](#)

Exiting the Cisco Unity Software

This section contains two procedures for exiting the Cisco Unity software: from the Cisco Unity server and from another computer.



Caution

Do not use `Kill av*.*` to exit the Cisco Unity software. `Kill av*.*` does not stop all Cisco Unity services, and may cause problems with upgrades from Cisco Unity version 2.x.

Do not stop AvCsMgr by using the Services window or the Component Services window as a method to exit the Cisco Unity software. Stopping the AvCsMgr does not stop all Cisco Unity services and may cause unexpected results.

To Exit the Cisco Unity Software from the Cisco Unity Server

- Step 1** If the system uses the automated attendant, route all calls to the operator.
- Step 2** On the Cisco Unity server, log on to Windows by using either the Cisco Unity administration account or an appropriate Windows domain account.
- Step 3** Right-click the Cisco Unity icon in the status area of the taskbar.
(If the Cisco Unity icon is not in the taskbar, browse to the CommServer directory, and double-click **AvCsTrayStatus.exe**.)
- Step 4** Click **Stop Cisco Unity**.
- Step 5** Click **OK** to confirm that you want to exit the Cisco Unity software. Cisco Unity stops running when all calls are finished, and an “X” appears in the Cisco Unity icon.
- Step 6** Press **Ctrl-Alt-Delete**, then lock or log off of Windows to prevent access by unauthorized users.
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To Exit the Cisco Unity Software from Another Computer

- Step 1** If the system uses the automated attendant, route all calls to the operator.
- Step 2** If the Cisco Unity Status Monitor does not use Integrated Windows authentication, skip to [Step 3](#).
When the Cisco Unity Status Monitor uses Integrated Windows authentication, do the following sub-steps to access the Status Monitor:
- Log on to Windows by using either the Cisco Unity administration account or an appropriate Windows domain account.
 - Start Internet Explorer, and go to **http://<Cisco Unity server name>/status**.
 - If Internet Explorer prompts you for a user name and password, enter the user name, password, and domain for the administration account or the Windows domain account.
 - Skip to [Step 5](#).
- Step 3** When the Cisco Unity Status Monitor uses Anonymous authentication, do the following substeps to access the Status Monitor:
- Log on to Windows by using any domain account that has the right to log on locally.
 - Start Internet Explorer, and go to **http://<Cisco Unity server name>/status**.
- Step 4** On the Cisco Unity Log On page, enter the user name, password, and domain for the Cisco Unity administration account or the Windows domain account, and click **Log On**.
- Step 5** In the Cisco Unity Status Monitor, under Shutting Down Cisco Unity, choose a method:
- Cisco Unity stops running after all calls are finished.
 - Cisco Unity interrupts calls in progress with a voice message, disconnects all calls, then stops running.
- Step 6** Click **Shut Down**.
-

Shutting Down or Restarting the Cisco Unity Server



Note

Restarting the Cisco Unity server may result in delayed message notification and message waiting indication until MAPI logon to all subscriber mailboxes has been completed. Depending on the size of the subscriber database, it could take several hours to complete the MAPI logon.

If the Cisco Unity system has an expansion chassis or is set up for failover, note the following considerations before shutting down or restarting the Cisco Unity server:

Expansion chassis connected to the Cisco Unity server	When both the expansion chassis and the Cisco Unity server are turned off, turn on the expansion chassis before you turn on the server. Otherwise, the server may not detect the voice cards in the expansion chassis.
Cisco Unity failover	<ul style="list-style-type: none"> • When both servers are running and the active server is shut down, the inactive server becomes active. • When neither server is running, the first server started becomes the active server. • When the secondary server is active and configured for automatic failback, and the primary server is also running, the secondary server attempts failback on the failback schedule.

To Shut Down or Restart the Cisco Unity Server

- Step 1** Exit the Cisco Unity software, if it is running, by using one of the procedures in the [“Exiting the Cisco Unity Software”](#) section on page 1-1.
- Step 2** On the Windows Start menu, click **Shut Down**.
- Step 3** Click **Shut Down or Restart**. During a restart, the Cisco Unity software starts automatically.
- When Cisco Unity starts successfully, three tones play and a check mark appears in the Cisco Unity icon in the status area of the taskbar.
- When Cisco Unity does not start successfully, two tones play and an “X” appears in the Cisco Unity icon in the status area of the taskbar.

Starting the Cisco Unity Software

This section contains two procedures for starting the Cisco Unity software: from the Cisco Unity server and from another computer.

Cisco Unity is a Windows service that is configured to start automatically when you turn on or restart the server. Do one of the procedures in this section only if you exited the Cisco Unity software and did not restart the server.

Exchange must be running before you start the Cisco Unity software—either on the partner Exchange server or on the Cisco Unity server, depending on your configuration.

If Exchange stops for any reason while Cisco Unity is running, Cisco Unity will continue to take messages.

To Start the Cisco Unity Software from the Cisco Unity Server

- Step 1** On the Cisco Unity server, log on to Windows by using either the Cisco Unity administration account or an appropriate Windows domain account.
- Step 2** Right-click the Cisco Unity icon in the status area of the taskbar.
(If the Cisco Unity icon is not in the taskbar, browse to the CommServer directory, and double-click **AvCsTrayStatus.exe**.)
- Step 3** Click **Start Cisco Unity**.
When Cisco Unity starts successfully, three tones play and a check mark appears in the Cisco Unity icon.
When Cisco Unity does not start successfully, two tones play and an “X” appears in the Cisco Unity icon.
- Step 4** Press **Ctrl-Alt-Delete**, then lock or log off of Windows to prevent access by unauthorized users.
- Step 5** If the system uses the automated attendant and you routed calls to the operator before you exited the Cisco Unity software, reroute calls to Cisco Unity.
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To Start the Cisco Unity Software from Another Computer

- Step 1** If the Cisco Unity Status Monitor does not use Integrated Windows authentication, skip to [Step 2](#).
When the Cisco Unity Status Monitor uses Integrated Windows authentication, do the following substeps to access the Status Monitor:
- Log on to Windows by using either the Cisco Unity administration account or an appropriate Windows domain account.
 - Start Internet Explorer, and go to **http://<Cisco Unity server name>/status**.
 - If Internet Explorer prompts you for a user name and password, enter the user name, password, and domain for the Cisco Unity administration account or the Windows domain account.
 - Skip to [Step 4](#).
- Step 2** When the Cisco Unity Status Monitor uses Anonymous authentication, do the following substeps to access the Status Monitor:
- Log on to Windows by using any domain account that has the right to log on locally.
 - Start Internet Explorer, and go to **http://<Cisco Unity server name>/status**.
- Step 3** On the Cisco Unity Log On page, enter the user name, password, and domain for the Cisco Unity administration account or the Windows domain account, and click **Log On**.
- Step 4** In the Cisco Unity Status Monitor, click the System Status icon (the first icon), at the top of the page.
- Step 5** Click **Start**.
- Step 6** If the system uses the automated attendant and you routed calls to the operator before you exited the Cisco Unity software, reroute calls to Cisco Unity.
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Accessing and Using the Cisco Unity Administrator

The Cisco Unity Administrator is a website that you use to do most administrative tasks. Administrative tasks include determining system schedules, specifying settings for individual subscribers (or for a group of subscribers by using a subscriber template), and implementing a call management plan.

See the following sections:

- [Accessing and Exiting the Cisco Unity Administrator, page 1-5](#)
- [Browsing to Another Cisco Unity Administrator from the Local Cisco Unity Administrator, page 1-7](#)
- [Cisco Unity Administrator User Interface, page 1-8](#)
- [Using Help, page 1-10](#)
- [Saving Data, page 1-11](#)
- [Finding Records, page 1-11](#)
- [Adding Records, page 1-12](#)

We welcome your feedback about Cisco Unity. To facilitate collecting feedback about Cisco Unity, the Cisco Unity Administrator includes a Feedback link from the navigation pane on the left side of the Cisco Unity Administrator. Click Feedback, and in the form that opens, enter any information that you want to send to us, then click Submit.

Accessing and Exiting the Cisco Unity Administrator

See the following sections:

- [Logging On to the Cisco Unity Administrator, page 1-5](#)
- [Exiting the Cisco Unity Administrator, page 1-6](#)

Logging On to the Cisco Unity Administrator

Although the way in which you log on to the Cisco Unity Administrator depends on the type of authentication that it uses, the account that you use to log on remains the same: you can use either the administration account that was selected when Cisco Unity was installed, or you can use an applicable Active Directory account. For information on which accounts can be used to access the Cisco Unity Administrator, see the [“About the Accounts That Can Be Used to Administer Cisco Unity”](#) section on page 2-1.

**Note**

Until you create a Cisco Unity subscriber account for the purpose of administering Cisco Unity, you must use the Active Directory credentials associated with the administration account that was selected when Cisco Unity was installed to log on to the Cisco Unity Administrator.

To log on to the Cisco Unity Administrator, use the applicable procedure in this section. Note that Cisco Unity does not permit more than 50 administrators to access the Cisco Unity Administrator at the same time.

To Log On to the Cisco Unity Administrator When It Uses Integrated Windows Authentication

- Step 1** Log on to Windows on the Cisco Unity server (or a remote computer) by using either the administration account that was selected when Cisco Unity was installed, or an applicable Active Directory account.
- Step 2** If you logged on to the Cisco Unity Administrator on the Cisco Unity server, right-click the Cisco Unity icon in the status area of the taskbar, and click **Launch System Admin**.
- If you logged on to the Cisco Unity Administrator on a computer other than the Cisco Unity server, start Internet Explorer, and go to **http://<Cisco Unity server name>/web/sa**.
- Step 3** If Internet Explorer prompts you, enter either the user name, password, and domain for the administration account that was selected when Cisco Unity was installed, or an applicable Active Directory account.
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To Log On to the Cisco Unity Administrator When It Uses Anonymous Authentication

- Step 1** Log on to Windows on the Cisco Unity server (or a remote computer) by using any Active Directory account that has the right to log on locally.
- Step 2** If you logged on to the Cisco Unity Administrator on the Cisco Unity server, right-click the Cisco Unity icon in the status area of the taskbar, and click **Launch System Admin**.
- If you logged on to the Cisco Unity Administrator on a computer other than the Cisco Unity server, start Internet Explorer, and go to **http://<Cisco Unity server name>/web/sa**.
- Step 3** On the Cisco Unity Log On page, enter either the user name, password, and domain for the administration account that was selected when Cisco Unity was installed, or enter the user name, password, and domain for an applicable Active Directory account, and click **Log On**.
- You can use the settings on the Authentication page in the Cisco Unity Administrator to specify whether the Log On offers the following options:
- Remember User Name
 - Remember Password
 - Remember Domain
- When you specify that Cisco Unity will remember your user name, password, or domain, you will not have to enter them the next time that you log on. Instead, the fields are automatically populated in the Log On page.
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Exiting the Cisco Unity Administrator

To Exit the Cisco Unity Administrator

- Step 1** Click the **Log Off** button on the lower left area of the Cisco Unity Administrator page.
- Step 2** Exit **Internet Explorer**.
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Browsing to Another Cisco Unity Administrator from the Local Cisco Unity Administrator

Each Cisco Unity Administrator provides links to the Cisco Unity Administrator websites on other networked Cisco Unity servers. By clicking the links, you can access subscriber accounts and other Cisco Unity objects on another Cisco Unity server simply by browsing to the Cisco Unity Administrator on the Cisco Unity server on which those accounts and objects were created.

When you want to find a subscriber account, but do not know on which Cisco Unity server in the network the account was created, you can search for it from any subscriber page in the Cisco Unity Administrator on your local Cisco Unity server by using the Find icon.

When the Cisco Unity Administrator uses the Integrated Windows authentication method, you are not required to re-enter your Active Directory account credentials when you browse to another Cisco Unity Administrator website from your local Cisco Unity server. Note that this is true only if you log on to the Cisco Unity Administrator on your local server by using the credentials of the Active Directory account that is associated with a Cisco Unity subscriber account that has appropriate class of service (COS) rights on the remote Cisco Unity server.

However, when the Cisco Unity Administrator uses the Anonymous authentication method, you are prompted to enter authentication credentials regardless of the account you used to log on to the Cisco Unity Administrator on your local server. In this case, simply enter the applicable credentials for the Cisco Unity Administrator website that you want to access.

To Browse to Another Cisco Unity Administrator on a Networked Cisco Unity Server

- Step 1** Near the bottom of the navigation bar on the left side of the Cisco Unity Administrator interface, click **Unity Servers**. The Server Chooser page appears.
- Step 2** From the list, click the server that you want to access.
- Step 3** If prompted, enter the applicable credentials to gain access to the Cisco Unity Administrator that you want to access.

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

Do the following procedure to use the Cisco Unity Administrator on your local Cisco Unity server to search for subscriber accounts on other Cisco Unity servers in the network.

To Search for Subscriber Accounts Created on a Cisco Unity Server Other than Your Local Cisco Unity Server

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

- Step 8** If prompted, enter the applicable credentials to gain access to the Cisco Unity Administrator that you want to access.

Another instance of the Cisco Unity Administrator appears in a separate browser window. This is the Cisco Unity Administrator website of the Cisco Unity server on which the subscriber account was created. The subscriber profile page is displayed in the new browser window.

Cisco Unity Administrator User Interface

The Cisco Unity Administrator interface is divided into three areas.

Navigation bar	Located along the left side of the interface; contains links to categories of data pages.
Page	Where Cisco Unity data is entered and displayed. The page name is highlighted at the top of the page.
Title bar	Displays the name of the record or of the group of settings that appears on the page. The title bar also features command icons that initiate actions such as saving and finding records.

See the following sections for additional details:

- [Cisco Unity Data, page 1-8](#)
- [Navigation, page 1-9](#)
- [Command Icons, page 1-9](#)
- [About the Media Master, page 1-10](#)

Cisco Unity Data

The Cisco Unity Administrator features links from the main navigation bar to five groupings of data, representing subscribers and other Cisco Unity entities.

The data groupings available from the Cisco Unity Administrator include:

Subscribers

These pages are used to enter data related to individual subscriber records. Also included are subscriber template pages, which contain settings that are applied to groups of subscribers. Settings include schedules, passwords, account permissions, call processing and transfer options, and distribution lists.

Call Management

These pages are used to set how Cisco Unity answers, routes, transfers, and records calls. Settings include call routing, prerecorded caller interviews, call recording, and allowing or blocking certain dial strings.

Reports

These pages are used to generate reports on subscriber-based and system-based data. Reports can be generated for any of the data stored in the system, such as subscriber message activity, distribution lists, phone logons, disk storage, administration access, and port usage.

Network

These pages are used to add and view information about other Cisco Unity locations and to specify AMIS, VPIM, and/or Cisco Unity Bridge settings. Note that the network data pages are available only when Digital Networking, AMIS, VPIM, and/or the Cisco Unity Bridge are installed.

System

These pages are used to customize and view numerous system features, including business schedules, annual holidays, recording settings, and languages.

Navigation






There are two levels of navigation in the Cisco Unity Administrator.



- At the first level, the navigation bar displays the data categories and provides links to each group of pages within those categories.
- At the second level, the navigation bar provides a link to each page within a selected group. When a page is displayed, you can access individual records of that page type by clicking the Find icon. For more information, see the [“Finding Records” section on page 1-11](#).

Always use the Cisco Unity navigation bar, rather than the Internet Explorer navigation buttons, to move between pages. Otherwise, incorrect data may be displayed.

Command Icons

The command icons are located in the title bar, which is in the upper-right area of each Cisco Unity Administrator page.

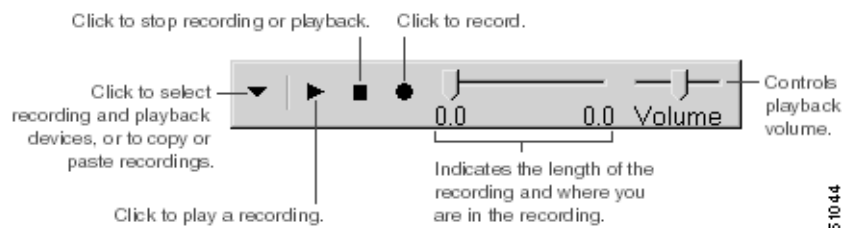
	Save icon	Saves data that you have entered. Available only when you have changed the record.
	Find icon	Opens the Find window, where you search for existing records in the displayed category.
	Add icon	Opens the Add window, where you enter information to create a new record in the displayed category.
	Delete icon	Deletes the displayed record.
	Run icon	Generates a report. Available only on Reports pages.

	Online Documentation icon	Provides in-depth descriptions and conceptual Help and includes an index and glossary.
	Field Help icon	Displays question marks next to fields and buttons for which Help is available.

About the Media Master

The Media Master control bar appears on each page of the Cisco Unity Administrator where recordings can be made. See [Figure 1-1](#). The first time that you access a Cisco Unity Administrator page that contains the Media Master, you are prompted to install it. The Media Master installs automatically as long as you have local administrative rights to the Cisco Unity server. On subsequent visits to web pages that contain the Media Master, it is created from the locally installed copy.

Figure 1-1 Media Master Control Bar



To learn how to use the Media Master and other Cisco Unity tools to make and play recordings, see the [“Recording Greetings and Names”](#) chapter.

Using Help

The Cisco Unity Administrator includes two types of context-sensitive Help:

Online Documentation	Displays Help for the current page in the Cisco Unity Administrator, and links to additional topics.
Field Help	Displays descriptions of individual fields in the Cisco Unity Administrator.

An FAQ that addresses questions often asked by Cisco Unity Administrators is also available.

To Display Online Documentation

- Step 1** Click the **Online Documentation** icon in the upper right corner of the Cisco Unity Administrator. Cisco Unity displays the relevant page from the *System Administration Guide for Cisco Unity* in a separate window.

- Step 2** To browse to additional topics, click a link included in the displayed topic or listed in the Contents.
-

To Display Field Help

- Step 1** Click the **Field Help** icon in the upper right corner of the Cisco Unity Administrator. Cisco Unity displays a question mark next to each field for which Help is available.
- Step 2** For help on a field, click the question mark next to that field.
- Step 3** To turn Field Help off, click the **Field Help** icon in the upper right corner of the Cisco Unity Administrator.
-

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 browse to questions and answers.
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Saving Data

Save newly entered data by clicking the Save icon. Cisco Unity requires you to save new data before moving to another record or to another part of the Cisco Unity Administrator. The following cues remind you when the displayed record contains unsaved data:

- The Save icon is enabled.
- An asterisk is displayed on the title bar next to the record name.
- If you attempt to leave a changed record without saving it, Cisco Unity prompts you to save the record.

Finding Records

A record is the group of settings or collection of data for an individual subscriber, class of service (COS), or other Cisco Unity entity. For example, a subscriber record contains the subscriber account data.

To Find a Subscriber Record

- Step 1** In the Cisco Unity Administrator, go to any **Subscribers > Subscribers** page.
- Step 2** Click the **Find** icon.
- Step 3** Indicate whether to search by alias, extension, first name, or last name.
- Step 4** Enter the applicable alias, extension, or name. You also can enter * to display a list of all subscribers, or enter one or more characters or values followed by * to narrow your search.

- Step 5** To search for subscriber accounts that were created on a Cisco Unity server other than your local Cisco Unity server, check the **Search All Cisco Unity Servers** check box.
 - Step 6** Click **Find**.
 - Step 7** On the list of matches, click the name of the subscriber to display the record.
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To Find Other Types of Records

- Step 1** In the Cisco Unity Administrator, go to any page of the applicable record type.
 - Step 2** Click the **Find** icon.
 - Step 3** Enter the applicable name. You also can enter * to display a list of all records, or enter one or more characters followed by * to narrow your search.
 - Step 4** Click **Find**.
 - Step 5** On the displayed list, double-click the applicable record.
-

Adding Records

Always enter information for a new record in an Add window.



Entering new record information on an existing page will change the displayed record rather than create a new record.

Use the following procedure to add a record, such as a new class of service (COS), distribution list, or call handler. To add a new subscriber, see the [“Managing Subscriber Accounts”](#) chapter.

To Add a Record

- Step 1** Click the **Add** icon from any COS, distribution list, or call handler page.
 - Step 2** In the window that is displayed, enter basic identifying information, such as the name of the record.
 - Step 3** Indicate whether this record is new or based on an existing one. If based on an existing record, click the name of that record on the list.
 - Step 4** Click **Add**.
-